

Ministry

Jobs, Economy and Innovation

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Bus & Entrepreneur Specialist

Current Class

Program Services 4

Requested Class

Job Focus

Operations/Program

Supervisory Level

00 - No Supervision

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Organizational Structure

Division, Branch/Unit

Economic Development & Business Supports/BS/EED

☒ Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Mgr, Small Business Supports

Supervisor's Current Class

Design: Identify Job Duties and Value

Job Purpose and Organizational Context

Why the job exists:

The Ministry of Jobs, Economy and Trade (JET) is responsible for driving economic growth in Alberta by supporting entrepreneurs and employers, promoting trade and investment, facilitating workforce development, leading child care initiatives, and ensuring safe, fair, and healthy workplaces.

The Enterprise and Entrepreneurship Unit (EED) plays a key role in analyzing the small business landscape to inform policy and program development. It provides direct support to businesses navigating government resources, evaluates trends within the entrepreneurial ecosystem, and fosters strategic partnerships to enhance competitiveness and economic resilience.

Reporting to the Manager of Small Business Supports, the Business and Entrepreneurship Specialist is responsible for:

- Conducting in-depth analysis of small business challenges, identifying gaps in support services, and synthesizing findings to inform policy and program recommendations.
- Developing and maintaining relationships with small business organizations and government representatives to exchange information and assess emerging trends.
- Researching, evaluating, and summarizing government programs, services, and resources to guide entrepreneurs in accessing relevant support.
- Managing grants with organizations that deliver small business programs and services, ensuring alignment

with department objectives.

- Preparing high-quality written materials, including briefings and responses, analysis to inform policy materials, research reports, and responses to Telephone Action Requests.
- Representing the Small Business Supports team at stakeholder engagements, government events, and trade shows (requiring a valid Class 5 driver's license).

Success in this role requires strong critical thinking and research skills to assess small business needs, anticipate political decisions and their impacts on small businesses in Alberta, and provide evidence-based insights to inform decision-making. The Specialist will collaborate with cross-ministry teams, contribute to policy discussions, and craft well-reasoned written materials that support government initiatives. The Small Business Supports Team plays a strategic role in outreach, intelligence gathering, and cross-government coordination to enhance the small business environment in Alberta. This position is integral to advancing small business policy, understanding government programs, and promoting economic growth through data-driven insights and strategic stakeholder engagement.

Responsibilities

Job outcomes (4-6 core results), and for each outcome, 4-6 corresponding activities:

1. Engage and collaborate with internal and external stakeholders to collect, share and pathfind relevant information on small business resources, needs and challenges.

- Develop and maintain strong relationships with a broad range of small business stakeholders (i.e., service providers, colleagues in all levels of government, associations, financial institutions, small businesses) to:
 - 1) Maintain a strong understanding of the small business ecosystem and its primary stakeholders.
 - 2) Conduct ongoing research and analysis to stay current on programs, services and resources (i.e., grants and funding, business advice, policy barriers, regulatory challenges, political landscape, etc.).
- Represent Government and participate at relevant local/regional networking events, conferences, and meetings with stakeholder organizations across the business community to:
 - 1) Gather intelligence on emerging small business issues and trends and to inform policy and program development.
 - 2) Promote JET-funded organizations/programs (i.e. Business Link, Futurpreneur, Alberta Chambers of Commerce), the Small Business Resources Site, Biz Connect and Biz Connect.
- Develop concise and well-structured presentations, briefing documents, and speaking materials to support internal and external stakeholder engagement.
- Present formally to various audiences on small business resources and supports, as assigned.
- Lead meetings with internal and external stakeholders to exchange information, provide updates, and support small business strategy to identify relevant supports.
- Represent the department's views on enterprise and entrepreneurship issues while incorporating the broader cross-ministry and stakeholder views.
- Communicate stakeholder feedback and insights, and analysis when requested, to senior leadership through clear, well-organized written reports.

2. Conduct independent research and analysis to enhance the Small Business Repository and to inform decision-making.

- Initiate and conduct stakeholder meetings/interviews, research initiatives, and information sharing to enhance the small business knowledge base from department representatives and cross-ministry contacts.
- Lead or Chair regular meetings within GoA, committees, working groups or Communities of Practice.
- Collaborate with partner ministries (e.g., Technology and Innovation, Indigenous Relations, Culture and Status of Women, etc.) to identify relevant program or policy initiatives.
- Identify and synthesize key trends, policy gaps, and support needs within the small business community.
- Maintain and update accurate information on programs, services and resources for maintenance of the repository tool through regular stakeholder follow-ups.
- Conduct independent research and critical analysis of small business and entrepreneurship policies in other jurisdictions, and provide written recommendations where applicable.

3. Respond to Biz Connect inquiries with professionalism and accuracy.

- Independently handle a full range of inquiries (emails and phone calls) from small businesses and stakeholders.

- Ensure call summaries and email responses are clear, professional, and well-documented.
- Identify recurring inquiry themes and escalate emerging issues to senior leadership through written reports, one-pagers or briefings.

4. Grant management and evaluation

- Oversee the full grant management process, including proposal review, agreement development with Legal, performance reporting, and financial tracking and payments.
- Provide detailed written analysis with recommendations on new grant proposals for senior leadership review.
- Ensure ongoing communication with grant recipients and proactively track reporting deadlines, communicate upcoming deadlines and ensure receipt of necessary documents.
- Develop concise and data-driven reports summarizing grant outcomes and key findings.
- Manage the procurement process for new grants (i.e., call for proposals, EOI, RFP, etc.).

5. Develop well-structured written materials in response to Ministerial requests

- Draft and edit briefing materials, action requests and speaking notes that are clear, well-organized, and aligned with government priorities.
- Prepare concise written responses to ad hoc inquiries, ensuring accuracy and adherence to departmental messaging.
- Conduct critical review and synthesis of complex information to produce high-quality, professional briefings within the timelines given.
- Develop draft email responses, telephone calls and provide input into other JEI initiatives/requests for information.

6. Lead and support independent projects and operational initiatives.

- Develop and implement project plans outlining objectives, key milestones, deliverables, and timelines.
- Draft project charters, work plans, terms of reference, and outcome measures to guide project execution.
- Monitor and report on project progress, identifying risks and mitigation strategies in written status reports.
- Provide critical analysis and strategic insights to senior leadership regarding small business trends, funding gaps, and policy opportunities.
- Support department-wide initiatives through research, written analysis, and presentation development.
- Actively participate in team meetings to share information, discuss challenges and brainstorm solutions.
- Respond to ad hoc reporting requests from senior leadership (i.e., Futurpreneur statistics) and provide input for the department's Business Plan, Annual Report, and Committee of Supply, report on pathfinding deliverables, etc.
- Prepare Manager and Director for key meetings by ensuring appropriate materials are ready and distributed in advance of meetings and take minutes as required.
- Provide high quality technical advice, internally and externally based on program information and policy.
- Meet with Manager, Director, Executive Director, and Assistant Deputy Minister as required.

7. Other duties as assigned by Manager, including (but not limited to):

- Assisting with high-priority briefings and reports as required.
- Providing written analysis and research support to the policy team.
- Assisting to ensure core operational needs are met, particularly during times where there is a high volume of inquiries or ARs.

Problem Solving

Typical problems solved:

Goal setting, leading teams, interaction with various groups and individuals, and meeting tight time lines for delivery of results are critical to success in this role.

The Small Business Supports team does not directly own programs, policies or strategies but plays a key role in navigating complex stakeholder needs. The functional structure of the department may sometimes

results in a lack of clarity on processes and appropriate assignment of responsibilities.

As such, this position requires a high level of creativity, critical thinking, and independence to work through ambiguity, clarify issues, assess implications, and develop well-reasoned solutions and recommendations. The role also requires strong communication and relationship-building skills to support small business stakeholders effectively.

Key Competencies for Success:

Creative Problem Solving

This position requires the ability to scope and solve issues by engaging diverse perspectives, encouraging debate, and generating innovative ideas across the organization.

Example:

- When faced with a small business stakeholder requesting assistance outside the scope of government programming, the B&ES is expected to identify gaps in available resources, work collaboratively with colleagues and external partners, and propose innovative solutions, such as new partnerships, alternative funding sources, or cross-ministry initiatives.

-The role also requires anticipating future small business challenges by proactively gathering intelligence from stakeholders, synthesizing key insights, and proposing new solutions to enhance government support.

Agility

This position requires the ability to make informed decisions and take action even when outcomes are uncertain, while offering clear rationales for change and identifying the benefits of proposed solutions.

Example:

-When responding to a shifting economic landscape or an emerging small business challenge (e.g., changes in federal funding, economic downturns, or new market trends), the B&ES must analyze available information, assess potential impacts, and propose actionable solutions - even in the absence of complete certainty.

-The position may also require adjusting existing small business support strategies to better align with stakeholder needs. This could involve modifying engagement approaches, improving resources materials, or identifying new ways to deliver information effectively.

Mitigation Strategies & Support Structures:

-The B&ES will work collaboratively with colleagues across the department to pathfind solutions, track down answers for stakeholders, and escalate complex or politically sensitive issues to the Manager as needed.

-As a systems thinker, the Specialist must be able to identify and leverage cross-ministry resources, industry partnerships, and external programs to support small businesses with minimal reliance on department budgets.

-The Specialist is expected to proactively promote the Small Business Supports team and its services to ensure stakeholders understand available resources. This includes direct engagement at stakeholder meetings and events.

Types of guidance available for problem solving:

The Manager will provide general guidance, reviewing work for quality of analysis, recommendations and conclusions developed, and level of professional judgment demonstrated. However, the Business and

Entrepreneurship Specialist is expected to function with a high degree of independence (little to no direction) while maintaining regular communication with the Manager. Strong interpersonal and stakeholder management skills and customer service skills, are necessary in order to solve problems.

Direct or indirect impacts of decisions:

This position is responsible for ensuring the accurate gathering of internal and external stakeholder intelligence in order to develop and maintain the Biz Connect repository tool and website. This position must have a strong understanding of relevant programs and priorities in order to provide accurate advice on how to better support Alberta entrepreneurs and small businesses. This position directly impacts the flow of information to stakeholders.

Key Relationships

Major stakeholders and purpose of interactions:

- **Manager:** To provide integrated updates, advice and recommendations. To receive guidance on complex or politically sensitive issues.
- **Other Small Business Supports staff:** To collaborate with on various unit activities/pathfinding and any ad hoc requests.
- **Small Businesses / Entrepreneurs:** To pathfind information and address issues, challenges and concerns.
- **EED policy team:** To collaborate on the development and promotion of initiatives to enhance services to Alberta entrepreneurs and businesses. Provide advice and information relevant to policy development.
- **Other branches within JET:** Network, collaborate and collect information on programs, services and resources. Collaborate on projects or asks. Share stakeholder feedback and any concerns that are relevant.
- **Other ministries (e.g., Technology and Innovation, Agriculture and Irrigation, Culture and Status of Women, etc.):** To collaborate on cross-ministry and divisional projects and understand supports.
- **External stakeholder groups (e.g., Service providers, technical groups, federal and municipal government program contacts).** To consult with and engage on projects to understand programs and services available for entrepreneurs and small businesses, and be able to propose options and solutions on small business matters.
- **The incumbent mentors and coaches junior staff** with less experience and domain knowledge, and offers constructive evaluations of the work done by others.

Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
Bachelor's Degree (4 year)	Business	Arts	

If other, specify:

Job-specific experience, technical competencies, certification and/or training:

- Knowledge of emerging issues, trends and needs of Alberta small businesses and entrepreneurs to promote economic resilience, recovery and growth.
- Knowledge of community development practices and economic trends provincially, nationally and globally.
- [Knowledge of government processes, and familiarity with the business plan cycle, annual report, and other operational processes].
- Sound knowledge of project management approaches and experience engaging with stakeholders and small businesses.

Behavioral Competencies

Pick 4-5 representative behavioral competencies and their level.

Competency	Level					Level Definition	Examples of how this level best represents the job
	A	B	C	D	E		
Systems Thinking	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Takes a long-term view towards organization's objectives and how to achieve them:</p> <ul style="list-style-type: none"> • Takes holistic long-term view of challenges and opportunities • Anticipates outcomes and potential impacts, seeks stakeholder perspectives • Works towards actions and plans aligned with APS values • Works with others to identify areas for collaboration 	This position is required to support the development of policy and grant proposals. Must consider the broad implications of recommendations and any long term impacts that may arise.
Creative Problem Solving	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Engages the community and resources at hand to address issues:</p> <ul style="list-style-type: none"> • Engages perspective to seek root causes • Finds ways to improve complex systems • Employs resources from other areas to solve problems • Engages others and encourages debate and idea generation to solve problems while addressing risks 	This position is constantly pathfinding information for various stakeholders. Must work collaboratively with others to collect information and data on different service providers and relay information to stakeholders in a timely manner. Must ask questions to ensure the right services and opportunities are presented.
Agility	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Identifies and manages required change and the associated risks:</p> <ul style="list-style-type: none"> • Identifies alternative approaches and supports others to do the same • Proactively explains impact of changes • Anticipates and mitigates emotions of others • Anticipates obstacles and stays focused on goals • Makes decisions and takes action in uncertain situations and creates a backup plan 	This position is required to work with small businesses and entrepreneurs in an environment that is constantly changing. Must remain flexible and conduct independent research to stay up to date on latest trends, programs and policies.
Develop Networks	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Leverages relationships to build input and	This position is required to develop and maintain

		<p>perspective:</p> <ul style="list-style-type: none"> • Looks broadly to engage stakeholders • Open to perspectives towards long-term goals • Actively seeks input into change initiatives • Maintains stakeholder relationships 	<p>strong relationships with various stakeholders and use effective communication skills to ensure a strong understanding of their challenges and needs.</p>
Build Collaborative Environments	○ ○ ● ○ ○	<p>Collaborates across functional areas and proactively addresses conflict:</p> <ul style="list-style-type: none"> • Encourages broad thinking on projects, and works to eliminate barriers to progress • Facilitates communication and collaboration • Anticipates and reduces conflict at the outset • Credits others and gets talent recognized • Promotes collaboration and commitment 	<p>Must manage varying stakeholder perspectives and seek to reconcile differing perspectives to ensure small businesses and entrepreneurs are supported.</p>

Benchmarks

List 1-2 potential comparable Government of Alberta:

Development Officer, Agriculture and Forestry (024PS07)

Tourism Product Development Coordinator, Culture and Tourism (024PS09)