

New

Ministry

Transportation and Economic Corridors

Describe: Basic Job Details**Position**

Position ID

Position Name (30 characters)

Examinations Coordinator

Requested Class

Administration 1

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

TSS/Driver, Carrier and Vehicle/Driver Examinations

 Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Supervisor's Current Class

Design: Identify Job Duties and Value**Job Purpose and Organizational Context**

Why the job exists:

The Scheduling Coordinator is responsible for ensuring over 1000 testing appointments are scheduled and managed monthly and provides direct support to driver training schools, 54 driver examiners and Albertans. Additional responsibilities have been added to this position as part of mechanism for department efficiencies.

Responsibilities

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

1. Commercial Road Test Scheduling

- Accountable and responsible for developing, maintaining, and monitoring monthly scheduling for government commercial driver examiners, private commercial driver examiners, driving schools and off-site locations throughout the province of Alberta.
- Ensures that driver examiners are scheduled throughout the province, appropriately meeting commercial road test volumes in accordance with relevant processes and procedures. This position maintains comprehensive records regarding the status of road test volumes to determine proper deployment of driver examiners to various areas throughout the province.
- Serves as the point of contact for driver examiners, managers, Driver Program Administrators, driving

schools, colleges, and bus companies to ensure Albertans are receiving road test services in a timely manner, including cancellation and rescheduling requirements, school closures, examiner vacations and leaves, and system issues.

- Analyze and adjust monthly scheduling to best utilize driver examiners based on individual credentials, as well as create and coordinate road trips for government driver examiners.
- Monitor daily schedules to ensure coverage, including being responsible for the coordination of the floater pool and designating examiners for coverage in case of changes in examiners' availability.
- Identifies concerns with the scheduling of driver examiners and collaborates with the managers, Driver Program Administrators and uses administrative process and procedures to resolve issues.
- Uses Scheduler, Repository, MOVES(ROADS), TSIS, Sharepoint, WTS, CARS and other information sources to create reports for management to support the cost effective and efficient implementation of the road test program.
- Analyzes data relating to road test volumes and trends (e.g. driver examiner availability per month), etc. to highlight issues, determine efficiencies and identify potential for program improvements.
- Participates in designated projects and initiatives.

2. The Management of the Road Test Scheduler Systems (Repository, Scheduler, DKTS, Road Upload Skills Test, etc.)

- Responsible for verifying and updating testing location information including road test class allocations, address changes, hours of operations, and email updates.
- Manage the assignment of R number (R#) locations for off-site locations and create profiles.
- Liaise with ITI regarding issues in Scheduler systems.
- Primary point of contact for Scheduler concerns within the department.
- Responsible for input, maintenance, and troubleshooting of personalized access to the Repository for driving schools.
- Responsible to upload paper road test results into ROADS and Upload Skills Test.
- Complete password resets for driving school representatives.
- Provide IT project development support for branch database systems
- Assists with the development and operation of new and existing databases and IT solutions.
- Coordinates with various IT levels to ensure project completion.
- Actively engages in opportunities to automate processes and lessen staff interaction.
- Provides input into the preparation of briefing materials, as well as the developments and evaluation of processes and standard operating procedures relating to the road test program.

3. Management of Driver Examinations Shared Email Boxes (commercialroadtests@gov.ab.ca and driverexaminations@gov.ab.ca)

- Oversee, manage and respond to incoming messages in a timely manner.
- Identifies frequently asked question relating to commercial driver examinations
- Assist with the development of standard messages for frequently asked questions.

4. The maintenance of new and existing with vendors and contracts:

- Assists with setting up new business partners/vendors. This includes setting up vendors into 1GX, tracking and reviewing documents. This includes reviewing CRM and CORES.
- Track and monitors contracts to ensure that they remain valid.
- Assists with uploading relevant documents into commercial driver examiner vendor TSIS files, and direct relevant documents and information to the provincial licensing officer.
- Maintain private and government examiners credentials in WTS specialized system:
- Create and maintain new driver examiner profiles and testing locations.
- Create and maintain off-site locations.
- Validate examiner's eligibility in ROADS.
- Troubleshoot issues regarding examiner profiles.
- Disable and reinstate suspended driver examiners.

5. Management of road-testing related invoices, i.e. commercial vendor invoices, road test track invoices, etc.

- Review submitted invoices to ensure they are complete and correct. This includes cross-referencing invoices to the road tests completed, and that all invoices have correct information.
- Communicate with stakeholders to correct and resubmit any incorrect and non-complete invoices.
- Direct reviewed correct invoices to management for approval.

6. Support the branch in achieving the mandate and goals of the unit and section.

- Identifies concerns with the scheduling of driver examiners and collaborates with managers, Driver Program Administrators and uses administrative processes and procedures to resolve issues.
- Provides input to development and evaluation of processes and standard operating procedures related to scheduling.
- Provides input into the preparation of briefing materials, analyses, and responds to information requests pertaining to the road test program.
- Assists with the development and collection of road test client surveys.
- helps develop road test monthly situational reports.
- assists with scheduling driver examiner and driver trainers for the testing, training and upgrading.
- Participates in designated projects and initiatives.

Problem Solving

Typical problems solved:

The Examinations Coordinator is primarily an independent position that directly impacts the mandate of Driver Examinations (DE) by providing commercial road tests throughout Alberta. This is a complex task that requires strong problem solving skills and the ability to adapt in the changing situations in DE. Typical problems solved include:

- Developing and monitoring dynamic schedules for commercial driver examiners, driving schools, off-site locations, schools, and colleges.
- Working with stakeholders on rescheduling, scheduling conflicts, weather closures, and driver examiner concerns.
- Responding to Albertans i.e, resending road test results or answering questions regarding road tests
- Troubleshooting issues in specialized systems including Scheduler 2.0, ITI Repository, DaRT, and WTS.

Types of guidance available for problem solving:

There are guidelines and basic internal policies to support decision making for this position. The Examinations Coordinator independently makes decisions regarding scheduling but can seek guidance from managers or the Director, as necessary, up to and including when the potential solutions involve significant expenditures of funds (e.g. overtime and travel).

Direct or indirect impacts of decisions:

Decisions by the Examinations Coordinator directly impact the mandate of the Driver Examinations program, as well as directly impacting Albertans, driver training schools, bus companies, post-secondary institutions, and school districts.

Driver Examiner work assignments require extensive consideration during development to ensure that the driver examiners are not required to travel excessively, work beyond approved hours and have sufficient time to travel to and from work assignment locations. If this not done accurately, it could result in unnecessary overtime, or bargaining unit concerns.

If incorrect information is supplied to Albertans (or any stakeholder), this could impact the licensing and/or testing of the individual, and could reflect negatively on the Department.

Key Relationships

Major stakeholders and purpose of interactions:

The Examinations Coordinator has daily interaction with driver examiners, management, driver training

schools, post-secondary institutions, bus companies, school districts, and Albertans. The Examinations Coordinator works with each driver training school to identify road test requirements and ensure that tests are scheduled accordingly. Driver training schools regularly request changes and/or cancellations dependent on their students' progress in training.

The Examinations Coordinator has some interaction with other Alberta Transportation and Economic Corridors branches or program areas, including when participating in working sessions or project teams to provide input, ensure alignment and coordination between program areas, and act as a subject matter expert.

Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
Diploma (2 year)			

If other, specify:

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

1. Knowledge

- Working knowledge of the provincial and federal legislation as it relates to traffic safety issues in Alberta, including:

- The Traffic Safety Act and Regulations;
 - Driver Training and Driver Examination Regulation;
 - Licensed Driver Examiner policies and procedures; and
 - Service Alberta and Red Tape Reduction registry agent policies and procedures.
- Extensive working knowledge of specialized scheduling systems including
- Scheduler 2.0, ITI Repository, DaRT, and WTS; and
 - Information Management Systems, including MOVES (ROADS) and CARS.
- General knowledge of government processes and structure.
- Knowledge of program management and development procedures.

2. Skills

- Strong client focus and effective interpersonal skills.
- Ability to deal and communicate with clients and other stakeholders using tact and diplomacy.
- Detail-oriented and strong analytical skills.
- Excellent time management, organizational awareness and planning skills.
- Teamwork, cooperation skills.
- Strong decision making skills, and results oriented.

3. Abilities

- Ability to determine best course of action in scheduling road tests throughout Alberta.
- Ability to adapt to ongoing changes in the workplace environment, government structure and job duties.
- Ability to accurately interpret legislation and policies and explain it to clients and other stakeholders.
- Ability to work independently or in a group situation.
- Ability to provide direction and advise staff and other stakeholders, as necessary.
- Ability to know when to identify issues that are sensitive and must be brought to the attention of the Manager of Driver Examinations.
- Ability to manage multiple tasks simultaneously while maintaining accuracy and attention to detail. i.e., monitor emails while planning the commercial schedule.
- Ability to assess and determine the most urgent tasks and allocate resources effectively to meet deadlines and organizational goals.
- Ability to reassess priorities and adjust plans quickly in response to changing circumstances i.e. Examiner illnesses.

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		
Creative Problem Solving	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Focuses on continuous improvement and increasing breadth of insight:</p> <ul style="list-style-type: none"> • Asks questions to understand a problem • Looks for new ways to improve results and activities • Explores different work methods and what made projects successful; shares learning • Collects breadth of data and perspectives to make choices 	The Examinations Coordinator has daily challenges that are different in many ways requiring the ability to gain understanding of the problem and use the tools available to implement a solution.
Agility	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Works in a changing environment and takes initiative to change:</p> <ul style="list-style-type: none"> • Takes opportunities to improve work processes • Anticipates and adjusts behaviour to change • Remains optimistic, calm and composed in stressful situations • Seeks advice and support to change appropriately • Works creatively within guidelines 	The Examinations Coordinator works in a continuously changing environment. Questions, concerns, and problems arise from the workforce daily as well as from stakeholders. At times, there is direct instruction from the political level that requires the ability to adapt and change work flow quickly while maintaining operational principles.
Build Collaborative Environments	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Facilitates open communication and leverages team skill:</p> <ul style="list-style-type: none"> • Leverages skills and knowledge of others • Genuinely values and learns from others • Facilitates open and respectful conflict resolution • Recognizes and appreciates others 	The Examinations Coordinator is expected to be able to recognize conflict, in particular when interacting with a client and be able to discuss respectfully and openly.
Drive for Results	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Works to exceed goals and partner with others to achieve objectives:</p> <ul style="list-style-type: none"> • Plans based on past experience • Holds self and others responsible for results • Partners with groups to achieve outcomes 	The Examinations Coordinator has time commitments for the creation of new schedules. This requires the ability to get availability information from the workforce in a timely fashion.

		• Aims to exceed expectations	
--	--	-------------------------------	--

Benchmarks

List 1-2 potential comparable Government of Alberta: [Benchmark](#)

--

Assign

The signatures below indicate that all parties have read and agree that the job description accurately reflects the work assigned and required in the organization.