

Update

Ministry

Public Safety and Emergency Services

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Unit Hub Administrator

Current Class

Administrative Support 5

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

Public Security, Sheriff Branch/Fish and Wildlife Enf.

☐ Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Inspector/Manager

Supervisor's Current Class

Manager (Zone 2)

Design: Identify Job Duties and Value

Changes Since Last Reviewed

Date yyyy-mm-dd

2022-06-28

Responsibilities Added:

The Unit Hub Administrators are Super Users for the NICHE Records Management System assigned to assist staff manage their occurrence and court files. The responsibilities include providing information and ensuring unit consistency throughout the Provincial Sheriff's Branch. They are responsible for following up on outstanding tasks related to files and must be highly organized.

As Unit Hub Administrators, they track Unit Officers to ensure electronic violations are processed accurately through the Smart Squad E- ticket platform. If there are errors, they advise officers to correct them before exporting to JOIN (Justice Online Information Network) for court entry. They also track and monitor each prosecution outcome and retain records through the NICHE RMS database.

With the addition to the NICHE RMS Database and E Tickets, the Unit Hub Administrators manage and deliver a Recreational License Suspension Program in compliance with the Wildlife Act and the Fisheries Alberta Act. The program must operate efficiently, within legislation in order to meet the Departments Policy and Operation's goals and objectives. This process adapted by Fish and Wildlife Enforcement Services, Sheriffs Branch ensures violations and occurrences are monitored and maintained by the Unit Hub

Administrators, ensuring accuracy and absolute confidentiality while working with highly sensitive and classified information.

Responsibilities Removed:

Use of ENFOR has been eliminated and replaced with RMS NICHE and a GPS Dispatch system, MPS I-Net Viewer.

Violator Exams are discontinued and replaced with Alberta Hunter Ed Program and a Recreational License Suspension Program maintained by Unit Hub Administrators.

Issuing LIS Permits relating to Found Dead Wildlife (FDW), Transfer of FDW, Wildlife for Sale, Damage Control Licenses and Compulsory registrations of various wildlife all are processed by Alberta Environment and Protected Areas Administrative staff.

Reconciling ARI vehicle activity reports and fuel maintenance receipts monthly is now done by officers and regional finance administrative staff.

Job Purpose and Organizational Context

Why the job exists:

The Unit Hub Administrator serves as the primary point of contact for Fish and Wildlife Enforcement Services' District offices, playing a crucial role in liaising with various stakeholders. This position is responsible for program delivery, training, and administrative functions within the unit. Operating frequently in the absence of officers, the Unit Hub Administrator must possess a comprehensive understanding of relevant legislation, departmental policies, and operational procedures.

Specializing in file management and enforcement reporting, the Unit Hub Administrator oversees the implementation and maintenance of the RMS NICHE Records Management Program. This involves guiding staff, managing prosecution files, ensuring compliance with regulations and confidentiality standards. Additionally, the role entails reviewing officer violations, resolving errors, and facilitating court requests, and preparing court briefs.

The Unit Hub Administrator also manages and delivers a Recreational license suspension program in alignment with the Wildlife Act and Fisheries (Alberta) Act. This includes maintaining program efficiency, providing public service, and ensuring high-profile program decisions meet legislative standards.

In a leadership capacity, the Unit Hub Administrator provides guidance, information and support to other staff and stakeholders. The position requires proficient use of various databases and systems such as JOINS, Smart Squad, RMS NICHE, and MPS I-Net Viewer for investigative support.

The Unit Hub Administrator coordinates communication with FWES officers, orders office supplies, reconciles expenses, and assists the officers. This fast-paced role demands strong organizational skills, adaptability, and the ability to work independently while handling public inquiries and maintaining database integrity.

The Unit Hub Administrator plays a pivotal role in maintaining operational efficiency, legal compliance, and public service excellence within the Fish and Wildlife Enforcement Services, Sheriffs Branch.

Responsibilities

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

1. Front-line Representation and Information Dissemination:
Provides timely and accurate information to the public and stakeholders by explaining policies, procedures, acts and/or regulations on, for example; hunting, fishing, trapping, Recreational licenses and permits, injured and diseased wildlife, wildlife damage, and aboriginal hunting and fishing. Following up on inquiries, requests and complaints:

- Provide contact information to the public on federal, provincial and municipal programs relating to/ overlapping with fish and wildlife (e.g., Federal government, Agricultural, Transportation, Environment

and Protected Areas (EPA), Forestry and Parks, Municipal Districts and local enforcement agencies). As needed, will also provide contact information as it relates to RAPID.

- Accurately records information relating to suspected illegal hunting, fishing and public lands activities and input into MPS I-Net Viewer or NICHE RMS.
- Conducts independent research to facilitate accurate responses to Branch inquiries and requests.
- Responsible for implementing and maintaining a License Suspension Program within our department and ensuring results meet legislated standards and are promptly and accurately entered into RMS NICHE and ASPIRA.
- Ensure current legislation material for the District (e.g. brochures, Alberta Hunting Regulations, etc.) are available for distribution.

2. Provide Support to Fish and Wildlife Enforcement Staff:

- Respond to public complaints by collecting, recording and processing information ensuring information is electronically logged into MPS and updated on the Branch's NICHE RMS file management system.
- Ensure detailed complaint information is obtained from anonymous callers and if it relates to illegal hunting or fishing.
- Assist with investigative files by searching other databases such as RELMS/ASPIRA, JOINS, CPIC, RMS NICHE, Smart Squad, etc. for information.
- Prepare a variety of court documents including prosecution Court Briefs, Electronic Disclosures, Information's, Affidavits of Seizures, Summons's, Subpoenas, Judicial Orders, etc.
- Monitor and track court dates for Unit to create and submit supporting legal documents for court purposes to provincial and federal prosecution offices either electronically or physically. Including files generated as a result of RAPID activities.
- Maintain file management of districts within NICHE RMS and supervise information received from provincial courts to maintain prosecution files.
- Maintain a shared Unit e-mail to action requests from the courts and crown prosecutors.
- Implement, maintain, and supervise a Recreational Licensing Management Suspension program for violators. Flagging them in NICHE RMS and ASPIRA ensuring accuracy and confidentiality, then prepare and send suspension letters pertaining to the suspension.
- Ability to obtain Appointment of Commissioner for Oaths to be able to commission affidavits of service and other legal documents or forms. Then submitting to the courts on behalf of the officer for processing with JOIN.
- Issued / recalled warrants are recorded and maintained immediately into NICHE RMS to ensure accuracy of the CPIC system.
- Ensure disposal of seizures by tasking officers upon completion of prosecution files.

3. File Management and Reporting:

- Implementing procedures to ensure Fish and Wildlife Enforcement Services consistency and efficiency.
- Creating and maintaining prosecution files including violations, seizures, subjects, properties and ensuring file maintenance for the Branch meets policies.
- Managing and maintaining District warrant files with SOCC in NICHE RMS to ensure accuracy of the CPIC system.
- Creating, preparing, and submitting legal court documents to the courts and/or APIS maintaining absolute confidentiality while working on highly sensitive and classified information.
- Monitoring court outcomes and entering dispositions into NICHE RMS.
- Each Unit Hub Administrator may be responsible for multiple districts within the Unit.
- Liaise with the provincial courts and Crown Prosecutors to securely draft and manage Judicial Orders to ensure payment to an approved program is maintained and flagged in Niche RMS.

4. License Suspension Program Management:

The incumbent manages and delivers a license suspension program in compliance with the Wildlife Act and the Fisheries Alberta Act. The program must operate efficiently, within legislation in order to meet the Department's policy and operation's goals and objectives. Service to the public is a primary focus and the program decisions receive a high public profile.

- Responsible for implementing, and maintaining a License Suspension Program and ensuring results meet

legislated standards and are promptly and accurately entered into RMS NICHE by flagging clients.

- Adding and monitoring the suspension to the Wildlife Identification Number on a client profile in ASPIRA when violations occur or are court ordered.
- Notifying the client of the suspension with a registered letter or e-mail.
- Verifying the suspension is completed by ensuring all requirements are met, deactivating the suspension in ASPIRA and updating the Flag in NICHE RMS allowing the client to retain Recreational Licenses for the Province of Alberta.

5. Problem Wildlife Program Support:

- Receives complaints and inquiries on wildlife and diseases then redirects accordingly to other ministries and agencies including Licensing, Alberta Environment and Protected Areas, Forestry and Parks, Alberta Agriculture, Transport Canada, Government of Canada - Federal Wildlife Officers and Local municipalities.
- Dispatches calls of dangerous, problem, nuisance or injured wildlife needing to be captured, immobilized, relocated or euthanized or requiring an Officer's attention to MPS I-Net Viewer where the officer can respond in a timely manner.
- Utilizing the Fish and Wildlife Enforcement Services decision tree alongside diverse information sources, they disseminate information and counsel the public regarding problematic wildlife issues, and promptly dispatching complaints to fish and wildlife officers as required.
- Provides mentorship and advise to other ministries and municipalities pertaining to problem and nuisance wildlife.

6. Administrative Support Services:

- Order office supplies and equipment.
- Oversee mail distribution.
- Ensure officers have necessary resources for daily tasks and investigative files.
- Disseminating program knowledge and system updates to peers, officers and management regionally to ensure branch consistency and efficiency.

Problem Solving

Typical problems solved:

1. Providing Comprehensive Administrative and Legal Support:

- Understanding and Applying Policies: Provide information about policies and procedures related to the administration of fisheries and wildlife resources, compliance, enforcement, education, and public safety.
- Managing Legal Administrative Tasks: Handle tasks such as mentoring staff, creating and maintaining prosecution files, managing warrant files, and preparing legal court documents.
- Navigating Geographical Variances: Understanding the variances between municipal laws and regulations pertaining to wildlife across different municipalities, and influencing clients and stakeholders accordingly.

2. Leveraging Specialized Knowledge for Training and Problem Solving:

- Sharing Expertise: Provide specialized knowledge to internal and external stakeholders, including detailed information for enforcement staff and guidance for administrative support staff.
- Resolving Complex Issues: Solve diverse problems ranging from routine administrative tasks to emergency situations requiring immediate response and deep understanding of wildlife laws and acts.

3. Coordinating with Various Departments and Stakeholders:

- Collaborating Across Departments: Coordinating with administrative staff at Alberta Court of Justice, Alberta Environment and Protected Areas, Forestry and Parks, Alberta Agriculture and other governmental agencies to address inquiries.
- Providing Information and Education: Respond to inquiries from stakeholders and the public, providing information on wildlife laws, regulations, and best practices for wildlife conflict mitigation.
- Assessing and Prioritizing Responses: Evaluate and prioritize responses to human-wildlife conflicts, dispatching relevant information to officers for timely action.

4. Managing Prosecution Files and Warrant Maintenance:

- Ensuring Legal Compliance: Maintain prosecution files and warrant files accurately and efficiently, ensuring compliance with legal requirements and departmental policies.

- **Mitigating Risks:** Identify potential errors or issues in prosecution files that could have negative repercussions, advising the officer to prevent legal or financial consequences.

5. Influencing Behavior and Resolving Conflicts:

- **Communicating Effectively:** Interact with a wide range of stakeholders, including the public, government staff, first responders, and court services to provide information and resolve conflicts.

- **Handling Emergent Situations:** Dispatching emergent wildlife-related situations to MPS I-Net Viewer for responses with law enforcement agencies, the public, and other stakeholders to ensure public safety and mitigate risks.

6. Prioritizing and Organizing Workload Independently:

- **Managing Workload:** Independently plan and organize day-to-day tasks, prioritizing responses to diverse complaints, issues, and inquiries while working within established guidelines and procedures.

- **Exercising Judgment:** Make independent decisions on the most appropriate course of action for routine and unique situations and priorities.

7. Providing Front-line Support and Service Delivery:

- **Acting as Front-line Contact:** Serve as the main point of contact for Fish and Wildlife Enforcement Services district offices, providing administrative support, program delivery, and informational services to the public.

- **Facilitating Effective Communication:** Establish and maintain effective communication and operational processes within the district and between districts, units, and regions ensuring timely and coordinated responses to wildlife-related issues.

Types of guidance available for problem solving:

Guidance is provided by legislation, department policy, manuals, standards, protocols, guidelines and procedures. Additional guidance is available through colleagues, managers and ministries. Professional knowledge and training are also relied on to solve problems. Situations are often unique and require the Unit Hub Administrator to apply judgment and critical thinking to determine the best solution “on the spot” without access to the full scope of information.

The work environment varies greatly from one district to another depending on factors such as geographic location, presence of large urban centers, ratio of public versus private land, presence of remote regions, number of lakes, rivers and streams and the species of wildlife and fish present. These factors impact decision making and the prioritized issues affecting fish and wildlife resources in the Unit.

Direct or indirect impacts of decisions:

Officers are responsible for conservation law enforcement, the Unit Hub Administrator assists and maintains the files. While maintaining and operating the Niche RMS File Management System it is imperative the information is accurate and entered correctly. Dispositions are acquired to maintain suspensions and warrants and ensure files are accurate and correct according to policy and law. False information could drastically affect the outcome of the public and or the Officer, District, Unit or FWES Sheriffs Branch.

Key Relationships

Major stakeholders and purpose of interactions:

Internal

- **District staff** - provide guidance and mentoring to support complex file management, NICHE RMS, MPS I-Net Viewer and Smart Squad.

- **Peers, other administrative support and Fish and Wildlife officers** - collaborate and share information to guide and mentor staff to coordinate regional and unit planning.

- **Sgt Fish and Wildlife officers** - participate in district planning and reporting, provide assistance and guidance on office information and file management for decision making.

- **FWES Management:** Provide advice on program issues, specific situation updates, and potential contentious situations pertaining to investigations. Share information, collaborate, and coordinate on initiatives to manage and realign resources.

- **Other Department Staff:** Provide leadership, direction, advice, coaching and mentoring on conservation

law enforcement and human-wildlife conflict techniques.

- Fisheries, Wildlife, Forestry, and Environmental staff: Provide leadership advice, in effective wildlife management strategies while fostering strong interdepartmental relationships and communication with stakeholders involved in natural resource management in Alberta, including wildlife and fisheries biologists. Facilitate collaboration to develop a unified approach to managing Alberta's natural resources. Additionally, provide counsel and collaboration with Alberta Environment and Protected Areas administration, which is now responsible for issuing all permits related to fisheries and wildlife.

External

- Crown Counsel / Prosecutors - Compile documents, investigative reports and briefings on behalf of the officer to support prosecution, administrative penalties or suspension of licenses and permits or alternative options to resolve non-compliance, mitigate impacts, and satisfy public interests (e.g., restorative justice).

- Regulatory agencies and other government bodies - Collaborate to improve FWES programs by engaging in consultations. This ensures a cohesive and well-coordinated utilization of legal and investigative resources, thereby enhancing the efficiency of investigations and compliance initiatives.

-RCMP, municipal law enforcement and community organizations and associations (e.g., Fish and Game Associations, Ducks Unlimited Canada, Western Canadian Walleye Trail, Alberta Conservation Association, Alberta Trappers Association, Alberta Professional Outfitters Society, Alberta Hunter Education Instructors Association), industry representatives, and public - External relationships involve actively engaging with community-based groups to foster ongoing communication and relationship development. This includes addressing mutual concerns, collaboration with RCMP to respond to rural crime emergencies and wildlife issues, establishing partnerships, and facilitating collaborative efforts to solve problems, share information, and promote education, prevention, and stewardship programs. Additionally, there is a focus on communicating compliance policies to other regulatory bodies involved in similar activities, supporting training initiatives, and facilitating coordination and communication for environmental enforcement efforts.

- Indigenous communities, local law enforcement, educational institutions - Disseminate information for assisting Indigenous communities with their rights pertaining to Hunting, Fishing and Wildlife to establish objectives, opportunities, and solutions to unique challenges (e.g., feather request).

- Municipalities, councils, other government representatives - engage through consultation to ensure collaborative workings occur to facilitate efforts aimed at identifying opportunities and devising solutions for addressing distinctive challenges and interests (e.g., problem wildlife (coyotes) within the city limits).

- Associations, and wild game processing facilities - provide information on behalf of the officer to ensure collaborative workings occur with objectives, opportunities, and solutions to unique local challenges; and interests at the district level.

- Commercial clients engaged in taxidermy, fur buying, meat processing, and outfitter operations - assist Fish and Wildlife officers with compliance inquiries, while maintaining a professional working relationship.

Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
High School Diploma	Law	Public Administration	Other

If other, specify:

Legal, Administrative, and / or Conservation Law Enforcement would be an asset

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

Knowledge Skills & Abilities:

- RCMP Enhanced Security Clearance
- In-depth knowledge of relevant legislation, regulations, policies and procedures related to hunting, fishing, trapping and conservation enforcement.
- Strong organizational and problem-solving skills.
- Ability to manage multiple tasks and prioritize workload.
- Excellent communication and interpersonal abilities.
- Ability to deliver unfavorable information to difficult clients.
- Ability to make sound judgments and resolve problems.
- Ability to recognize sensitive issues and situations that require immediate response.

- Accurately receive and record information relating to illegal activities.
- Ability to work independently.
- Proficiency in using NICHE RMS , MPS I-Net Viewer, and Smart Squad.
- Working knowledge of computer applications (e.g., Outlook, Excel, Word, JOIN, APIS, RELM/ASPIRA, 1GX, SharePoint, Bernie, Power DMS, Right Fax, and Teams).
- Knowledge of court procedures, district geography, and Wildlife Management.
- Previous experience in administrative support or law enforcement is desirable.
- Appointment of Commissioner for Oaths is required.

SUPERVISION EXERCISED

While the Unit Hub Administrator is not responsible for directly supervising staff, the position provides guidance and influences Fish and Wildlife officers, seasonal staff and administrative staff with Alberta Environment and Protected Areas. The position maintains the records management system NICHE RMS Program by providing information to ensure department consistency and continuity. This guidance expands to Management, Fish and Wildlife officers, and new recruits, educating them and assisting them on how to swear court documents, court procedures, and relevant case law to the file they are working on and trial preparation. The Unit Hub Administrator needs to be able to assist officers with most aspects of their work, which requires them to have a strong understanding of all the legislation that they enforce as well as internal policies and procedures, requiring advanced human relations skills. Incumbent is required to assign and monitor work that influences Fish and Wildlife officer staff, by utilizing the MPS I-Net Viewer and dispatching calls to the officer(s) on duty. Supervision is also exercised managing and delivering a Recreational license suspension program in alignment with legislation and departmental objectives. This includes maintaining program efficiency, providing public service, and ensuring high-profile program decisions meet legislative standards.

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 checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Considers inter-relationships and emerging trends to attain goals:</p> <ul style="list-style-type: none"> • Seeks insight on implications of different options • Analyzes long-term outcomes, focus on goals and values • Identifies unintended consequences 	<p>The role of a Unit Hub Administrator in the context described involves a multifaceted understanding of systems thinking. This approach is crucial for several reasons:</p> <ol style="list-style-type: none"> 1. Complex Interconnections: The Unit Hub Administrator must comprehend the intricate interconnections between various systems and processes, such as those related to records management, license suspension programs, and compliance with wildlife legislation. This understanding allows for effective management and delivery of programs within legal frameworks and operational goals. 2. Holistic View: Systems

			<p>thinking enables the administrator to perceive the entire ecosystem within which they operate, including interactions with stakeholders, public service objectives, and geographical variations in regulations. This holistic view is essential for making informed decisions and addressing challenges effectively.</p> <p>3. Adaptability and Specialized Knowledge: As the role expands regionally, the Unit Hub Administrator needs to adapt to diverse contexts and possess specialized knowledge about local wildlife, regulations, and administrative procedures. This requires an understanding of how these elements interact within different jurisdictions and environments.</p> <p>4. Cross-Sector Collaboration: Systems thinking facilitates collaboration with internal and external stakeholders across multiple ministries and agencies. The Unit Hub Administrator serves as a central point for sharing specialized knowledge, and problem-solving, contributing to the overall effectiveness of programs and policies.</p> <p>5. Cultural Sensitivity and Indigenous Rights: Understanding systems goes beyond legal and administrative frameworks to encompass cultural sensitivities and Indigenous rights, such as determining eligibility for feather applications. This</p>
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			<p>aspect highlights the importance of considering diverse perspectives and historical contexts.</p> <p>In essence, systems thinking is integral to the Unit Hub Administrator role, enabling effective management, collaboration, decision-making, and responsiveness to the dynamic challenges within fisheries and wildlife administration.</p>
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 	<p>The Unit Hub Administrator is tasked with creative problem-solving in various aspects of their role, including managing prosecution files, responding to inquiries, and handling emergent situations. They work independently within established policies and regulations, exercising judgment for routine and unique situations. This autonomy requires them to make recommendations on prosecution files, prioritize tasks, and handle complex issues that may have political or financial ramifications.</p> <p>In their role, the Unit Hub Administrator contributes to the integrity of the RMS NICHE program and ensures effective communication during emergent situations related to wildlife, hunting, fishing, and public lands. This may involve coordinating responses with law enforcement agencies, and the public to ensure public safety.</p>

			<p>The position demands adaptability and the ability to think creatively, especially when faced with changing priorities and situations where established frameworks may not apply. The Unit Hub Administrator's role extends to solving problem wildlife issues and contributing to the efficiency of provincial prosecution processes.</p> <p>Overall, the Unit Hub Administrator's responsibilities require them to navigate diverse challenges independently, demonstrating sound judgment, creativity, and effective communication skills in addressing various issues related to wildlife enforcement and public safety.</p>
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 • Aims to exceed expectations 	<p>The Drive for Results core value is evident in the responsibilities of the Unit Hub Administrator, who must effectively communicate problem wildlife decisions and policies that influence public behaviors to ensure desired outcomes. This involves interacting with various stakeholders within the court system and legal community, employing tact, diplomacy, and conflict resolution skills to navigate contentious situations.</p> <p>The Unit Hub Administrator's responsibilities include conflict resolution, calming upset individuals, and implementing rules</p>

			<p>firmly when required. They manage both urgent and routine situations efficiently, such as addressing confrontational visitors or handling disgruntled individuals protesting wildlife policies, deescalating irate individuals, and enforcing rules assertively when necessary. They use persuasion and assertiveness to handle emergent and non-emergent situations effectively, such as dealing with aggressive visitors or managing angry individuals protesting wildlife policies.</p> <p>Communication is crucial in liaising with Fish and Wildlife Enforcement Services, the public, government staff, first responders, and court services, often requiring quick decision-making in emergent situations where consultation with senior staff may not be feasible.</p> <p>The Unit Hub Administrator also plays a key role in collecting confidential information for field officers, assigning calls, complaints, and inquiries, and escalating emergency situations to influence outcomes for officers, inspectors, stakeholders, and the public. Multitasking and extensive wildlife knowledge are essential for efficiently managing multiple incidents across different locations.</p>
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			<p>In summary, the Unit Hub Administrator's adept communication, conflict resolution prowess, and decisive decision-making play a pivotal role in attaining desired outcomes within Fish and Wildlife Enforcement Services. These skills help in altering behavior and maintaining public safety effectively.</p>
Develop Networks	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Works on maintaining close relations with all stakeholders:</p> <ul style="list-style-type: none"> • Identifies key stakeholder relationships • Has contact with range of interested parties • Actively incorporates needs of a broader group • Influences others through communication techniques 	<p>The Unit Hub Administrator plays a crucial role in developing networks and fostering collaboration among various stakeholders, including enforcement staff, governmental ministries, municipalities, internal and external stakeholders, and the public. Despite not having direct supervisory responsibilities, the Unit Hub Administrator offers guidance and exerts influence over Fish and Wildlife officers, seasonal staff, and administrative support personnel within Alberta Environment and Protected Areas, and Forestry and Parks.</p> <p>Unit Hub Administrators promote Branch uniformity and ongoing operations by aiding enforcement personnel in various facets of their duties, including task assignment and monitoring through tools like MPS I-Net Viewer and RMS NICHE. Moreover, they function as a point of escalation for intricate enforcement inquiries from administrative support personnel, such as those at Alberta Environment and</p>

			<p>Protected Areas responsible for issuing permits.</p> <p>Strong communication and interpersonal abilities are crucial for effectively soliciting and sharing information with stakeholders. Tact, diplomacy, and conflict resolution skills are utilized to positively influence behavior and enforce regulations. The Unit Hub Administrator adeptly handles conflicts and defuses tense situations with upset members of the public, prioritizing public safety and adherence to wildlife policies.</p> <p>Moreover, the position requires HR skills in dealing with problem wildlife. Communication is key in liaising with enforcement services staff, the public, government officials, first responders, and court services, especially in emergent situations where quick decision-making is necessary. Despite the reliance on established procedures and policies, the Unit Hub Administrator may need to adapt to evolving situations without consulting handbooks, requiring a high level of autonomy and judgment.</p> <p>In summary, the Unit Hub Administrator's pivotal communication responsibilities and collaborative initiatives play a key role in promoting comprehension among stakeholders to</p>
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			attain desired results within Fish and Wildlife Enforcement Services.
Build Collaborative Environments	○ ● ○ ○ ○	<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 	<p>The Unit Hub Administrator plays a crucial role in building collaborative environments within Fish and Wildlife Enforcement Services offices. They leverage extensive knowledge of legislation, policies, and procedures to assess and prioritize responses to wildlife conflict issues. Their accurate recording and timely dispatch of information to officers are vital in ensuring appropriate responses and maintaining public satisfaction.</p> <p>Acting as the front-line contact for multiple districts within a region, the Unit Hub Administrator provides program delivery, legal and administrative support to enforcement staff, and informational services to the public. They handle a wide range of responsibilities, including mentoring, financial reporting, human-wildlife conflict resolution, education, compliance, and prosecution file administration.</p> <p>Collaboration with Fish and Wildlife officers, Alberta Crown Prosecutor's Office, Alberta Courts, and various internal and external stakeholders is essential. The Unit Hub Administrator coordinates dispatch communications, prioritizes tasks, and</p>

			<p>integrates activities to ensure effective response and communication among officers.</p> <p>In emergency situations where no officer is available, the Unit Hub Administrator must make critical decisions, escalate responses, and coordinate with law enforcement agencies. Their strategic orientation to the region's business and understanding of administrative processes contribute to building collaborative environments and facilitating efficient operations within the Fish and Wildlife Enforcement Services, Sheriffs Branch.</p>
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Benchmarks

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

Permit Program Delivery Representative, Job Description 015AS16, Transportation
 Child Care Subsidy Assessor, Job Description 015AS15, Human Services
 Collections Officer. Section Supervisor, 015AS12, JSG
 Job Description 20456 (AS5) Information (AEP) Officer (Alberta Environment & Protected Areas)
 The Unit Hub Administrators relate much more to these positions due to the complexity and knowledge as well as the creativity and problem solving required in this position.
 The Unit Hub Administrators are key communicators representing for the Branch both verbally and written, when it comes to interacting effectively with staff, stakeholders, and members of the public in a regional and municipal scope. The Unit Hub Administrators must excel at creativity and problem-solving judgement by addressing challenging clients and identifying solutions for complex information inquiries. Drive For Results is required when contributing to the success of the Fish and Wildlife Enforcement Services by delivering on initiatives and meeting constantly changing deadlines. Adaptability is also essential by thriving in a fast paced and continually changing environment. The Unit Hub Administrator develops many networks by fostering collaborative relationships with stakeholders, public and other enforcement and staff both locally, regionally and provincially to achieve Branch success, especially with the onset of RAPID duties, the implementation of RMS NICHE, Smart Squad, MPS I-Net Viewer and maintaining and enforcing a Recreational License Suspension Program. The Unit Hub Administrators also utilize systems thinking when maintaining and training staff on the new programs and their specialized functions. It is imperative to build a collaborative environment for training and to engage with other staff whether its enforcement, government, stakeholders or the public.
 Currently the Unit Hub Administrators are the escalation point for the AEP Officers Classified as AS5. The AEP Information Officer transfers many of their calls to the Unit Hub Administrators for specific specialized knowledge of programs policies, prosecutions, warrants, client files, as well as legislation, etc. As a Unit Hub Administrators we are well versed with all aspects of the Acts, laws, regulations and rules pertaining to fisheries and wildlife and specialize in creating and maintaining the records management for a newly introduced records management system containing highly confidential, secure prosecution files.