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| Working Title Contract and Issues Resolution Coordinator | Name |
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| Position Number | Reports to Position No., Class & Level Manager, Transcript Management Office (position) | Division, Branch/Unit Resolution and Court Administration Services Division, Court of Queen's Bench Branch, Transcript Management Office, Calgary | Ministry Justice and Solicitor General |
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| Present Class New position | Requested Class Program Support – Level 4 |
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| Dept ID | Program Code | Project Code (if applicable) |
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PURPOSE: Give a brief summary of the job; covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization (see Non-Management Job Description Writing Guide [Pages 7-8](#)).

Transcript Management Services provides a governing role of overseeing the entire transcript delivery process in the province while ensuring high quality service standards are maintained. Reporting to the Manager of Transcript Management Services (TMS), within the Court of Queen's Bench Branch of Resolution and Court Administration Services, the TMS Contract and Issues Resolution Coordinator is responsible for managing contracts and resolving issues in support of the transcript service delivery model. This key role supports the TMS Manager and TMS leadership team by enhancing contract and issues resolution processes to support transcript delivery. The Contract and Issues Resolution Coordinator is responsible for the contractual components of TMS which includes regular budgeting and financial reporting. To be effective in this role, this position ensures adequate processes, procedures, standards and guidelines are in place to provide technical, financial and contractual support, while resolving stakeholder issues by implementing an effective complaints and issues resolution process to enhance program delivery. This position supports branch and ministry priorities.

RESPONSIBILITIES AND ACTIVITIES: The purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework and what the added value is. Normally a job has 4-8 core end results. For each end result, approximately 3-8 activities should be described (see Writing Guide [Pages 9-10](#)).

The TMS Contract and Issues Resolution Coordinator is responsible for contract and issues resolution oversight insofar they ensure contracts align with existing policies, legislation, procedures, standards and guidelines and that all complaints and issues are tracked and resolved in a timely manner. This role is responsible for ensuring operational requirements are met including the delivery of high quality, consistent Provincial services. This position has a key role in supporting the implementation of new strategies, initiatives and technologies to improve transcript services delivery including digital recording practices. This role supports the Manager of TMS with implementation of the new service delivery model, the TMS Team Lead, RCAS Audio Quality Control and Assurance Coordinator and Provincial Scheduler. This position works closely with the TMS leadership team and other ministry stakeholders and must be an expert at building and maintaining relationships, while ensuring exceptional client service is provided. This role provides assistance to internal and external stakeholders and contractors with issues and contract inquiries.

The TMS Contract and Issues Resolution Coordinator ensures processes are in place to comply with legislated and program requirements such as utilizing "Official" Court Reporters and Appointed Transcribers. They work closely with the TMS Provincial Scheduler in tracking and ensuring official court reporters maintain current ASRA memberships. This role requests new transcriber appointments from Official Documents, and ensures appointments are canceled upon contract termination. Information on the current status of official court reporters and transcribers is maintained by TMS. Ensuring pre-qualified contractors adhere to the Transcript Fee and Format Regulation, and the proper request and release of court transcripts. General duties also include:

- Following the Government of Alberta (GOA) document protocols in maintaining file retention information for all transcript related areas of the previous three Transcript Management Offices (Edmonton, Calgary and Regional) to

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- obtain access to older transcripts and court audio.
- Ensuring appropriate and updated information is available on the Alberta Courts Website.
- Providing and ensuring necessary supports, processes, guidance, and conflict resolution processes are in place to support the pre-qualified contractors, internal and external stakeholders, and the business requirements of the TMS program.
- Ensuring the Transcript Production Manual and Best Practices Guidelines used by contracted services providers and official court reporters is available for the production of court transcripts.
- Adhering to the procurement procedures on a monthly basis to evaluate and assess applications received by the procurement office.
- Providing information and guidance on applicable changes in court procedures, processes and/or legislation to ensure stakeholders and pre-qualified contractors remain compliant and informed of changes.

This role provides contract coordination, expertise and direction to the team and actions issues/complaints using appropriate technologies. This position is responsible developing processes for issues and complaints resolution and training staff on policies and procedures related to issues resolution and where applicable, the contracts process and authorizing prequalified vendors' process. This position participates in TMS's emergency preparedness, risk management planning and Occupational Health & Safety program. The Contract and Issues Resolution Coordinator supports the Manager of TMS and is responsible for contract dashboard reporting which includes tracking and reporting on budgetary expenses related to contract management and providing issues resolution statistics.

The position has technical knowledge of contract administration, court reporting technologies and a solid understanding of TMS services. The position requires the application of expert contract and issues resolution knowledge for a variety of different situations. With the implementation of new court technologies, the Contract and Issues Resolution Coordinator assists with the planning and testing of transcript systems and technology as it applies to contracts, impacted stakeholders, and TMS issues. This position is responsible for environmentally scanning and making a business case to find software to meet client needs and assessing the overall impact on existing infrastructure. There is considerable latitude within this broadly defined environment to find resolutions to issues/complaints and exercising best practices in contract management.

The contract and issues coordinator ensures consistent management of all TMS contracts. This includes oversight of the contract management process, development of specific standards that align to the Alberta Purchasing Connector and GOA policies, standards and protocols for bidding and submissions, requests for proposals, request for qualifications, contract negotiations and document management. Collaboration with various GOA divisions and departments is essential including procurement, finance and legal. The ability to analyze and develop recommendations concerning contract provisions and requirements to achieve departmental objectives is ideal. The ability to research and recommend reporting systems for effective monitoring and contract development including undertaking analyses of service and cost data is beneficial.

Contract Coordination Responsibilities

- Staying current on GOA contract management policies, processes, procedures and the contract life-cycle through GoA continual learning courses offered.
- Developing, coordinating, managing and monitoring all TMS contract activities including finding system efficiencies while reducing waste. This includes researching and making the case for business systems/technological solutions that support TMS ability to track and administer contracts (e.g. Automated Contract Information Systems – ACIS).
- Developing procedures and processes that support efficiencies related to contract management and, where applicable, trains staff on required processes and procedures.
- Oversees organizational contract development and management activities while enforcing compliance. This position is responsible for compliance and implementing remedial action as required up to and including terminating contracts.
- Ensuring contracts and proposals are properly entered into GOA systems and securely maintained.
- Performing appropriate clinical, administrative and operational research to support proposal and contract development.
- Conducting contract strategy meetings to identify issues, client requirements, facilitate pricing discussions and

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- obtain senior management input on timelines and deliverables.
- Drafting contractual provisions based on strategy discussion, senior management input, and organizational needs and expectations.
- Ensuring contract standards align with existing GOA and legal standards including payment terms, general language and provisions and meeting finance budget and forecasting deadlines.
- Reviews contracts for accuracy and completeness before posting on GOA determined sites like Alberta Purchasing Connection (APC).
- Monitoring contract status through established interdepartmental routes.
- Oversight and managing pre-qualified contractors in the three business areas of court transcript production, court reporting services and appeal record preparation by; initiating and performing necessary procurement steps within established GOA policies to secure contracts with pre-qualified contractors. Securing and ensuring involvement of legal counsel, the procurement unit, and the Court of Queen's Bench throughout the procurement process.
- Assuring accuracy and appropriateness of contract text and attachments.
- Interface with insurance companies regarding the adequacy of coverage where required.
- Responsible for the contracts necessary for service delivery which includes managing all aspects of the contracts in place; ensuring providers are adhering to contractual obligations and service level agreements.
- Understanding legal terminology and GOA contract processes and issues encountered in contracts and effectively problem solving.
- Ensuring compliance with ethical and code of conduct expectations, conducting yearly reviews of contracts and service level agreements, conduct and performing yearly audits on service providers.
- Identifying and working with pre-qualified contractors on service delivery deficiencies: identifying corrective measures required, and ultimately terminating contracts when necessary.
- Coordinates and conducts training sessions to familiarize stakeholders and staff with TMS contract processes and procedures and interpreting contractual rules and obligations.
- Establishing and maintaining effective working relationships with stakeholders involved in the contracts process.
- Engaging relevant stakeholders in negotiation decisions involving legal or regulatory requirements, contract standards and cost targets.
- Developing and executing negotiation strategies benefit the organization's financial performance.
- Maintaining deadlines on deliverables and communicating on an ongoing basis with vendors, stakeholders and internal clients about contractual issues.
- Reviewing and auditing contractual performance of parties to ensure compliance with terms and to identify conflicts or changes requiring resolution at contract renewal.
- Read and interpret invoices, budgets and undertake audits and/or meet internal audit requirements.

Issues Resolution Coordination Responsibilities

- Assisting stakeholders to resolve issues; investigating complaints and ensuring proper resolution on issues and quality control. Initiating and completing resolution or corrective steps on escalated complaints.
- Develops a benchmark and system to continuously improve the quality and turnaround time of complaints and issues and resolutions in TMS.
- Supports a client-focused issues management approach by identifying and prioritizing emerging and potentially sensitive issues, initiating action in collaboration with senior staff to address issues, proposes solutions/recommendations consistent with ministry position, legislative direction and goals as outlined in strategic and operational plans; and communicating outcomes where appropriate.
- Develops online solutions enabling internal and external stakeholders to make a compliant/identify issues which are tracked internally and swiftly resolved.
- Assesses and triage emergent issues, determines their nature and priority, researches and coordinates supporting information and takes appropriate action to ensure inquiries are dealt with in a timely, accurate and coordinated manner.
- Gathers new information and applies knowledge of relevant legislation and practice to analyze issues and resolve problems to ensure decisions are made that best meet the needs of the client, TMS, the division and ministry.
- Responsible for the ongoing operational coordination of TMS divisional correspondence, management and support of issues resolution pertaining to daily TMS operations.

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- Where applicable, ensures the TMS leadership team, ADM, DM and Minister receive timely and accurate briefings on emerging issues:
 - Works independently with input from TMS leadership team, to research, draft and coordinate all action requests (ARs) and other requests for information from the Ministers office or other stakeholders.
 - Coordinates the preparation of briefings and background materials which includes working with communications staff, other divisional and ministry contacts, branch and regional service delivery staff.
 - Ensures briefings/ARs succinctly identify issues, align with ministry correspondence guidelines to meet quality standards.
 - Establishes and maintains effective relationships and communication linkages with associated Ministry offices (Minister's office, DM's office, ADM's office).
 - Establishes effective relationships with the Ministerial Correspondence Unit, the Issues Resolution Office, other ministry divisions and service delivery regions to contribute to positive outcomes for client calls, issues, and concerns.
- Understands and responds to specific client complaints/issues by seeking information about the real and underlying needs of the client, providing insights and recommended actions to address these needs.
- Identifies trends, anticipates and develops plans to meet existing and future needs of clients.
- Consults with TMS leadership and other division areas to ensure client concerns are appropriately addressed while balancing the needs of the TMS.

Administrative Responsibilities

- Creating and/or updating the database of contractual information for TMS.
- Preparing various statistical reports on contract status and budget impacts on an as needed basis.
- Ensuring requirements are met, and arranging for software accessibility to newly appointed pre-qualified vendors.
- Support the managing of pre-qualified vendors in addressing concerns, responding to inquiries, and participating in the arrangements of annual audit functions by the TMS office.
- Review outstanding transcript orders from pre-qualified vendors.
- Assisting in the completion of the formal audit process on pre-qualified vendors.
- Develops internal policies and procedures, and identifies gaps in processes or services in contract management and issues resolution.
- Supports a team environment and collaboration with other areas within RCAS, supporting strong relationships and effective communication.
- Manages stakeholder complaints in accordance with policies and procedures; creates an issues log and works towards issues resolution of all issues identified.
- Supports the implementation of changes from the TMS project, while identifying and acting as a change agent for any future changes.
- Adheres to records management requirements for contracts and related documentation, including both onsite and off-site storage. Sign-off on records disposition, and prepare and obtain signatures as required.
- Manage records disposition for all contract files in the Province; prepares orders and obtains signatures as required.
- Exercises judgement and discretion when escalating or reporting issues, unusual requests or problem situations to the TMS Manager and provides assistance as required.
- Be familiar with established guidelines, manuals and legislation governing the release of court information, transcript production and appeal record preparation.
- Assists with the maintenance and updating of the Transcript Request and Release Guideline for internal use and pre-qualified contractors and any new processes, standards, guidelines that are developed in TMS.
- Guides staff, internal and external stakeholders on the application of all contract and issues resolution standards, processes and guidelines.

Technical

- Identifies and participates in IT or Service Alberta initiatives including identifying strategic opportunities for IT and TMS initiatives, implementation planning, user acceptance testing (UAT), training and liaison with stakeholders as it pertains to TMS contracts and complaints/issues management.

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- Works in the team shared drive, shared folders, SharePoint/Live Link and with other associated technologies.
- Assists with stakeholder testing of transcript systems and technology as related to TMS contracts and issues management.
- Tracks contract and issues management volume, provider service levels, quality, and contract compliance to legislated/contractual requirements in all geographical areas and reports this information to TMS Manager.
- Negotiates with stakeholders to finalize stakeholder training as related to TMS contracts and issues management.
- Creates plans to address software service tasks for initiatives under consideration, analyzes client needs/requests for applications and assesses overall impact on existing infrastructure as related to TMS contracts and issues management.
- Actively resolves issues identified by TMS clients/stakeholders and provides assistance to clients and stakeholders.

Leadership

- Ensures the effective delivery of services to meet the service needs of internal and external stakeholders by providing guidance and leadership to the TMS team.
- Provides advice and recommendations to management regarding contracts and issues resolution performance.
- Supports TMS leadership with the development of operational plans, unit goals and objectives.
- Demonstrates a high level of professional conduct and quality of work through leadership, and leads by example.
- Contributes to a positive working environment by fostering and maintaining positive working relationships with coworkers, contractors, internal and external stakeholders.
- Advises and provides assistance in the preparation of the three-year operational plan. Assist the TMS leadership team with a review of previous years' expenditures and pressures to identify necessary funding needs.
- Recommends initiatives and funding necessary to support initiatives designed to streamline and enhance the effective operation of TMS.
- Collaborates with the TMS leadership team to develop and implement operational policies and processes to ensure consistent service delivery and mitigation strategies while ensuring quality products and adequate service delivery.
- Collaborates with the TMS leadership team to create TMS's emergency preparedness, risk management plans, business resumption plans and Occupational Health & Safety program.
- Collaborates with the TMS leadership team to manage operational aspects of the services provided while balancing competing demands which includes overseeing pre-qualified contractors in court transcript production and court reporting services.

Financial Responsibilities

- Ensures financial information is properly maintained and updated on a timely basis in accordance with generally accepted accounting principles.
- Applies accounting expertise and judgement to review/approve expenditures within delegated authority levels to ensure that appropriate accounting practices are applied in the areas of contracts.
- Liaise with department budget personnel to ensure contract system guidelines, formats and procedures are appropriate and adhered to.
- Develops and maintains various costing and revenue analysis methodologies to effectively manage and monitor contracts within TMS's operational budget.
- Ensure appropriate audit trails and internal controls are established in compliance with Court and/or Ministry and Treasury financial guidelines.
- Review contract expenditures and makes necessary adjustments. Provides contracts expenditure forecasts as requested.
- Recommends and/or initiates corrective action in response to spending variances as it pertains to contracts.
- This role requires expenditure officer authority to exercise sound judgement in the verification and approval of invoices and disbursement of GOA funds.
- Accountable for maintaining accurate contract forecasts and compliance with various financial reporting processes.
- Assists the TMS management team with the managing, forecasting and controlling of the TMS office operational budget.

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- Creates quality control metrics for financial reporting including contract invoice verification and reconciliation.
- Monitors charges and adjustments in IMAGIS and reconciles financial records against the government financial system.
- Reviews, verifies and codes contract invoices to be submitted for approval. Develops methods, processes and procedures designed to streamline and create efficiencies with processing contract invoicing and payments.
- Plans, identifies, allocates and approves contract supplies and materials including equipment requirements to ensure effective budget utilization in operations, branch and divisional goals and commitments.
- Completes Expenditure Officer training, complies with all guidelines and processes as an appointed Expenditure Officer and performs the duties of an Expenditure Officer as per GOA policy and guidelines.
- Responsible for printing contract expenditure reports.
- Accountable for confirming, validating and reporting financial reports as required.
- Assists with contract reconciliation, and variance reporting duties as assigned.

Assistance to Internal and External Stakeholders

- Responds and deals with unusual requests, issues, complaints and problem situations in a timely manner.
- Provides assistance to service providers on business processes and required steps in relation to the computer program in place.
- Supports the TMS Manager in reviewing pre-qualified vendors on a monthly basis.
- Ensures processes and procedures are in place for contracts and issues/complaints resolution; maintains a repository of previously produced contracts.
- Provides guidance to stakeholders and contractors on expected contract compliance and audits.
- Establishes and maintains collaborative relations with all internal and external stakeholders; contractors, official court reporters, appointed transcriptionists, Court Technology Services, court managers and personnel, judiciary, legal counsel, Procurement Unit, legal profession, public and other government agencies.
- Is familiar with established guidelines, manuals and legislation governing the release of court information, transcript production and appeal record preparation.
- Supports, builds and maintains strong working relationships with both internal and external stakeholders, including judiciary, public, pre-qualified contractors, HR, crown, defence, other departments within RCAS and other GOA ministries.

Reporting

- Prepares various reports to compliment TMS dashboard reporting.
- Collect, captures and analyzes statistical data as required to create statistical reports for the Manager of TMS/TMS Leadership team.
- Monitors, compiles, and analyzes multifaceted data as directed by the Manager of TMS for special and/or annual reports in support of TMS changes or improvements.
- Identify areas or issues in that require the attention of the Manager of Transcript Management Services (TMS) and TMS Leadership team.

Legislative/Policy Requirements

- Ensures compliance with the *Recording of Evidence Act* and other related legislation including the *Protection Against Family Violence Act*, *Interjurisdictional Support Orders Act*, *Child, Youth and Family Enhancement Act*, and the *Criminal Code* as it pertains to court audio and log notes and transcripts.
- Alberta Rules of Court, Federal and Provincial statutes, policy directives and procedures and the *Financial Administration Act*.

Cover-off and back-up duties

- The position is expected to ensure cover-off training and communication occurs for all critical work.
- Provides backup and cover-off to the Manager of TMS and Team Lead as required.

SCOPE: List specific information that illustrates the challenges, problem solving and creativity requirements and decision making capacity of the position. Also identify the internal or external areas the job impacts (see Writing Guide Pages 11-12).

The work performed by the Contract and Issues Resolution Coordinator directly impacts:

- o The operational functioning of TMS by ensuring contracts is in place with key clients to provide goods and services.
- o The Minister's ability to respond promptly, accurately and appropriately to requests from MLAs, Cabinet Ministers, stakeholders and the general public for information on TMS.
- o The capacity of the Minister's office to provide informative, concise briefings to the Premier, other Ministers and MLAs, on current and emerging issues.
- o The ability of the ADM to be informed on emergent issues that may affect the operational functioning of the courts, department and division.
- o Public perception of TMS by clients, stakeholders, external organizations and the public who write to the Minister with concerns.

The credibility of TMS and this ministry is dependent on the ability of this position to respond to ARs and all issues in a timely coordinated manner. The Contract and Issues Resolution Coordinator encompasses the review, analysis and recommendation for issues resolution while ensuring contract compliance. This role identifies TMS problems, solutions while identifying stakeholder interests.

The position will participate in recommending upgraded or new technologies related to contracts, transcript services and provide expertise and issues resolution when any downtime or loss of service occurs. This position organizes work and resources to accommodate new operational or management priorities while ensuring there is strategic direction to take advantage of advances in technology. Where new court services technology is introduced, this role will provide a comprehensive cost/benefit analysis and evaluation report including options and provide management with technical recommendations on new technology under consideration to effectively manage contracts and issues.

This position plays a key role in creating a positive work environment while building relationships with various internal and external stakeholders. Stakeholders requiring these services and who are also directly impacted by these services are members of the public, legal profession including provincial and federal crown, corrections, government agencies, police agencies, court personnel and the judiciary. Lack of services or delayed services will result in delays to court proceedings. This directly impacts proper access of justice for litigants and accused persons, and negatively impacts the integrity of the court system, the judiciary, and Ministry.

Creative problem solving is essential to resolving issues in a timely manner. This position supports the TMS manager in the delivery of transcript services for the Province of Alberta. Transcript volumes within the province average 23,000 to 26,000 each year. As new court technologies impact transcript management services and the delivery of transcripts, good crises management skills to handle pressure from project challenges is critical.

The position is responsible for budgeting, financial reporting and overseeing contracts with TMS including contract verification, invoice reconciliation and payments. This position requires financial experience in forecasting and monthly budgeting. As an expenditure officer, this position is responsible for verification and invoice payments pertaining to services rendered or goods received. There is a high accountability in terms of timing and payment to external vendors.

A high level of independent action and thought is required in the day to day completion of work. As a representative of the justice system, the position needs to have a constant focus and commitment in ensuring a high level of accuracy and quality is maintained. This position requires considerable depth and breadth of knowledge and provides advice and support in the analysis and problem solving of issues, incidents, and investigations.

Degree of Complexity

This position requires effective communication skills, both verbal and written, and the ability to identify and implement change improvements. The ability to respond to inquiries in a timely fashion with a strong understanding of organizational requirements, policies, procedures, guidelines and legislation governing the release of court information, manuals and legislation governing the production of court transcripts and court reporting requirements. Challenges may arise if contract and issues management processes do not align causing a delay and other issues within the system.

SCOPE: List specific information that illustrates the challenges, problem solving and creativity requirements and decision making capacity of the position. Also identify the internal or external areas the job impacts (see Writing Guide Pages 11-12).

Decision Making

Within the scope of training and knowledge, this position is expected to independently use sound judgment in deciding expedient methods of handling the day to day emergent situations, and financial accountability. Complaints, issues and complex matters that go beyond the scope of the individual's expertise or authority, or matters which may be sensitive to the Ministry or judiciary will be referred to the Manager of TMS.

Physical Demands

Can involve long periods of sitting while utilizing a computer. Work can be of a repetitive nature. Heavy manual work may be required when packing and moving records.

KNOWLEDGE, SKILLS & ABILITIES: Include information on required diplomas and degrees along with identifying the most important knowledge factors, including knowledge about practical procedures, administrative, technical or professional techniques, technical, scientific or program related processes, etc. Detail specific training if there is an occupational certification/registration requirement for the position. Specify the type of experience required for the position (see Writing Guide Pages 12-14).

This role requires strong knowledge of government and ministry procurement and contracting requirements including evaluation and audit procedures. Essential to this role is an in-depth understanding of GoA contract requirements which are essential to perform regular audits and ensure contract compliance. This role requires a strong understanding of the GoA contract life-cycle and records management guidelines.

This position requires familiarity with the court system in Alberta, and the practices and legislation in relation to the appropriate release of court information, transcript, appeal record guidelines and regulations in order to properly and accurately release court audio and provide assistance to service providers and stakeholders. Expertise with FTR digital recording used to capture court audio and log notes and transcript creation is required to effectively manage and resolve stakeholder complaints/issues. Expenditure Officer training and familiarity with financial requirements/policies is also required for effective contract management.

This role requires the ability to provide a complex analysis of test environments, costs, benefits, identification of innovative solutions to issues or requirements concerning TMS. Exceptional communication skills are required to interact successfully with the wide variety of internal and external stakeholders. A professional, diplomatic and tactful approach is essential in creating and maintaining a positive working relationship with key stakeholder groups. The ability to read and interpret information quickly is essential along with the ability to work in a fast-paced environment.

Advanced knowledge of the following internal computer systems are required to properly and accurately complete job duties: For The Record (FTR) audio recording system and indexing of audio files, JOIN, CASES, TMS Database, E-Prep, GroupWise, and any other software that may be required to support transcript services. Advanced working knowledge and computer skills are required for: Quick Books, Window based programs, Microsoft Word, Excel, and other in-house systems.

- Minimum high-school education, preferably Bachelors of Commerce degree in business process management, business administration (contract administration), or a closely related field.
- Minimum three years' experience in a provincial government capacity preferably in contract management administration with GOA issues resolution experience.
- Experience in applying GOA standards when developing RFPs/RFQs, negotiating terms and drafting contracts and experience with financial administration (budget preparation and forecasting).
- Ability to apply research methods, techniques and standard sources of information as they pertain to contract administration and new technologies.
- Proficiency in utilizing and interpreting financial models and analyses with excellent technical and office administration skills.
- Able to systematically analyze complex problems, draw relevant conclusions and implement appropriate solutions.
- Resourceful with excellent organization and time management skills.
- Excellent negotiation and persuasive skills, both in one-on-one and group situations.
- Prioritizes and multi-tasks effectively with strong change management and conflict management skills.

KNOWLEDGE, SKILLS & ABILITIES: Include information on required diplomas and degrees along with identifying the most important knowledge factors, including knowledge about practical procedures, administrative, technical or professional techniques, technical, scientific or program related processes, etc. Detail specific training if there is an occupational certification/registration requirement for the position. Specify the type of experience required for the position (see Writing Guide [Pages 12-14](#)).

- Advanced inter-personal and relationship building skills. Able to work independently and as a team member using sound judgement.
- Strong verbal and written communication skills with the ability to convey complex information in way others can readily follow.
- Strategic thinker with excellent proof-reading and editorial skills.
- Client focused with the ability to maintain a neutral objective approach when dealing with controversial or politically charged issues.
- Intermediate understanding of government, Ministry structure, policies and procedures and initiatives within the Ministry, and the Province and sound understanding of guiding legislation. Knowledge of government policies, legislation/regulation and procedures with respect to RCAS, Transcript Management Services.
- Advanced MS Office programs (Word, Excel, etc.) skills with knowledge of with FTR and other court reporting technologies.
- Knowledge of information technologies, court services software applications and platforms.
- Models APS values with a sound understanding of the Government of Alberta's *Respectful Workplace Policy* and related legislation applicable to this role.

Competencies: (Based on the APS Competency Model)

Systems Thinking: Seeks insight about the implications of different options from both a people and organizational perspective. Anticipates outcomes and potential impacts across inter-related areas and factors this into planning.

Creative Problem Solving: Accesses resources, information and technology from other areas, and uses it to analyze issues, resolve problems and improve performance. Finds ways to improve complex systems or structures to better meet goals and outcomes.

Agility: Takes advantage of opportunities to change how work is done to better anticipate obstacles and improve service. Works creatively within policies and procedures to proactively meet goals. Proactively explains how anticipated change will affect work processes or structures in general.

Drive for Results: Identifies and acts on opportunities to partner with other groups to achieve desired outcomes. Removes barriers to collaboration and achievement of outcomes.

Develop Networks: Actively supports the interests of colleagues, clients and stakeholders by making choices and setting priorities that incorporate their needs.

Build Collaborative Environments: Encourages or facilitates conflict resolution directly by initiating open and respectful discussion of issues.

Develop Self and Others: Contributes to team learning by sharing information, knowledge, and experiences even when not asked.

CONTACTS: Identify the main contacts the position communicates with and the purpose of the communication (See Writing Guide [Pages 14-15](#)).

External - This position will communicate daily with pre-qualified contractors requesting release of court audio/log notes and previously produced transcripts. Communication will also occur to resolve issues and answer questions. Communication may also involve setting up audit meetings and addressing complaints. Communication will also occur to resolve issues and answer questions. Communication may also involve setting up audit meetings and addressing complaints. This position will provide daily assistance on general inquiries from external stakeholders; members of the legal profession, law firms, public, police agencies, and other government agencies. Concerns and issues highly sensitive in nature need to be referred to the TMS manager.

Internal - This position will provide daily assistance on general inquiries from internal stakeholders; court office managers, supervisors and court staff, legal counsel, crown prosecutors, Court Technology Services, judiciary and judicial staff, and other professionals within government.

SUPERVISION EXERCISED: List position numbers, class titles, and working titles of positions directly supervised (see Writing Guide Page 15)

None.

CHANGES SINCE LAST CLASSIFICATION REVIEW: Identify significant changes, that have impacted the responsibilities assigned to your position since the last review (see Writing Guide Pages 15-16).

This is a new position.

ORGANIZATION CHART: An organization chart that includes supervisor, peers and staff MUST be attached (see Writing Guide Page 17).

This information is being collected under the authority of Section 10 of the Public Service Act and will be used to allocate positions within a classification plan and to manage the Alberta government human resources program. If you have any questions about the collection of this information, contact the Job Evaluation Unit, 6th Floor, Peace Hills Trust Tower, 10011 - 109 Street, Edmonton, Alberta, T5J 3S9, phone 780/408-8400 or contact your Ministry Human Resource Office.

Signatures

The signatures below indicate that the incumbent, manager and division director/ADM have read, discussed and agreed that the information accurately reflects the work assigned (see Writing Guide Page 17)

Incumbent

Manager

Name

Date

Division Director/ADM

Name

Date