

Job Description

Public (when completed)

Common Government

Ministry

Forestry and Parks

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Enrollments Coordinator

Requested Class

Job Focus

Supervisory Level

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Vacant

Organizational Structure

Division, Branch/Unit

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 Enrollments Coordinator serves as a representative of the Hinton Training Centre to the clientele. The position is responsible for the coordination, management and distribution of booking information, maintenance of facilities and services database, assisting with updates to the HTC website content, researching to assist in development and execution of course registration policies and practices. These functions are carried out to determine and schedule priority use of HTC; to inform client groups (forest areas and divisions, other government ministries, academic institutions, non-profit organizations, and emergency response management agencies) regarding the upcoming training opportunities; to arrange necessary infrastructure and facilities instrumental in delivery of program services, in maintaining hospitable service environment at HTC as the front office contact.

Responsibilities

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

1. Spearheads compiling, organising, and coordinating registration enquiries / requests to allocate training slots:

- a. Addresses requests for training and responds to public, inter-agency, and inter-departmental requests for site and program information (telephone and e-mail).
- b. Develops detailed communication schedule with area contacts regarding the training courses from training

request to commencement of the course at HTC.

- c. Provides key messages and support materials while maintaining close contact with area contacts and issue updates as required with each step of the enrollment prior to the course delivery.
- d. Formulate and frequently update priority criterion depending on volume and nature of requests, hiring trends and needs of the province on the direction of the HTC management.
- e. Organises the compiled information to meet the information management directives at HTC after the completion of the courses.

2. Research and develop registration policies and streamlining practices:

- a. Research training and education sector to understand trends and practices to suggest best suitable and efficient registration procedures for HTC. This could involve looking at industry reports, competitor offerings, and feedback from potential participants.
- b. Compile, update, and scrutinize contact databases for all provincial (wildfire and forest management) and national (wildfire) training contacts.
- c. Identify discrepancies and deficiencies between national training priorities and HTC policies, protocols, and directives.
- d. Work in close liaison with Registration lead to establish standardized booking and registration procedures for HTC.
- e. Foster collaboration with similar establishments to leverage optimal practices, tools, and resources associated with registration procedures.
- f. Offer expert guidance on all aspects of the registration procedure, encompassing authorized and prioritized users, booking and registration protocols for provincial and national government entities, as well as external organizations. This includes interpretation and application of HTC SOPs and the HTC Rates Directive, and formulation of client agreements for invoicing purposes.
- g. Conduct audits and assessments of all bookings and registrations to ensure uniformity, enhancement, and staff development.
- h. Formulate and present recommendations for enhancements to the registration process for provincial wildfire and forest management training.
- i. Generate comprehensive reports and documents depicting current and historical HTC occupancy.

3. Technological proficiency - Registration and Divisional Software:

- a. Researching and implementing new registration software or technologies to streamline the registration process and improve the participant experience. This involves evaluating different software options, conducting demos, and coordinating implementation.
- b. Within GoA, departmental and divisional standards, and guidelines, proactively ascertain technological prerequisites essential for bolstering registration software and associated processes.
- c. Develop business cases and assist with drafting briefing notes related to registration software.
- d. Oversee registration software contract(s) as necessitated.
- e. Furnish specialized insights regarding other departmental software pertinent to registration and billing, encompassing CARS (Corporate Accounting and Reporting System), FIRES (Fire Information Resource System), Beanstream (for generating payment reports and processing refunds), CAS (Contract Administration System), and 1GX SCM (Supply Chain Management).
- f. Offer specialized knowledge pertaining to extant registration software to facilitate the training of new personnel, extend support to other software users (inclusive of janitorial and kitchen services personnel), and address

operational issues.

4. Support the Registration lead in facilitating training and overseeing the operations of the Front Office and Registration:

- a. Facilitate the on-boarding process for new front office staff members.
- b. Support ongoing learning initiatives, development programs, and cross-training efforts for front office staff members.
- d. Offer daily assistance to newly recruited front office personnel and the registration team, particularly concerning assigned bookings and registrations.

5. Financial roles

- a. Utilize the registration software to generate expense analysis by executing expense reports. Conduct audits on the exported reports to verify consistency with facility usage, ensuring precise billing accuracy.
- b. Research and continuously enhance internal procedures concerning billing and expense tracking for provincial forest management courses, national wildfire courses, Forestry Division users, government agencies, and other external bookings, while adhering to Finance directives.
- c. Provide support in audit preparation and the processing of invoices pertaining to the above groups, encompassing expenses associated with tuition, classroom space, accommodations, meals, and contracted services.
- d. Compile summary data and documentation to depict both current and historical HTC expenses accurately.
- e. Support HTC Finance as assigned during times of intense finance workload.

6. Contribute in development of HTC Website content

- a. Analyse phone and in-person enquiries to provide FAQs for the information section of the HTC official website.
- b. Collaborate with the Online Learning team to ensure accurate and timely updates to external and internal websites, addressing needs such as contact lists, course descriptions, and new course offerings.
- c. Work closely with HTC Training Specialists and management to maintain consistency in website content, aligning with organizational standards and objectives.
- d. Identify and prioritize content update requirements for both internal and external websites, facilitating efficient dissemination of information and enhancing user experience.

7. Other duties

- a. During periods of heightened wildfire activity, coordinate HTC's support for wildfire response efforts.
- b. Assist with coverage to front office and financial personnel to ensure smooth operations during wildfire events.
- c. Facilitate procurement requests concerning registration and training requirements to bolster wildfire response capabilities.
- d. Execute records management directive as per the department electronic information management procedures with direction from Finance Administrator.
- e. Identifies areas requiring updates, followed by development and distribution of information relevant to HTC clientele.

Problem Solving

Typical problems solved:

Unexpected arrivals / Emergency registration changes:

Frequently, HTC encounters unforeseen instances where candidates arrive unexpectedly from a different session of the same course or arrive earlier than scheduled, disrupting accommodation and meal plans. In such situations, the Enrollments Coordinator is relied upon to leverage their understanding of HTC directives and exercise initiative to address these challenges. This may involve collaborating with the Facilities lead to coordinate with contractors for necessary accommodation adjustments or reaching out to local hotels to arrange suitable accommodations and transportation for the candidates. Enrollments Coordinator plays a pivotal role in swiftly resolving these issues to ensure smooth operations and satisfactory experiences for all involved parties. This generally requires impeccable resource management and ability to research similar scenarios in the real world as reference points to come up with prompt solutions.

Overlapping Booking Requests:

Inevitably, numerous groups vie for access to HTC simultaneously, often overlapping with critical wildfire training sessions. The dynamic nature of wildfire training adds complexity, as occupancy rates fluctuate with seasonal hires and mandated training coordination.

The Enrollments Coordinator's role involves evaluating these requests, aligning with established procedures (HTC SOPs for Reserving Clients and the HTC Rates Directive), while exercising discretion to prioritize and communicate the Centre's hosting capabilities. Anticipating each user group's facility requirements in advance is crucial due to limited space. In instances of conflicting bookings involving priority users like the Wildfire Management Branch, the Enrollments Coordinator must proactively research and coordinate alternative options for accommodations and learning spaces.

Technology Malfunction:

The Enrollments Coordinator relies on a variety of tools, software, and hardware to fulfill job responsibilities with efficacy and efficiency. In the event of infrastructure breakdown, the position is tasked with swiftly identifying alternative methods for tasks such as key assignment, accommodation, and classroom space booking. This necessitates a comprehensive understanding and research of alternatives of the processes to execute these responsibilities manually or deploy alternative resources. Furthermore, effective communication of meal counts and janitorial requirements to contracted service personnel, especially during peak occupancy periods at the Centre, is imperative. This responsibility entails swift problem-solving and effective communication with both the registration team and contracted service personnel to uphold the uninterrupted functionality of the Centre.

Expense Reporting discrepancies:

The Enrollments Coordinator is tasked with promptly notifying clients of any potential alterations to incurred expenses during a booking. Furthermore, the Enrollments Coordinator is responsible for assessing and rectifying existing expense reporting protocols to accurately reflect heightened expenses, which could stem from increased contracted service charges or unforeseen fees. Additionally, they are obligated to transparently communicate and substantiate any escalated expenses to both internal and external users of the Centre, ensuring mutual awareness and consensus regarding changes before or during the booking period. Anticipating and mitigating challenges pertaining to expense adjustments, the Enrollments Coordinator must expediently devise resolutions.

Client grievances:

As a member of client services, the Enrollments Coordinator assumes the pivotal role of representing HTC while stationed at the front office. This responsibility occasionally entails addressing challenging scenarios, such as managing interactions with disgruntled clients or users expressing dissatisfaction with the facilities. It is expected that the Enrollments Coordinator employs quick thinking and tact to defuse such situations, followed by offering viable resolutions to the client's concerns. Frequently, client service personnel may need to refer the client to another staff member capable of resolving the grievance. Thus, possessing not only a patient demeanor but also demonstrating adeptness in problem-solving through comprehensive knowledge of HTC operations, encompassing both facility and academic aspects, is imperative.

Types of guidance available for problem solving:

Under the supervision of the HTC Operations Manager, the Enrollments Coordinator regularly refers to guideline documents such as the HTC SOPs for Reserving Clients and the HTC Rates Directive. However, due to the intricate nature of registration issues, they frequently surpass the confines of these guidelines, resulting in solutions not readily at hand.

Consequently, the Enrollments Coordinator is tasked with establishing common reference points with similar

organizations and carrying out their individual research to devise internal procedures and guidelines to address such challenges, all while adhering to the HTC SOPs and directive documents. Furthermore, the position is required to swiftly reach conclusions and articulate the rationale behind decisions to HTC management, the Forestry Division, ministry users, and external stakeholders.

While support and guidance are accessible from the HTC Operations Manager and Director, the Enrollments Coordinator must exercise creative thinking and propose novel solutions independently, given the often-pressing nature of registration challenges, prior to seeking consultation with management.

Direct or indirect impacts of decisions:

The decisions made by the position could result in impacts at HTC operations and finances as well as other forestry areas which could escalate to ADM level. Some of the impacts are as follows:

1. The decision making could result in excessive or underutilization of facilities available at HTC. The functioning of the training wing is directly dependent on the Enrollments Coordinator.
2. The independent decision making by this position could further incur financial repercussions to compensate for poor decision making.
3. The decision making resulting out of poor scheduling and disorganization could result in loss of opportunity for HTC. It could have similar impact on timely training of wildfire and forestry employees thus impacting hiring and personal career goals of employees.
4. Failure to swiftly respond with appropriate alternative could result in poor client service and hence decreased participant satisfaction.
5. Permitting non-approved users or booking groups during time frames that conflict with priority training or other GOA training can result in a lack of sufficient facility space and resources required to, for example, provide mandated Wildfire Management Branch training.
6. Errors in booking and registration could potentially result in double bookings, incorrect charges, or scheduling conflicts. Failure to facilitate ongoing learning initiatives and cross-training efforts might lead to skill gaps among staff, affecting service quality during peak periods.
7. Inaccurate expense analysis or billing errors could lead to financial losses or disputes with clients, damaging HTC's reputation, and financial stability. Failure to adhere to Finance directives or internal procedures might result in non-compliance penalties or audit findings, leading to significant financial consequences.
8. Inadequate coordination or support during wildfire response efforts could hinder HTC's ability to fulfill its responsibilities, impacting public safety and organizational reputation.

In summary, wrong decision-making in any of these areas could result in various negative impacts, including reduced efficiency, financial losses, legal issues, reputation damage, and compromised service quality. It's crucial for the individual in this position to exercise sound judgment, thorough research, and effective communication to mitigate these risks and ensure the smooth operation of HTC's registration and administrative processes.

Key Relationships

Major stakeholders and purpose of interactions:

HTC Registration Lead (Daily) - confirm training and registration information, assist in enforcement of consistent registration and billing procedures are adhered to, provide registration and billing updates in a timely manner
 HTC management (Weekly) - identify challenges, propose solutions, provide facility updates and summaries.
 Forestry Division contacts (Frequently) - update provincial and national training contacts regarding divisional training and registration requirements
 Other GOA ministries, academic institutions, and non-profit organizations (Monthly) - facilitate and coordinate booking and registration requests for facility use; communicate up-to-date expenses and status of facility availability.

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:

Equivalencies will be considered, 1 year of experience for 1 year of education.

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		
Drive for Results	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Takes and delegates responsibility for outcomes:</p> <ul style="list-style-type: none"> • Uses variety of resources to monitor own performance standards • Acknowledges even indirect responsibility • Commits to what is good for Albertans even if not immediately accepted • Reaches goals consistent with APS direction 	<p>Evaluates and audits registration and billing entries; oversees ongoing training of front staff to ensure accuracy and consistency of duties and procedures; adheres to all available HTC and GOA SOPs, directives, and guidelines and proposes changes based on observation and industry trends; reports summaries of HTC booking and expense data</p>
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>Researches emerging industry standards and initiates improvements to current registration processes; understands consequences of registration and billing errors, inconsistencies, and discrepancies.</p>
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 	<p>Clear and consistent communication with registration, finance, and facilities personnel at HTC as well as with Forestry Division and other internal (GOA) and external HTC users.</p>
Creative Problem Solving	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Engages the community and resources at hand to address issues:</p> <ul style="list-style-type: none"> • Engages perspective to seek root causes 	<p>Handles client inquiries and provides suitable solutions; redirects to appropriate personnel if needed. Addresses</p>

		<ul style="list-style-type: none">• Finds ways to improve complex systems• Employs resources from other areas to solve problems• Engages others and encourages debate and idea generation to solve problems while addressing risks	<p>grievances and takes immediate steps to resolve and present solutions. Researches alternatives in the event of inefficient response from a resource or general infrastructural failure. Makes recommendations to Registration lead and to alleviate team performance.</p>
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