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New

Ministry

Service Alberta

Describe: Basic Job Details

Position

Position Number

Working Title (30 characters)

Information Officer-Registries

Requested Class

Job Focus

Supervisory Level

Business Unit

Dept ID

Program Code

Employee

Employee Name (or Vacant)

Organizational Structure

Division, Branch/Unit

☐ Current organizational chart attached?

Supervisor's Position Number

Supervisor's Working Title (30 characters)

Supervisor's Current Class

Design: Identify Job Duties and Value

Job Purpose and Organizational Context

Why the job exists:

The Service Alberta Registries Contact Centre responds to over 200,000 calls and 10,000 emails each year. Reporting to the Team Lead, the Information Officer is primarily responsible for providing courteous, timely and accurate information to callers regarding legislation and associated programs. Information to callers include guidance on avenues available; legislative controls related to their concerns; and referrals to other government departments and outside agencies. The position responds to public inquiries regarding the following skill sets: Vital Statistics, Motor Vehicles, Corporate Registry, Personal Property Registry and Land Titles General Inquiries.

Responsibilities

Job outcomes (4-6 core results), and for each outcome, 4-6 corresponding activities ([sample policy research job](#)):

1. Provide full and accurate information services to callers via telephone and e-mail regarding legislation and related programs.
 - Provides courteous, timely and accurate information to callers.
 - Where assessment of a call determines a possible violation, encourages callers to write in with their complaint for investigation.
 - Provide information and guidance on avenues available and on legislative controls relating to their concerns to assist callers in resolving their own problems.
 - Provides appropriate referrals to municipal, provincial or federal government departments, agencies,

associations, courts, law enforcement bodies and legal council when the call does not pertain to Service Alberta. This requires the Information Officer to be familiar with programs administered by other government departments and agencies.

2. Information Services Via Electronic Mail

- Written responses are generated to provide the public with information that are received and replied to through electronic mail.
- Ensure written responses are accurate, complete and correct in grammatical structure and form.
- When necessary, refer concerns to the Director, Supervisor or Team Leader for advice.

3. Other duties

- Logs client's calls on the Consumer Affairs Tracking System (CATS), for statistical and reporting purposes. The client's name, telephone number, postal code, call type code, and a brief description of the client's concern and the information given are logged.
- Identify marketplace trends, concerns and report them to the Director or Team Lead.
- Develop and maintain an extensive knowledge base in order to respond to inquiries.
- As a Contact Centre team member, share with colleagues any specialized knowledge with acts, programs or telephony applications.
- As assigned, review and update electronic canned messages as required to ensure the information being disseminated to the public is accurate.
- Aid the Team Lead by assisting co-workers with difficulties they may encounter with any questions pertaining to the legislation and programs.
- When required by the Contact Centre Team Lead, assist with training colleagues.
- Provide suggestions relating to changes to policies, procedures and existing protocol where appropriate.

Problem Solving

Typical problems solved:

- Excellent communication skills, both verbal and written to deal with a broad spectrum of clients.
- Skill in the use of general office equipment.
- Strong problem solving skills.
- Excellent customer service focus. Ability to respond to client and stakeholders' needs and incorporate a customer service perspective.
- Ability to effectively converse with difficult clients.
- Ability/willingness to work in a fast paced challenging team environment, multitasking and be self-directed, while maintaining a high level of productivity and quality service are important aspects of this position.
- Must be able to use appropriate telephone techniques, professionalism and good judgment in the handling of calls regarding complex, multifaceted, politically sensitive and high priority complaints.
- Skill in the use of general office equipment.

Types of guidance available for problem solving:

Team meetings on a monthly basis and team huddles to discuss policies and procedures in depth.

Direct or indirect impacts of decisions:

Most decisions are discussed with the staff and their input is taken into account.

Key Relationships

Major stakeholders and purpose of interactions:

- This position is in contact with the general public, including the business community, associations, law enforcement, the legal community and ministry/divisional staff on a daily basis via the telephone and electronic mail.
- SA program areas including Motor Vehicles, Vital Statistics, Corporate Registry and other business specialists, as required. The purpose of these contacts is to provide clarification, advice and assistance with regards to the legislation, policy and procedures administered by the ministry.

- Works closely with other Information Officers and Team Leads on a daily basis.

Required Education, Experience and Technical Competencies

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

If other, specify:

Several years' progressively responsible experience.

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

- Possessing an in-depth and comprehensive knowledge of Ministry legislation in order to accurately interpret pertinent acts, regulations, policies, and procedures. The Acts and Regulations are numerous. Some of these include: Traffic Safety Act, Business Corporations Act, Partnership Act, Vital Statistics Act, Personal Property Security Act, Motor Vehicles Policy and the Freedom of Information and Protection of Privacy Act and their appropriate regulations. Knowledge on the Societies Act is an asset, not mandatory.
- Ability to comprehend and interpret legislative issues and relay information in understandable terms to clients.
- Familiarity with programs administered by other government departments and agencies.
- Skill in use of computer software applications: Microsoft Word, Microsoft Outlook, Internet Explorer and Microsoft Excel, VISTAS, CORES and ROADS.

Behavioral Competencies

Pick 4-5 representative behavioral competencies and their level.

Competency	Level					Level Definition	Examples of how this level best represents the job
	A	B	C	D	E		
Creative Problem Solving	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
Systems Thinking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
Develop Self and Others	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
Agility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
Drive for Results	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		

Benchmarks

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

Assign

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

Employee Name

Date yyyy-mm-dd

Employee Signature

Manager/Director Name

Date yyyy-mm-dd

Manager/Director Signature

Executive Director Name

Date yyyy-mm-dd

Executive Director Signature

ADM Name

Date yyyy-mm-dd

ADM Signature