

Reclassification

Ministry

Describe: Basic Job Details**Position**

Position ID

Position Name (30 characters)

Current Class

Requested Class

Job Focus

Supervisory Level

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or 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**Changes Since Last Reviewed**

Date yyyy-mm-dd

Responsibilities Added:

Job description updated to include new Position Name and demonstrated competencies.

This position does not align with the Program Services stream, which by definition focuses on the strategic development of programs and policy within a social science framework. The Public Safety Investigator [Carrier Safety Investigator] focuses on obtaining compliance and providing oversight of National Standards, providing technical advice on provincial and federal regulations including educational training and conducting carrier and vehicle inspections and investigations.

In 2024, the Vehicle Safety Investigators (VSI) and Public Safety Investigators (PSI) were consolidated into an aligned Investigations team. This integration expanded decision-making responsibilities for both groups, with an increased emphasis on high-profile investigations, enhanced internal and external training requirements, and a significant rise in workload. This position supports the Ministry's goal to achieving a safe and efficient transportation system that supports Alberta's economic, social and environmental vitality.

This request is supplemented with the re classification request of the Public Safety Investigator (PSI) Team Lead from a Program Services 4 to Stds Safety and Compliance 6 to align with the creation of a Vehicle Safety Lead Investigator, Stds Safety and Compliance 6 position. Reclassification will align all investigators in the section with the benchmark Vehicle Safety Investigators (VSI) Stds Safety and Compliance 5

Responsibilities Removed:

Job Purpose and Organizational Context

Why the job exists:

Reporting to the Lead Investigator Carrier Safety, the Carrier Safety Investigators are responsible for the oversight of all aspects of carrier safety and compliance within the province of Alberta. Carrier Safety Investigators perform detailed inspections and investigations; provide subject matter expertise to high-profile commercial incidents; lead and participate in education, awareness, and enforcement activities; and ensure stakeholders comply with applicable federal and provincial legislation and 16 National Safety Code Standards. They also provide technical assistance to registered owners, carrier companies, law enforcement partners, and the general public.

16 National Safety Code Standards:

- Standard 1 Single Driver Licence Concept
- Standard 2 Knowledge and Performance Tests (Drivers)
- Standard 3 Driver Examiner Training Program
- Standard 4 Driver Licencing Classification
- Standard 5 Self-Certification Standards and Procedures
- Standard 6 Determining Driver Fitness in Canada
- Standard 7 Carrier and Driver Profiles
- Standard 8 Short-Term Suspension
- Standard 9 Commercial Vehicle Drivers Hours of Service
- Standard 10 Cargo Securement
- Standard 11 Maintenance and Periodic Inspection
- Standard 12 CVSA On-Road Inspection
- Standard 13 Trip Inspection
- Standard 14 Safety Rating
- Standard 15 Facility Audits
- Standard 16 Entry Level Training (Class 1)

Carrier Safety Investigators work within the Transportation Business Plan, ensuring the transportation system is safe and secure, while protecting Albertans and working towards zero transportation related serious injuries or fatalities.

*The incumbent will identify areas of non-compliance with both provincial and federal Acts and Regulations and take appropriate action ranging from education through to prosecution. Some investigations are in sensitive areas and involve numerous government policies. The investigator will consider all aspects of the investigation results and make decisions based on their discretion. **Determining the proper application of the Departments Progressive Discipline policy, which ranges from warnings to conditions /directives, to charges, administrative penalties, and/or changes to Safety Fitness Ratings including operating authority suspensions and/or cancellations.** These decisions may result in a severe financial consequence to the carrier and carrier's employees. The incumbent is adept at interviewing, monitoring, and providing technical knowledge to ensure carrier's compliance with National Safety Code program. The incumbent is a primary resource for the transportation and vehicle maintenance industry, the motoring public and external agencies such as federal and provincial law enforcement, other provincial Transportation Departments, Service Alberta, Apprenticeship and Industry Training, Alberta Motor Vehicle Industry Council, etc. The incumbent will lead or participate in joint investigations with other law Industry enforcement agencies when required to meet the departmental goals to ensure public safety in Alberta.*

Responsibilities

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

1. Conducting inspections and investigations of Provincial and Federal Alberta registered Commercial Carriers. Activities Include:

- Conducting detailed inspections or investigations into operations, incidents, complaints and suspected offenses under applicable provincial or federal legislation relating to commercial carriers and drivers. Assessing their ongoing compliance with applicable legislation, National Safety Code standards, and other rules or requirements and implement disciplinary enforcement action if appropriate.
- Access multiple internal data bases to gather relevant information, including; TSIS; MOTRIS; ROADS; CORES; eFacility; eInspection; ARTS;
- Collection of information for disclosure packages for ATIA (Access to Information Act) as well as Registrars Reconsideration and Judicial review.
- Preparing letters for suspensions and cancellations of carriers Safety Fitness Certificate as a result of sever noncompliance.
- Leading, supervising, controlling, and conducting complex and/or sensitive investigations into alleged and/or suspected offenses under the Federal Commercial Vehicle Drivers Hours of Service Regulations, *Traffic Safety Act* and Regulations, within the province of Alberta.
- Ensuring the quality and continuity of case evidence obtained during an inspection or investigation, including the obtaining of samples and documentation.
- Manage investigative case files according to policy and procedural requirements.
- Conducts on-site inspections of carrier's transportation business, equipment, and National Safety Code program records.
- Leading, or participating in, multi-agency investigative task forces or joint investigations.
- Interview and take statements from witnesses and the accused, to determine whether or not an offence has been committed.
- Submitting detailed reports of completed assignments into secure data base(s), in relation to carriers and drivers to assess their ongoing compliance with applicable legislation, National Safety Code standards, and other rules or requirements.
- Is a primary resource for the transportation and vehicle maintenance industry, the motoring public and external agencies such as federal and provincial law enforcement, other provincial Transportation Departments, Service Alberta, Apprenticeship and Industry Training, Alberta Motor Vehicle Industry Council, etc.
- Conduct inspection of vehicles on-site and at roadside to ensure compliance with provincial Acts and Regulations when necessary following CVSA guidelines.
- Maintain ON-Highway Dangerous Goods Inspector certification, as required.

2. Provide on -highway response functions to commercial carrier high-profile incidents ensuring public safety for Albertans. Activities Include:

- Attending commercial carrier high-profile incidents as a resource and subject matter expert, providing direction, guidance, and assistance to first responders, law enforcement agencies, and industry.
- Facilitating a dispute resolution process to address difficult issues between first responders, carrier representatives, government agencies or other stakeholders.

3. Lead, and participate in education, awareness, and enforcement activities. Activities include:

- Developing and maintaining a comprehensive network of contacts to support Alberta's Carrier and Vehicle Safety

program, which includes National Safety Code (NSC) commercial carriers, law enforcement, provincial or federal government agencies, municipal representatives, public or other stakeholders;

- Acting as a liaison between NSC commercial carriers, associations, and stakeholders to ensure concerns of a provincial or federal nature are dealt with on a consistent and fair basis throughout the province;
- Developing, coordinating, implementing, conducting and/or participating in presentations, interviews, seminars, workshops, and training, for the public, NSC commercial carriers, law enforcement agencies, federal and provincial government agencies, internal government staff, or other stakeholders, on relevant educational topics regarding NSC commercial carrier compliance, dangerous goods, vehicle safety, follow-up from incidents, and responding to local inquiries or issues;
- Attending law enforcement check stops to assist law enforcement agencies and other regulatory bodies in the application and enforcement of the National Safety Code Standards and Provincial and Federal Acts and Regulations;
- Developing, coordinating, and delivering Hours of Service training, and NSC commercial carrier training to provincial enforcement agencies, such as the Sheriff Highway Patrol, RCMP, municipal police and enforcement services, county enforcement agencies, and other regulatory bodies as required;
- Providing consultation, information and subject matter expertise, relating to safety and commercial carrier programs, with law enforcement agencies, as well as federal and provincial government bodies involved in the enforcement and education of road safety related legislation or standards;
- Keeping abreast of legislative changes, trends, developments, advanced technologies, standards, industry practices, and changes in relation to commercial carrier operations;
- Acting as the provincial representative on NSC commercial carrier committees;

4. Applying appropriate enforcement measures for identified non-compliances. Activities include:

- Determining, examining, and analyzing the seriousness, history, and extent of non-compliance with applicable legislation, technical standards, rules, standards, or other requirements;
- Preparing, assessing, and incorporating the progressive discipline policy and administering the appropriate enforcement action and corrective action(s) to be taken in relation to any person, company, or corporation with respect to any identified non-compliance, through various methods of enforcement, including education or awareness activities; Traffic Violation Tickets; Administrative Penalties; Information's; Suspensions; Cancellations; and any other legislative sanctions, appeals or court documents as required;
- Implementing and monitoring corrective actions and directions to remedy identified non-compliances involving NSC commercial carriers;
- Coordinating, reviewing, and analyzing enforcement actions taken by other agencies under the provincial or federal legislation, and NSC requirements, to ensure consistency with local, provincial, and federal partners.
- Acting as a resource person and subject matter expert, in relation to court proceedings, fatality inquiries, and to various federal and provincial law enforcement agencies, NSC commercial carrier matters;
- Working with stakeholders to educate them on NSC commercial carrier legislation, dangerous goods legislation, standards, rules, or other requirements, to address issues that may be remedied with education rather than enforcement;
- Working with internal stakeholder, and ensuring implementation of improvement plans when non-compliances are identified;
- Ensuring non-compliances identified during an inspection, investigation or other enforcement matters are corrected and in full compliance with the applicable legislation;
- Identifying and directing corrective measures to facilities, carriers and companies noted during inspections or investigations, including technical, procedural, and administrative actions, and implementing appropriate administrative or enforcement action for areas of non-compliance.

Problem Solving

Typical problems solved:

Carrier Safety Investigators complete, on average, 200 enforcement activities each year. These activities include, but are not limited to, inspections, investigations, permit application and renewal reviews, presentations, training, stakeholder meetings, industry exercises, road incident attendance, joint force operations, or other enforcement initiatives.

Carrier Safety Investigators work independently and are responsible to develop work plans for their respective regions. Reporting to the Lead Investigator, Carrier Safety Investigators ensure compliance to safety and maintenance programs throughout the Province of Alberta.

Working within the Branch, Section and Business Unit's policies and procedures, Carrier Safety Investigators must ensure all enforcement activities are completed in a timely manner. If matters require the application of enforcement action, Carrier Safety Investigators can apply various enforcement measures to remedy any identified non-compliances. Carrier Safety Investigators have the authority and accountability to determine what measures should be taken in areas of non-compliance and must undertake the required follow-up to ensure early and safe resolution of issues. This could range from education, laying charges or administrative penalties under existing legislation, providing a direction or corrective action, or issuing a suspension or cancellation of a carriers Safety Fitness Certificate. These measures are consistent with Alberta Transportation & Economic Corridor's Progressive Discipline Policy. In all cases, and especially those with severe consequences to the accused, Carrier Safety Investigators must have the subject matter expertise knowledge and training to be able to stand behind their decisions. To manage legal and often contentious issues, Carrier Safety Investigators require a Peace Officer Appointment.

In some cases Investigator will attend a commercial carrier high-profile incident, Carrier Safety Investigators require the knowledge and expertise to analyze each unique incident and scene to ensure the safety of themselves, first responders and the public, and provide subject matter expertise to other first responders.

Through ministerial delegation, Carrier Safety Investigators have delegated authority to act on behalf of Transport Canada to oversee any federal Commercial Carriers within Alberta.

Types of guidance available for problem solving:

There are currently seven (6) Carrier Safety Investigators in the province of Alberta and one (1) Lead Investigator.

Carrier Safety Investigators can work independently; however they often collaborate with the Lead Investigator, other Carrier Safety Investigators and Vehicle Safety Investigator. Through this collaboration, Carrier Safety Investigators ensure consistency in the application of the NSC Standards and provincial and federal legislation. Collaboration also supports the ongoing analysis, review and updating of provincial and federal legislation, NSC standards, and any other applicable legislative requirements through the ongoing monitoring of issues, inspections and contact with key stakeholders.

Carrier Safety Investigators must constantly consider public safety, legislation, policies, procedures, standards, and best practices to ensure consistency with other National Safety Code programs across Canada. Carrier Safety Investigators work within a defined framework of the *Traffic Safety Act*, and its Regulations, with considerable latitude to exercise judgement within department operational policies and procedures. Carrier Safety Investigators advise clients on a wide range of issues relating to commercial carrier and vehicle compliance and require the skill to analyze, and problem solve compliance issues to support road transportation safety for all users.

Direct or indirect impacts of decisions:

Carrier Safety Investigator identify, direct, and monitor enforcement and corrective actions relating to areas of non-

compliance noted during inspections and investigations. Through regulatory oversight and ensuring public safety measures are in place, decisions made by a Carrier Safety Investigator may affect a stakeholder's business operation.

Alberta currently has 17,568 provincial and federal Commercial carriers, 11,464 operating only in Alberta and 6,103 operating federally. 1,934 Safety Fitness Certificates are issued to new carriers annually. Compliance of these Commercial carriers is managed under the Investigations Unit, specifically, by Carrier Safety Investigators.

Carrier Safety Investigators are designated as on highway Dangerous Goods Inspectors.

Carrier Safety Investigators require extensive knowledge and training to perform their job duties and require the ability to effectively communicate with clients, carriers, and stakeholders, which is crucial to the effectiveness of the program and contributes to the continued safety of all road and rail users.

Carrier Safety Investigators are responsible for implementing enforcement strategies in a timely and efficient manner. Carrier Safety Investigators identify, direct, and monitor corrective actions, as well as any enforcement measures placed on carriers with identified areas of non-compliance, which were discovered during an inspection or investigation, and include procedural, and administrative action. Decisions made by Carrier Safety Investigators may impact a stakeholder's business operations.

Impact is demonstrated by:

- Acting as a resource, liaison and subject matter expert for the public, industry, stakeholders, federal and provincial government agencies, court systems and committees relating to NSC commercial carrier legislation, standards, rules, or other requirements;
- Contributing to the ongoing development and implementation of the business unit's policies, procedures, educational information, and training packages;
- Developing and maintaining provincial and federal NSC commercial carrier legislation, standards, rules, or other requirements;
- Developing and administering educational information to assist industry on NSC commercial carrier requirements;
- Keeping abreast of trends, developments and advanced technologies, new standards, industry practices and changes in relation to commercial carrier operations;
- Participating, organizing, and conducting interviews, seminars and workshops for the public, industry (including industry organizations) and/or other government departments, on relevant educational topics regarding provincial and federal Hours of Service legislation and NSC commercial carrier compliance, follow-up from incidents and responding to local inquiries or

Key Relationships

Major stakeholders and purpose of interactions:

Carrier Safety Investigators have considerable contact with various stakeholders, corporate industry CEO's, presidents, provincial & federal enforcement agencies, emergency first responders, technical committees, facility inspectors, employers, colleges, schools, community leaders, industry/business associations, community groups and other government departments/agencies. Through collaboration, training, education initiatives and program expertise, Carrier Safety Investigators work with stakeholders to ensure compliance with the safety legislation, standards, rules, and other requirements. Examples of key stakeholder relationships include:

Internal:

- Lead Investigator - contact as needed
- Carrier Safety Investigators - contact as needed
- Manager, Investigations - contact as needed
- Vehicle Safety Investigators - contact as needed

- Driver Training, Testing and Oversight Investigators - contact as needed
 - Dangerous Goods & Rail Safety Specialists - contact as needed
 - Driver, Carrier & Vehicle Services - contact as needed to assist them with permitting reviews and approvals
 - Director of Investigations & Enforcement - contact as needed
 - Others within Traffic Safety Services Division - contact as needed to provide collaboration, guidance, training, technical and program expertise, and support
- External:**
- Municipal, Provincial and Federal government agencies (Justice & Solicitor General, Transport Canada, Alberta Environment & Protected Areas, Occupational Health & Safety, etc.) - contact as needed to assist in policy development, provide technical information and advice, provide training, and collaboration to resolve dangerous goods and rail incidents
 - Law enforcement agencies (Sheriff Highway Patrol, RCMP, municipal police and enforcement agencies - contact as needed to provide training, program expertise, and advice, provide support during incidents, and to collaborate in resolving on-highway commercial carrier compliance issues
 - Alberta Courts - (Court staff, Crown Prosecutors, Defence attorneys, etc.) - contact as needed to request legal and legislative advice, provide technical advice, participate in legal processes as an expert witness
 - Industry, Stakeholder, Association representatives (consignors, carriers, consignees, railway operators, CAPP, AMTA, PSAC, etc. ranging from the CEO's of major companies to front-line workers) - contact as needed to provide training and education, discuss NSC audit and inspection results, issue enforcement strategies, etc.
 - Educational institutions (SAIT, NAIT, Lethbridge College, etc.) - contact as needed

Required Education, Experience and Technical Competencies

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

If other, specify:

Law enforcement, criminal justice, investigation techniques/practice/process

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

Carrier Safety Investigators require a minimum Alberta Occupational Certificate and 8 years related experience or Related diploma and 5 years related experience; or Related degree and 3 years related experience. Carrier Safety Investigators require knowledge of contemporary program administration, legislative processes, inspection and investigative techniques, time management, technical and regulatory issues, trends, and research in key subject areas. This knowledge and education are required to ensure the Carrier and Vehicle Safety program effectively serves its stakeholders. On-the-job training and formal learning-related knowledge is provided and required to perform job tasks.

Knowledge:

- Expert knowledge of Federal and Provincial transportation legislation including, but not limited to, *Motor Vehicle Transport Act* (Federal), *Commercial Vehicle Driver's Hours of Service Regulations* (Federal), *Drivers' Hours of Service Regulation* (Provincial), *Traffic Safety Act* and Regulations; National Safety Code standards.
- Expert knowledge of National Safety Code standards;
 - Standard 7 Carrier and Driver Profiles
 - Standard 9 Commercial Vehicle Drivers Hours of Service

- Standard 10 Cargo Securement
 - Standard 11 Maintenance and Periodic Inspection
 - Standard 12 CVSA On-Road Inspection
 - Standard 13 Trip Inspection
 - Standard 14 Safety Rating
 - Standard 15 Facility Audits
- Working knowledge, of National Safety Code standards.
- Standard 1 Single Driver Licence Concept
 - Standard 2 Knowledge and Performance Tests (Drivers)
 - Standard 3 Driver Examiner Training Program
 - Standard 4 Driver Licencing Classification
 - Standard 5 Self-Certification Standards and Procedures
 - Standard 6 Determining Driver Fitness in Canada
 - Standard 16 Entry Level Training (Class 1)
- Extensive knowledge of investigation, enforcement, and investigational best practices, in performing inspections, investigations, administrative justice and enforcement in regulatory compliance and procedures;
- Extensive knowledge of government electronic and information technology systems such as: Transportation Safety Information System (TSIS, ARC, ROADS, eFacility, eInspection, CORES, ARTS),
- Working knowledge of *Alberta Environmental Protection and Enhancement Act*; Occupational Health and Safety legislation;
- Knowledge of the Incident Command System and emergency response to NSC commercial carrier incidents;
- Knowledge of Carrier Safety Investigators Manual and identified training material.
- Skills and Abilities:**
- Willingness to effectively engage and perform activities in a timely and efficient manner, work independently and effectively in a fast-paced environment and have strong stress management skills and personal resiliency to support ability to deliver on outcomes;
 - Strong verbal and written communication, client service, consultation, technical, investigative, public speaking, and stress management skills to mediate disputes and support the delivery of program outcomes;
 - Advanced computer literacy skills to employ, navigate, and troubleshoot multiple computer software platforms;
 - Strong analytical, interpersonal and mediation skills to identify issues that impact stakeholders and develop appropriate solutions to complex problems;
 - Ability to handle administrative functions of the job, including court document preparation, without any administrative assistance;
 - Ability to facilitate personal and professional relationships and networks;
 - Ability to lead, and participate in, working groups to support the overall performance of the team and department goals and objectives;
 - Ability to analyze situations or a set of circumstances, solve problems and make decisions under pressure and in

adverse conditions;

- Ability to consistently work remotely (out of office) and travel for extended periods, as required;
- Ability to work in a variety of physical and social environments, geographical locations, and weather conditions;
- Effective organizational and time management skills to ensure timely and accurate enforcement activity completion;
- Effective systems thinking, problem solving and decision-making to determine appropriate solutions to complex problems;
- Ability to be creative, self directed and work independently or in teams;
- Sound knowledge of objective functions pertaining to the department's policies and administrative procedures;
- Supervisory and leadership skills to lead response teams, committees, work groups, etc.

Qualifications:

- Extensive experience in conducting inspections, investigations, and enforcement in regulatory law;
- Eligibility for designation as a Peace Officer under Provincial legislation;
- Eligibility as an on highway Dangerous Goods Inspector;
- Eligibility as an Federal Hours of Service Inspector;
- Requires a valid Drivers' License;
- Certification in First Aid & CPR "C";
- Must be in good physical condition to undertake inspections, respond to incidents, etc.

Successfully complete all related Carrier Safety Investigators training, such as, but not limited to:

- Alberta Peace Officer Program training;
- Drivers' Hours of Service (Federal and Provincial) training;
- Assessment of Regulatory Compliance training.
- Alberta On-Highway TDG Inspector training;
- Incident Command System (ICS) training;
- Collision Scene Investigation training;

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		
Develop Self and Others	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Plans according to career goals and regular development: <ul style="list-style-type: none"> • Aligns personal goals with career goals • Leverages strengths; attempts stretch goals 	Leadership skills, including ability to build and coach teams and promote adoption of innovative approaches.

		<ul style="list-style-type: none"> • Provides feedback and openly discusses team performance • Values team diversity, and supports personal development 	
Systems Thinking	<input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Observes and understands larger impact of role:</p> <ul style="list-style-type: none"> • Sees impact of work on organization; anticipates change in own area based on activities in other areas • Considers how own work impacts others and vice versa • Ask questions to understand broader goals • Aware of how organization adds value for clients and stakeholders 	Continually evaluating procedures and programs and updating and changing to adjust for changes in industry
Develop Networks	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Leverages relationships to build input and perspective:</p> <ul style="list-style-type: none"> • Looks broadly to engage stakeholders • Open to perspectives towards long-term goals • Actively seeks input into change initiatives • Maintains stakeholder relationships 	Has regular interaction as required with law enforcement agencies, peers in other jurisdictions, and special interest groups to identify and resolve issues; exchange information; interpret legislation and policies; coordinate issue resolution, address policy or standards infractions and non-compliance; provide training; solicit input for new policies and processes; develop professional relationships and share ideas and best practices
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 	Maintain a firm understanding of current trends in the industry to leverage solutions and proactive approach to current and emerging industry issues.

		• Collects breadth of data and perspectives to make choices	
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Benchmarks

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

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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

Supervisor / Manager Name

Date yyyy-mm-dd

Supervisor / Manager Signature

Director / Executive Director Name

Date yyyy-mm-dd

Director / Executive Director Signature