

Working Title Assistant Investigator	Name
---	------

Position Number	Reports to Position No., Class & Level	Division, Branch/Unit Business Services, Consumer Services/Investigations	Ministry Service Alberta
-----------------	--	--	-----------------------------

Present Class Program Services 2	Requested Class
-------------------------------------	-----------------

Dept ID	Program Code	Project Code (if applicable)
---------	--------------	------------------------------

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 [Section 2.3](#)).

Reporting to the Manager of Investigations, the Consumer Services Investigator (PS 2) is an entry level position. This position promotes a fair marketplace by providing information to the public and business community, conducting investigations, and taking enforcement actions under department consumer protection legislation.

The individual has a basic knowledge of department legislation, policies and procedures, and systems used in the investigation function. The individual will investigate a variety of complaints, generally at a lower level of complexity, under the statutes administered by Consumer Services and delegated provisions of the Criminal Code of Canada of theft, fraud, false pretences and forgery. Investigations are monitored and direction provided on a frequent basis. As a Peace Officer appointed under the Peace Officer Act and under the direction of the Director/Manager, will conduct investigations under the delegated criminal code offences as it relates to consumer protection legislation and take appropriate enforcement action. Provincial Statutes set the jurisdiction of the investigation and available enforcement remedies. Program Directors and legal counsel provide interpretation guidelines for statutes. Established Department Policy and Procedures set operating guidelines for investigations and file work.

As knowledge and experience are gained, the position works with decreasing direction and monitoring. Investigations are reviewed on a regular basis for action, appropriate application of legislation, and use of investigation techniques. The Investigator will develop contacts with external law enforcement agencies (City Police, RCMP, Government Agencies, Crown Prosecutors) and respond to inquiries from the public and business community.

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 major activities should be described (see [Sections 2.1](#) and [2.2](#)).

1. Under direction of the Director/Manager of Investigations, investigate complaints and offences in a timely manner, in accordance with legislation, policy and procedures to provide consistent enforcement of a range of consumer protection legislation and delegated criminal code offences. Investigations are generally at a lower level of complexity or seriousness and are reviewed on frequent basis.

Activities:

- Completes investigations in a timely and thorough manner in accordance with department policies, procedures and operating guidelines.
- Conduct investigations by: gathering, securing and preserving evidence; interviewing complainants; interviewing witnesses and respondents; taking statements and warned statements; examining records.
- Research related legislation, for example; Criminal Code, Alberta Evidence Act, Interpretations Act, and Provincial Offences Procedure Act.
- Develop appropriate network of contacts with enforcement agencies.
- Under direction of Director/Manager and/or in consultation with Senior Investigators and/or Crown Counsel,

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 major activities should be described (see [Sections 2.1](#) and [2.2](#)).

participate in the execution of Search Warrants; or Production Orders.

- Following consultation and review with the Manager, make recommendations to the Director of Investigations for enforcement action to obtain compliance with legislation including warnings, reprimands, violation tickets for tenancy offences, prosecutions, hearings, undertakings, director's orders, restraining orders/injunction, property freeze orders, court orders or civil contempt based on evidence. Recommend appropriate cases to forward for the civil forfeiture offices.

2. Facilitate regulatory action, relating to legislation, policy and procedures, to provide professional and accurate information to the court and administrative hearing processes.

Activities:

- Subject to review of Director/Manager of Investigations, prepare court documents (court brief, prosecutor's information sheet, information, summonses and subpoenas, or documents required for administrative action).
- Serve summonses on accused and subpoena on witnesses.
- Liaise with other law enforcement agencies and Crown Prosecutor.
- Act as a Crown witness and act as a liaison between the Crown and other witnesses; provide assistance to Crown Prosecutor during court appearances.

3. Act as a resource.

Activities:

- Participate as a junior member in team investigations or records review as required.
- May provide feedback on legislation or participate in legislative review projects.

4. Provide information to the public on their rights, remedies and responsibilities to promote a fair marketplace.

Activities:

- Once knowledge is at an acceptable level, explain legislation and provide information to consumers and businesses during investigations.
- Participate in consumer awareness initiatives as assigned.
- Provide timely assistance to consumers and business operators who come to the office in person.
- Respond to internal information requests in a timely manner.

SCOPE: List specific information that illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job (see [Section 2.4](#)).

- Methods of investigation and evidence gathered during an investigation must withstand the test of Charter Challenges; new challenges emerge as court precedence is set in law. Investigators may participate in obtaining search warrants and seize evidence during the investigation.
- After review and in consultation Director/Manager, the Investigator will recommend:
 - The most appropriate investigative method to collect information and evidence on an investigation.
 - Type of evidence to collect on an investigation, and
 - Which files should be the subject of further enforcement action.
- Enforcement activities flowing from the investigation may include one or more of the following actions: warnings; prosecutions resulting in fines, jail terms, probation, conditional sentence orders or a combination thereof; Injunctions; administrative action on the license of a regulated business, Director's Order, and restitution to consumers. The investigation results may impact consumers and businesses at a provincial level, national or international level.
- As a result of the investigation, the Investigator may identify deficiencies in legislation administered by the

SCOPE: List specific information that illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job (see [Section 2.4](#)).

department and may take recommendations for legislative amendments.

KNOWLEDGE, SKILLS & ABILITIES: Provide a list of the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.

- University degree in a related field (Business, Commerce, Economics) or equivalencies. Experience in investigation is an asset.
- Employee has basic knowledge of department consumer legislation, investigation techniques, and an awareness of the variety of enforcement tools applicable in an administrative and regulatory environment.
- Basic awareness of other related provincial and federal statutes that affect investigations in the consumer marketplace such as Charter of Rights and Freedoms, Criminal Code, Alberta Evidence Act, Interpretations Act, Provincial Offences Procedures Act, Competition Act, and the Civil Enforcement Act.
- Basic knowledge of accounting principles.
- Ability to be appointed as a Peace Officer under the Peace Officer Act for the purpose of enforcing the following provincial statutes: Cemeteries Act, Charitable Fund-raising Act, Condominium Act, Cooperatives Act, Fair Trading Act, Government Organization Act, Mobile Home Sites Tenancies Act and Residential Tenancies Act. Criminal Code of Canada (specified sections of fraud, theft, false pretences and forgery).
- Individuals require effective listening skills and ability to provide appropriate verbal, non-verbal and written communications, adaptability to change, problem solving and judgment to assess options and implications in order to identify a solution appropriate to workload requirement. Conflict resolution, tact and organizational skills are required to attend to the sensitivity and diversity of issues addressed by this position.

CONTACTS: The main contacts of this position and the purpose of those contacts.

- Business community
- Law enforcement agencies
- Other government departments
- Industry & trade associations
- Investigation staff

SUPERVISION EXERCISED: List position numbers, class titles, and working titles of positions directly supervised.

None.

CHANGES SINCE LAST CLASSIFICATION REVIEW: This section is not required to be completed if the job description is being written for the conversion to PREP. It should be completed for any subsequent job evaluation requests under PREP.

ORGANIZATION CHART: An organization chart that includes supervisor, peers and staff **MUST** be attached.

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 3S8, 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.

Incumbent

--	--	--	--

Name

Signature

Date

Manager

--	--	--	--

Name

Signature

Date

Division Director/ADM

--	--	--	--

Name

Signature

Date