

**NON-MANAGEMENT JOB DESCRIPTION
POINT RATING EVALUATION PLAN**

Working Title Registration & Adjustments Officer	Name
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Position Number	Reports to Position No., Class & Level	Division, Branch/Unit Administrative Law Programs,FSOS/Operations – Registration & Adjustments Unit	Ministry
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	Requested Class
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Cost Center 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](#)).

Registration and Adjustments Officers, reporting to a supervisor, normally a Team Leader (AOII), are the initial point of contact for clients and stakeholders of the Family Support Order Services (FSOS) branch of Alberta Justice on matters related to the registration of files. The position involves accurately interpreting court orders and financial documentation (provincial plus intra/extra provincial orders) to determine and process requests for the registration of files. Under the leadership of a Team Lead and in accordance with approved office practices, *the Maintenance Enforcement Act, and Maintenance Enforcement Regulations, the Family Law Act, Divorce Act, Child Support Guidelines, the Freedom of Information and Protection of Privacy Act, the Bankruptcy and Insolvency Act and Child Support Recalculation Program Regulations*, FSOS Standard Operating Procedures, directives and targets as well as other provincial/federal legislation, Registration and Adjustments Officers are focused on delivering exceptional client services on referred files (internal and external plus intra and extra provincial files), including complicated or sensitive files from the Policy Compliance Unit (PCU) prior to responses being provided on Action Requests. Registration and Adjustments Officers review and process complex account adjustments/reconciliations, including monitoring files for periodic adjustments as well as recognizing and suggesting possible training opportunities for other MEP units. This position utilizes own judgment within set guidelines for the interpretation, calculation and adjustment of support payments while providing impartial and fair administration on affected accounts. Activities centre on achieving resolution relative to interpretation and accounting discrepancies of complex court orders filed with the Director of Maintenance Enforcement or with adjusting child support amounts of orders filed with the Recalculation Program. The position requires expertise in analysis and interpretation of financial or legal information. The position responsibilities include but are not limited to the application of correct legislative or administrative processes; calculating complicated adjustments; assessing financial history of accounts to ensure compliance with court orders and legislation; resolving and/or reconciling complex accounting discrepancies on Affidavits and Inter-Jurisdictional documents; setting up court-ordered payment arrangements; processing required journal vouchers; and implementing Recalculation Decisions that determine future child support amounts payable. Registration and Adjustments Officers review and process Section 7 expenses that are claimed under a Court order. This requires the incumbent to audit submitted documentation and receipts, interpret Court orders as well as adhere to legal policies, as well as program operating procedures. The responsibility exercised is high and complexity level ranges from low to high. Bankruptcy documents received from Trustees are reviewed and processed to ensure the application of the correct legislative and administrative processes are accurately followed. The complexity level of this function is high. The duties of Registration and Adjustments Officers are to ensure that account balances and child support amounts being charged are accurate, as the integrity of client accounts within the Programs’ computer system, MIMS, impacts all subsequent activity on the file including advanced MEP enforcement actions, disbursement of collected funds and dissemination of inquiry information by other FSOS and RP staff to clients, internal and external stakeholders including solicitors, other government, court and jurisdictional authorities. Registration and Adjustment Officers mitigate the risks of a legal, financial and/or personal nature, to any and all levels of Government by accurately documenting conversations with clients and actions taken. Maintain confidentiality of personal information by adherence to the protection of privacy provisions under Part 2 of the Freedom of Information and Protection of Privacy Act associated with the collection, use, and disclosure of personal information on a daily basis when processing client information and communicating with clients. Utilize knowledge of Program operating procedures and policy to identify errors on files and take appropriate

Classification: Protected A

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corrective action. Assessing files for court intervention on behalf of the (Executive) Director of MEP, in order to protect Crown arrears, defend the provisions of the Maintenance Enforcement Act (MEA) and Maintenance Enforcement Regulations (MER) from fundamental breaches and to protect the Program from liability and court awarded costs. Identify incidences of potentially fraudulent activity in relation to matters that include Affidavits of Arrears, Section 7 expenses, and out of system payments. Educate clients and stakeholders on Program operating procedures and policies.

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 3-6 activities should be described (see Writing Guide [Pages 9-10](#)).

1. Provide Account Adjustment services:
 - Analyze and interpret Alberta and Out of Province court orders and financial statements to determine eligibility for recalculation services or compliance relative to financial issues and reconcile account balances within required timelines using own judgment, set regulations and standardized practices.
 - Adjust child support amounts payable or balances owing and provide an excel breakdown of the calculation on complex files to explain adjustment related issues to staff/clients using set standard operating procedures.
 - Perform financially based account reviews and process adjustments for PCU to ensure account accuracy before a response is sent on action requests from the Executive Director or other government officials. This includes research through the utilization and analysis of available information as well as other government data banks to determine and substantiate the balances owed by or to parties.
 - Calculate currency conversion breakdown for the enforcement purposes required and requested by Out of Province Jurisdictions.
 - Monitor and adjust files requiring ongoing adjustments that include but are not limited to: incentive credits, cost of living adjustments, voluntary maintenance charge additions, assignment of money, overpayment offsets, offsets between accounts, manual interest calculations, expenses and support changes due to variation in debtor's income.
2. Provide Client Services to internal and external clients, as well as jurisdictional and Ministry partners relating to financial, affidavit, child status and registration matters:
 - Research and resolve the referred client's financially based account issues/concerns/complaints to minimize the potential for future formal grievances to higher government officials by implementing policies/procedures and using own judgement when communicating with required parties like other FSOS or RP staff, clients, lawyers, courts as well as jurisdictional and Ministry partners.
 - Initiate a telephone call and/or correspondence to clients regarding outcomes of research, analysis and file adjustments that affect their file balances, expense and affidavit claims to effectively resolve discrepancies or lack of compliance with the court order.
 - Accurately input/summarize on the MIMS computer system relevant file and financial information ensuring all are completed as required by Program/legislative directives and unit standards/processes. This includes registration of files and subsequent orders and affidavits as required.
 - Recommend next actions to be taken by MEP units on completed files that affect payment arrangements, refund or transfer of money and other enforcement and monitoring tasks within established guidelines and principles.

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- Annotate conversations, actions and outcomes taking appropriate follow-up steps as provided by existing processes to ensure proper file administration.
- Maintain administrative fairness and confidentiality as outlined by relative legislation or procedures.

3. File/Document Review and Action:

- Analyze or reconcile account financial and legal documents or correspondence like statements of account, related adjustment documents, court orders, registration forms and Affidavit of Arrears; and while utilizing external data bases like Central Client Directory, calculate account adjustments in accordance with accepted accounting principles and general guidelines.
- Monitor referred files utilizing manual sub-files, Excel, Access and Outlook as bring forward mechanisms to ensure accurate party/client balances in accordance with court directives or decision outcomes.
- Determine if subsequent file circumstances or actions taken by others impact or alter the required adjustment, make decisions about the best solution to reflect the correct balance and recommend the best possible course of action like referral to the appropriate unit for required additional information.
- Compile data and recommend to the unit team leader possible training initiatives/opportunities for other FSOS or RP units.
- Prioritize assigned workload to meet deadlines.

4. Registrations:

- Process all Alberta and Inter-jurisdictional registration and reregistration requests.
- Process all Affidavit of Arrears documents.
- Process all currency conversions.
- Review out of province Court orders and forward to Court of King's Bench to be filed.
- Identify and refer unusual matters/situations to the Team Lead and prepare file summaries with supporting calculation breakdowns as required.
- Maintain Program and unit production targets and compile required statistical reports in accordance with Program goals and procedures to aid in improved allocation of resources by management, ability to measure performance, assist in the unit and program reporting and to meet performance targets.
- Ensure client inquires to FSOS are dealt with in a timely, administratively fair and accurate manner.
- Interacting, usually as first point of contact, with clients, stakeholders, lawyers, courts, authorized parties as well as jurisdictional and Ministry partners.
- Analyze multifaceted financial or file information to make required data entry adjustments/refunds/transfer of funds, to reconcile accounts to ensure accurate account balances.
- Request Child Status Reports to be able to review dependant eligibility for file activation.

5. Other:

- Assist with training of staff, MIMS testing and upgrade/change release planning.
- Review and process reports of Out of System payments
- Review and process EII updates.
- Review and process Section 7 expense claims. Section 7 expenses claimed under a Court order requires the incumbent to audit submitted documentation and receipts, interpret Court orders as well as Program operating procedures and policies. The responsibility exercised is high and complexity level ranges from low to extreme.
- Review and process client bankruptcy documents. Bankruptcy processing includes corresponding with Trustees, preparing such documents as required by the Bankruptcy and Insolvency Act, the proper application of MEP penalties and interest, monitoring and properly assigning all funds received, including bankruptcy levies. Complexity level can be low to extreme and the risk resultant on error is high, affecting both MEP and both a debtor and creditor on a file.

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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 position works independently within established guidelines, legislation and provisions of court orders to activate files; make recommendations; process financially based account adjustments; develop strategies for resolution on accounting discrepancies on files; provide information relative to complex financially based clauses of court orders; calculate account balances and process adjustments; as well as monitor and process periodic adjustments on files and adjust files per Recalculation Decisions. The position exercises own judgement combined with the current policies and practices to determine the most appropriate procedure or course of action to follow during account analysis while providing client services. The position is focused on analytical, mathematical and adjustment type of expertise, utilizes procedures and own judgement to perform detailed examinations/interpretations of complex court orders; determine, compile, analyse and interpret relevant information for the purpose of calculating accurate party/client balances; effective communication with internal and external clients, jurisdiction, courts or other parties including PCU. The position also maintains Program targets by providing adjustment services and assisting with registration/affidavit matters; acts appropriately to maintain administrative fairness and reduce the scope for possible future complaints by determining best solutions on referred files including processing/reviewing adjustments; provide/recommends adjustment related training issues; and participates in the development of unit practices and processes. Registration and Adjustment Officers strictly adhere to the protection of privacy provisions under Part 2 of the FOIP Act associated with the collection, use, and disclosure of personal information daily when processing client information and communicating with clients. The maximum scope of the position will not be gained until proficiency has been achieved in the required knowledge, skills and abilities.

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](#)).

Requires working knowledge of the related legislation including: *the Maintenance Enforcement Act, Maintenance Enforcement Regulations, the Family Law Act, Divorce Act, Child Support Guidelines, the Freedom of Information and Protection of Privacy Act, the Bankruptcy and Insolvency Act plus the Child Support Recalculation Program Regulations*, the adjustment policies and procedures. The position is required to analyze and interpret legal and financial documentation as well as calculate complex accounting adjustments, thereby influencing the clients' account balances based on which appropriate collection actions are taken. Position requires mathematical, research and analytical abilities as well as excellent verbal, written and comprehension skills. Position requires the ability to analyze and interpret legislation. Requires a high school diploma, which should be supplemented by accounting courses, as well as considerable experience in bookkeeping or accounting. Legal courses would be an asset. A combination of experience and education may be considered.

Knowledge:

- Understanding of bookkeeping practices; general office, adjustment/accounting principles/practices; and departmental records management regulations.
- Knowledge of computer systems and software, especially of the Maintenance Information Management System (MIMS), web based applications, WORD, Outlook and Excel. Must demonstrate proficiency in the general use of a

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computer, in particular acceptable typing skills, and an ability to navigate through a windows environment, familiarity with use of web browsers and the efficient use of email. Must undertake training in MIMS (Maintenance Enforcement Information Management System) and be certified as satisfactory.

- Knowledge of related legislation and Acts/Regulations with demonstrated proficiency in the interpretation and application of court orders, the *Maintenance Enforcement Act* and Regulations or the *Family Law Act, Divorce Act, Child Support Guidelines* and *Child Support Recalculation Program Regulation*, Standard Operating Procedures, Program and Government codes of conduct and confidentiality.
- High school diploma.

Skills:

- Skills in account/financial analysis, reconciliation and financial adjustments are required together with court order analysis and interpretation to determine eligibility for Program services, enforceability and required payments.
- Must have proficient written and oral communication skills and the ability to explain complex accounting issues. Must demonstrate the ability to express and the ability to produce memorandums and letters which are grammatically correct and free of spelling errors and which follow Program protocols for composition.
- Excellent mathematical, analytical and logical problem solving skills.
- Skills to develop best possible file resolution while maintaining impartiality, objectivity and adherence to policies and procedures.

Abilities:

- Ability to analyze financial, banking, and legal information and data accurately; and to calculate adjustment entries and child support amounts with precision.
- Ability to comprehend and interpret court orders, affidavits and other relevant legal/financial documents and to make accounting and recalculation decisions based on relevant factors and individual case facts.
- Ability to develop and recommend strategies relative to file adjustments either within or outside of the general spirit of Standard Operating Policies.
- Ability to compose succinct, informative and accurate messages and maintain an electronic filing cabinet using Outlook, Access and Excel of email messages or referred paper files, including keeping required sub-files.
- Ability to solve problems and make decisions independently.
- Ability to manage confidential information.
- Ability to respond to internal and external client questions helpfully, calmly, tactfully and with diplomacy, with an emphasis on providing excellent client service.
- Ability to effectively prioritize tasks and organize workload to attain desired results together with excellent time management skills to be able to demonstrate a proficient balance between productivity and accuracy.
- Ability to work with minimal supervision and to manage personal performance.
- Ability to handle stress in a high volume environment.
- Ability to seek advice and supervisory authority.
- Ability to work effectively and efficiently within a team based environment, displaying the required sensitivities for coworkers in an environment that is fast paced and focused on delivery of the highest level of client service and the maximum level of productivity. Recognition of stress in oneself and another is needed together with the ability to respond appropriately.
- Ability to maintain their knowledge, skills and abilities as outlined above, together with others that are specific to the unit.
- Ability to master any changes to the relevant knowledge base either through legislative amendments, Program policy changes or resultant on the development of FSOS and RP's scope and operations.
- Ability to participate on committees and provide constructive as well as relevant feedback.
- Ability to recognize potential training opportunities.

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

Position has contact with clients, solicitors, jurisdictional and Ministry partners, courts, educational and financial institutions for the purpose of achieving accurate party balances and updated child support amounts, maintaining clients' confidence in Alberta Justice, FSOS/MEP/RP and to increase Program efficiency. The position also interacts with other Alberta Justice, FSOS, MEP and RP units that provide a service. The incumbent's actions in this position have a direct and significant impact on the efficiency of those other units.

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

There are no supervisory responsibilities.

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](#)).

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

Incumbent

Name

Signature

Date

Manager

Name

Signature

Date

Division Director/ADM

Name

Signature

Date