

## New

Ministry Justice and Solicitor General
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**Describe: Basic Job Details**
**Position**

	Working Title (30 characters) Firearms Agent			
Requested Class Program Services 2				
Job Focus Operations/Program	Supervisory Level 00 - No Supervision			
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%;">Business Unit</td> <td style="width: 25%;">Dept ID</td> <td style="width: 50%;">Program Code</td> </tr> </table>	Business Unit	Dept ID	Program Code	
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**Employee**

Employee Name (or Vacant) Vacant
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**Organizational Structure**

Division, Branch/Unit SSII/ACFO/Operations	<input type="checkbox"/> Current organizational chart attached?			
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%;">Supervisor's Position Number</td> <td style="width: 50%;">Supervisor's Working Title (30 characters) Operations Manager</td> <td style="width: 25%;">Supervisor's Current Class Manager (Zone 2)</td> </tr> </table>	Supervisor's Position Number	Supervisor's Working Title (30 characters) Operations Manager	Supervisor's Current Class Manager (Zone 2)	
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**Design: Identify Job Duties and Value**
**Job Purpose and Organizational Context**

Why the job exists:  
 The Alberta Chief Firearms Office (ACFO) was established in September 2021 and administers the federal Canadian Firearms Program (CFP) to Albertans. Its mandate is defined in the *Alberta Firearms Act*. Its actions are regulated by the federal *Firearms Act* and Part III of the *Criminal Code*.

Alberta transitioned from a federal CFO to a provincial opt-in office with the goal of meeting the needs of Alberta stakeholders and law-abiding firearms owners. Through its work, the ACFO is addressing the concerns of stakeholders in Alberta by creating policies and strategies to provide autonomy and support for law-abiding firearms owners. The strategy is inclusive of promoting an Alberta-centric administration of the CFP, while advocating for the values of law abiding firearms owners in the province and promoting firearms safety.

There are approximately 360,000 firearms license holders across Alberta, more than 120 approved shooting range facilities with over 300 ranges and over 660 firearms businesses. Alberta holds the third largest CFO caseload in Canada, exceeded only by Ontario and Quebec. On average, an additional 30,000 Albertans complete mandatory firearms safety course training annually as a first step to obtaining their firearms licence.

Reporting to the Regional Operations Manager, this position provides operational services for the provincial delivery and management of the federal *Firearms Act*. The services provided enhance public safety through the responsible administration of firearm licensing, serving a wide variety of stakeholders.

The Firearms Agent undertakes and assists Firearms Officers with all actions/investigations in connection with licences. The successful candidate will support the Firearms Officer to validate, refuse and revoke licences and seek prohibition orders. These actions include identifying eligibility issues including risks to public safety and violation of the *Firearms Act* and regulations, and Part III of the *Criminal Code*. These decisions and actions may involve individuals, businesses, shooting clubs and shooting ranges, among others.

## Responsibilities

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

**1. Leadership and Accountability** - The unit is a high-performing team, working toward a common goal of providing the best services to Albertans and businesses, while also acting in the best interest of public safety. The Firearms Agent cultivates leadership and personal accountability by:

- Working in accordance with the *Firearms Act* and regulations, other related federal and provincial legislation and the Canadian Firearms Program.
- Exercising good judgement within the framework of protocols established by the CFO, the *Firearms Act* and the Canadian Firearms Program.
- Fostering a culture of mutual trust and respect among colleagues and managers.
- Assuring appropriate maintenance and security of records, including appropriate disposition of transitory information.
- Cultivating a strong commitment and ethic toward service excellence.
- Ensuring assignments are delivered on time and meet the requirements of management.

**2. Service Delivery Excellence** - A primary objective of the ACFO is public safety through the responsible administration of firearms licences for individuals and businesses. In support of this important objective, the Firearms Agent provides excellent investigative services, analysis and advice by:

- Under the guidance of a Firearms Officer, developing appropriate interviewing techniques that would withstand legal scrutiny.
- Independently conducting routine investigations and assisting Firearms Officers with complex investigations.
- Conducting routine interviews for minors' applications, including with parents/guardians, and sending the appropriate documents to the Firearms Officer.
- Under the guidance of a Firearms Officer, determining both initial and continuous eligibility to hold a licence, including any authorization, approval or designation.
- Assisting Firearms Officer with the preparation of legal documents, such as notices of refusal/revocation, court briefs, affidavits and disclosure material to support preventative prohibition orders or reference hearings.
- Assisting Firearms Officers with inspections of businesses, shooting ranges and client residences to comply with the *Firearms Act* and regulations.
- Under the guidance of a Firearms Officer, reviewing, analyzing and making recommendations for alternative certification and prohibition orders.
- Remaining impartial when presenting evidence to court, remaining current on evolving procedural case law and maintaining professional composure and accuracy during cross-examination.
- Properly recording all interviews for use in court.
- Identifying the appropriate partners in investigations, such as the coroner and police agencies.
- Contacting clients, police and court partners to determine risk, recommend approval or refusal of alternate certification, and initiating appropriate action to ensure prohibited clients firearms have been recovered.

**3. Operational Support** - The CFO's office administers a highly regulated program. Operational planning and appropriate implementation are paramount in protecting public safety. The Firearms Agent supports the operationalization of policies concerning the administration of the *Firearms Act* and other Government of Alberta policy objectives by:

- Contributing to tracking, reporting and evaluation systems for the operational cycle as directed by the Regional Operations Manager.
- Collecting and consolidating operational data that supports executive decision making and measuring program outcomes.
- Providing research and other supports to jurisdictional projects to meet the objectives of the Canadian Firearms Program.
- Accessing police and other protected or secure databases and open source resources to assist Firearms Officers, Regional Operational Managers and the CFO with research and investigations.

- 4. Stakeholder and Public Engagement** - Public safety objectives are promoted through positive stakeholder relationships. The Firearms Agent contributes to this public safety objective through stakeholder engagement by:
- Responding to general inquiries related to the Canadian Firearms Program.
  - Assisting Firearms Officers, Regional Operations Managers and the CFO in the delivery of public education programs to promote the understanding of the roles and responsibilities of the Canadian Firearms Program and its objectives and goals.
  - Developing relationships with multiple levels of government, law enforcement agencies and urban communities.
  - When responsible for the management of the Canadian Firearms Safety Training, the Firearms Agent may be requested to monitor, and sometimes investigate, course instructors and trainers.
  - Working with instructors to take corrective action to ensure safety courses meet acceptable standards, and making recommendations to Firearms Officers on the suspension or removal of an instructor.
  - Assisting at gun shows, which may include overtime.

#### **Problem Solving**

Typical problems solved:

Problems solved include assisting in the formulation of licensing decisions through an effective application of relevant legislation and informed decision making.

Types of guidance available for problem solving:

The position works within a variety of legislation and regulations that govern firearms licensing in Alberta. Within this framework, the position ensures the delivery of regulated services, and any developed strategies, initiatives and programs support excellent service delivery and promote public safety. Political, policy and regulatory processes help inform the national and provincial firearms narrative, including all aspects of how firearms are regulated in Canada and beyond. The following acts and regulations, and programs support the activities of this position.

*Alberta Firearms Act and regulations*

*Firearms Act and regulations*

*Part III of the Criminal Code and associated regulations*

*Public Service Act*

*Fiscal Transparency and Planning Act*

*Government Organization Act*

*Financial Administration Act*

*Freedom of Information and Protection of Privacy Act*

*Requirements under the Official Languages Act (Canada)*

Direct or indirect impacts of decisions:

The Firearms Agent will provide regulatory services to several, varied stakeholder groups. A commitment to providing excellent services will help ensure that Albertans can continue to live in safe and secure communities.

Relationships must be maintained with many different levels of government and law enforcement agencies. The Firearms Agent will also need to work in partnership with court agencies, gun clubs and associations, firearms businesses and individual licence applicants.

The Firearms Agent will investigate eligibility issues and recommend decisions to the Firearms Officer for the approval, refusal or revocation of licences. As part of the role, the successful candidate will also consider complex legislative and regulatory implications when presenting recommendations.

**Key Relationships**

Major stakeholders and purpose of interactions:

Primary contacts (daily):

- Regional Operations Manager: Strategic and tactical direction, immediate supervisory direction and project assignment.
- Firearms Officers: Strategic and tactical direction.
- Senior Firearms Officer: mentorship and guidance
- Branch staff (including other work units): Information source, team-based projects, input/suggestions.

Secondary contacts (frequent):

- Individual firearms owners/licence holders: Under the mentorship of firearms officers, may exchange information, investigations, communicate decisions, stakeholder engagement and public education.
- Deputy Chief Firearms Officer and Senior Leadership Team: Strategic direction and information source.
- Other divisional/departmental staff: Input, suggestions, ideas and information.

Other contacts (occasional):

- Crown counsel: Provide information and explain public safety concerns.
- Law enforcement agencies: Exchange information.
- Canadian Firearms Program: Exchange information and coordinate activities.
- Firearms businesses: Under the mentorship of firearms officers, may exchange information, investigations communicate decisions, stakeholder engagement and public education.
- Medical and mental health professionals: Assess public safety concerns with licence holders and applicants.

**Required Education, Experience and Technical Competencies**

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
Bachelor's Degree (4 year)	Other		

If other, specify:

University degree in a related field (or equivalent), supplemented by at least four years of investigations work.

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

Education and Experience:

- A university degree in a related field (or equivalent work experience).
- Some experience in investigation and analysis.

Skills:

- Evaluating public safety risks.
- Well-developed communication skills.
- High proficiency in Microsoft Office applications such as Word, Excel, and Outlook.
- Time management and organizational skills.

Advanced knowledge of:

- The *Alberta Firearms Act* and its regulations.
- The *Firearms Act* and regulations, Canadian Firearms Program and Part III of the *Criminal Code* and associated regulations.
- Applicable provincial legislation (e.g. *Wildlife Act*) and municipal bylaws related to firearms (e.g. bylaws that restrict the discharge of a firearm).
- Interrelationship between the province and the federal government as it relates to the provincial administration of the *Firearms Act*.

Knowledge of:

- The political environment in which the ACFO operates.
- The rules of disclosure for materials in an investigation, the investigative process, including: liaison with local Crown counsel; disclosure planning and completing court briefs; techniques for preparing and organizing evidence; and support documentation required to present testimony in court.
- The relevant policies and procedures in order to help conduct investigations and analyses.
- Firearms devices, including their technical descriptions, components and legal classifications.
- Police agency record-keeping systems and other information sources, both automated and manual, the interfaces between these systems and CPIC.

Theoretical knowledge of:

- Government decision-making processes.
- Case law, legal precedents, jurisprudence, court records and criminal records databases related to firearms offences.

Ability to:

- Obtain and maintain Peace Officer status (Alberta Peace Officer Level 2).
- Obtain and maintain Enhanced Reliability Security Clearance conducted by the RCMP.
- Think strategically and develop solutions to problems.
- Analyze information and make recommendations based on findings.
- Provide facts and advice in an objective manner.
- Understand how outputs impact the work and lives of others.
- Effectively communicate and exchange information at the working level.
- Deal with immediate customer needs, including community stakeholders and clients.
- Use communication skills to convey and collect information from a variety of different stakeholders and anticipate situations that may be controversial.
- Work independently as well as in a team environment.
- Learn new and proprietary software applications.
- Demonstrate a high degree of professionalism .

**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		
Systems Thinking	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<p>Considers inter-relationships and emerging trends to attain goals:</p> <ul style="list-style-type: none"> <li>• Seeks insight on implications of different options</li> <li>• Analyzes long-term outcomes, focus on goals and values</li> <li>• Identifies unintended consequences</li> </ul>	<p>Considers the whole system when evaluating, researching, and conducting investigations regarding licencing decisions. High degree of professionalism.</p>
Drive for Results	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<p>Works to exceed goals and partner with others to achieve objectives:</p> <ul style="list-style-type: none"> <li>• Plans based on past experience</li> <li>• Holds self and others responsible for results</li> <li>• Partners with groups to achieve outcomes</li> <li>• Aims to exceed expectations</li> </ul>	<p>Understands legislative frameworks governing firearms in Canada, and in Alberta. Provides excellent client service even in the most complex situations to timelines.</p>
Agility	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<p>Works in a changing environment and takes initiative to change:</p> <ul style="list-style-type: none"> <li>• Takes opportunities to improve work processes</li> <li>• Anticipates and adjusts behaviour to change</li> <li>• Remains optimistic, calm and composed in stressful situations</li> <li>• Seeks advice and support to change appropriately</li> <li>• Works creatively within guidelines</li> </ul>	<p>Regularly adapts to changing priorities, explains the impact of changes to decision makers. Handles complex investigations with ease. Handles complicated clients with empathy and the highest degree of professionalism.</p>
Creative Problem Solving	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<p>Focuses on continuous improvement and increasing breadth of insight:</p> <ul style="list-style-type: none"> <li>• Asks questions to understand a problem</li> <li>• Looks for new ways to improve results and activities</li> <li>• Explores different work methods and what made</li> </ul>	<p>Uses research, analysis and excellent investigation skills in arriving at complex solutions.</p>

		projects successful; shares learning • Collects breadth of data and perspectives to make choices	
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**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.

**Vacant**

\_\_\_\_\_  
Employee Name

\_\_\_\_\_  
Date (yyyy-mm-dd)

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date (yyyy-mm-dd)

\_\_\_\_\_  
Date (yyyy-mm-dd)

\_\_\_\_\_  
Manager/Director Signature

\_\_\_\_\_  
ADM Name

\_\_\_\_\_  
Date (yyyy-mm-dd)

\_\_\_\_\_  
AD 