

JOB DESCRIPTION

Working Title Contact Centre Advisor		Name	
Position Number	Reports to Position No., Class & Level Team Lead, CJS Contact Centre	Division, Branch/Unit Resolution Services / Information Services	Ministry Justice & Solicitor General
Present Class Administrative Support 5		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 Non-Management Job Description Writing Guide [Pages 7-8](#)).

Court and Justice Services (CJS) is transforming how Albertans experience, access and interact with the Courts and associated resolution services. A Citizen-Centred Integrated Service Delivery Model has been created to depict what access and provision of services will look like once the overall transformation is complete. The intent of the integrated service delivery model is to reduce service gaps, simplify access, improve outcomes for Albertans whose lives are intersecting with the justice system, reduce duplication of staff efforts across the province and improve efficiency in service delivery. Albertans will be able to access information to equip them to make informed decisions and referrals to services that will meet their individualized needs in relation to the justice system.

The CJSContact Center is the foundation of the service delivery model, focusing on providing consistent information to Albertans and that service is delivered to Albertans regardless of where they live, the service delivery channel used (in person, on the web, or by telephone), with the associated integrated workforce and service delivery resulting in improved client access to legal information & resources/services best suited to their situation; improved client experience; a decrease in the number of people utilizing the courts as a method of conflict resolution; improved ways of doing business; and improved value for money.

Position Purpose

The Contact Centre Advisor is a foundational role of the integrated service delivery model. They are the primary point of contact with respect to the "Call" approach for Albertans seeking information about and related to the Justice system. As a Court and Justice Services Advisor to the public, this role applies knowledge of policy and program rules associated with CJS programs and services to create a seamless client service experience. The CJS Contact Centre is open Monday to Friday from 8:15 a.m. to 4:30 p.m.

Reporting to the Team Lead, CJS Contact Centre this position functions within relevant legislation, regulations and applicable Ministry and government policies, procedures and guidelines.

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](#)).

The information obtained by the **Contact Centre Advisor** will enable other parts of Resolution Services (RS) to assess the relevant client issues and take the necessary action. The Information Coordinator will provide opportunity for Albertans to a fair, accessible and innovative justice system in a timely way.

1. Screening, Assessment & Referral

- Screens and assesses each call to determine caller need and direct to appropriate service/information.

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- Identifies level of urgency of situation to determine how quickly next service is required.
- Identifies if a legal issue exists and if CJS is the appropriate place to resolve the presenting issue.
- Provides appropriate referrals to municipal, provincial, and federal government departments, assessment services, agencies, associations, courts, law enforcement bodies, and legal bodies when inquiries and/or need(s) do not pertain to CJS programs and services.
- Identifies high level/preliminary needs and provides accurate and timely information and guidance pertaining to programs and services and related legislative, regulatory, policy, and operational guidelines, including associated applications and resources as appropriate.
- Refer Albertans directly to the appropriate Court and Justice Services program(s) for the provision of specialized services as appropriate.

2. Information Service Delivery:

- Provides information utilizing knowledge base tool & decision trees.
- Responds to public enquiries through multiple contact media (telephone and email).
- Refers to community services.
- Refers to web-site for self-serve options.
- Refers to Alberta Law Libraries.
- Refers to Information Services as necessary.
- Refers to In-Court Assistance as necessary.
- Refers to Dispute Resolution (DR) or Child Support Resolution and obtains contact info from those who express interest in mediation.
- Refers to Assessment Services.
- Tracking through CRM Key Performance Indicators.

3. Administration:

- Records client information in CRM (or other technology tool).

4. Other Responsibilities:

- Develops and maintain collaborative relationships within a team environment to support continual improvement.
- Provides input to development of new and revised business processes relating to Tier 1 Service Delivery.
- Provides feedback and recommendations relating to the value of the Contact Centre Advisor role and its potential application for other programs and services.
- Provides input to support continuous improvements of service delivery across channels (contact centre, web, and in-person), including providing input to improve the Access to Justice & Alberta Courts web-site.
- Researches, develops, and maintains program and service resource materials to facilitate consistent service delivery and training of staff members.
- Train and mentor new staff members.

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 focuses on making it easier for Albertans to access information, justice services and programs both in the community (including the broader GoA) and CJS to help in resolving their legal issue and/or conflict. The position is a primary point of contact and provides a one-stop approach to delivering services within the contact centre environment. The position determines eligibility to RS programs and services. It is responsible for responding to Albertans' inquiries related to the justice system. It ranges from inquiries regarding simple information requests like court dates, courthouse address to responding to someone in crisis who needs a protective court order to maintain their safety. This position is the face of CJS and will often be the public's first point of contact with Alberta Justice and Solicitor General. This position will work with knowledgebase tools and decision trees to guide decision making. Staff will report to the Team Lead, CJS Contact Centre.

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Diversity

The Contact Centre Advisor works directly with a large and diverse client base, including low income individuals from across age groups and individuals facing physical challenges, emotional/mental disabilities, literacy and cultural barriers. Services are provided to Albertans in relation to Civil & Criminal matters in Provincial Court, Court of Queen's Bench and the Court of Appeal. Working within the Court System requires frequent contact with other departments, court staff and the legal community. Contact with the community at large is required to make referrals to appropriate agencies and services.

Degree of Complexity

This position asks key questions and provides information in a fast-paced environment and will be required to work independently with minimal supervision. The wide range of responsibilities required of the Contact Centre Advisor position will necessitate strong organizational and communication skills to ensure Albertans are directed to the most appropriate resources in a timely way by accurately identifying the multiple and often complex needs. There is a strong external impact on errors made; inconveniencing members of the public (which may impact their safety) and hampering the court process, therefore staff, while under pressure, must be detail-oriented, compassionate and able to respond to people in crisis.

Decision Making

The Contact Centre Advisor is expected to independently use initiative and sound judgement in deciding expedient methods to handle day-to-day and emergent situations related to the delivery of CJS services.

Physical Demands

Office Duties: Can involve long periods of sitting and work can be repetitive in nature at times.

Risk

Security: Staff is required to work in secure areas and must follow policies and procedures to ensure security risk is minimized.

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](#)).

This position requires a High School Diploma and three years of related experience in customer service. Equivalencies will be considered. Experience working in a call centre environment, education in the legal field, experience working with Customer Relationship Management (CRM) applications and/or working with CASES and JOIN systems would be considered assets. Directly related Education or experience is considered on the basis of: 1 year education for 1 year experience; or 1 year experience for 1 year of education. The position is responsible for being first point of contact for Albertans with Alberta Justice and Solicitor General and will answer/provide information to assist with resolution of legal and underlying/interconnected issues.

Knowledge

- Thorough knowledge of CJS services, and the applicable Criminal and Civil provincial and federal statutes.
- Knowledge of Rules of Court, court processes and procedures.
- Excellent computer skills and knowledge of programs, including: Microsoft Word, Excel, Access, SharePoint, CASES and JOIN.
- Knowledge of internal and external resources for general assistance and to provide information to Albertans on services offered.
- Government business plans, goals, strategies and priorities as related to JSG mandate.
- CJS vision & goals for the transformation of the delivery CJS programs & services to Albertans.
- Integrated service delivery model and how the Contact Centre Advisor role interconnects with the whole system.

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- The partner and stakeholder community who provide services connected to Albertans needs.
- Relevant information systems (like JOIN, CASES and CRM) and computer software (like Microsoft Office Suite and SharePoint).
- RCAS knowledge base.

Skills

- Ability to communicate and build relations with stakeholders, staff, Albertans, and collaborators.
- Strong communication skills, including oral, written, and active listening.
- Strong organizational skills to handle the volume and complexity of the work in a detail-oriented manner.
- Problem-solving & research skills.
- Analytical and decision making skills.
- Interpersonal and relationship management skills.
- Experience working in a CRM database.
- Experience operating contact centre phone system or multi-line telephone system.
- Strong organizational skills to handle the volume and complexity of the work in a detail-oriented manner.
- Exceptional keyboarding skills and operating computer systems.
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Abilities

- Use a person-centered approach to deliver service.
- Develop rapport with clients by empathizing, understanding client situations and demonstrating desire to help Albertans get to the correct resource in a timely way.
- Interact effectively with people having physical, mental and cognitive impairments using English as a second language or having diminished capacity, including limited advocacy on behalf of clients with diminished capacity to ensure appropriate services.
- Deal effectively with difficult, volatile, sensitive and/or stressful situations and behaviours.
- Focus on serving Albertans and providing support and information to the general public in a calm, respectful, and informative manner.
- Demonstrate understanding of cultural diversity.
- Demonstrate self-management skills with a strong results orientation.
- Demonstrate flexibility, adaptability, initiative, sound judgement, and creativity.
- Ability to multi-task and navigate many tasks calmly and effectively.
- Demonstrate a positive attitude in delivering client service, along with commitment to team work, continuous improvement, and confidentiality.
- Employ reasoning and questioning strategies to capture, analyze, interpret and synthesize information for clients and programs.
- Work effectively in an environment with changing priorities, short timelines and limited resources.
- Work independently as well as contribute in a team environment, assisting with the workload of others whenever possible/required.
- Capacity to work well in a team environment; sharing information, supporting team efforts, and ability to work with others to get their ideas on issues, situations, problems, and potential opportunities.

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

Internal Contacts: Daily contact with the Team Lead, CJS Contact Centre to exchange information and receive tasks.

External Contacts: This position is in direct contact with Albertans and will also interact with non-Albertans, and/or Legal Counsel.

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

None exercised

Not applicable

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).

N/A

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

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 (see Writing Guide Page 16)