

Ministry

Service Alberta and Red Tape Reduction

Describe: Basic Job Details

Position

Position ID

Position Name (200 character maximum)

Information Officer - Consumer

Job Focus

Operations/Program

Supervisory Level

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Organizational Structure

Division, Branch/Unit

Shared Services/ Contact Centre

Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Supervisor's Current Class

Job Duties and Value

Date yyyy-mm-dd

- Triage of CIU Complaints, and corresponding Complaint IDs created for clients within CICS.
- Knowledge of POPA legislation
- Ability to operate CX One Agent "soft" phone.
- Ability to operate CX One email system.
- Key Relationships: Statute Administrators, business owners and consumers, landlords and tenants.

Responsibilities Removed:

- Knowledge of FOIP legislation
- Ability to operate Avaya One X Agent "soft" phone.
- Ability to operate Avaya EMC email system.
- Skill in use of computer software applications: CATS
- Key Relationships: Courts / JSG, Associations

Job Purpose and Organizational Context

Reporting to the Team Lead, the Information Officer is primarily responsible for providing courteous, timely and accurate information or advice to callers regarding legislation and associated programs. Information to callers include guidance on avenues available; legislative controls related to their concerns; and referrals to other government departments and outside agencies. The position responds to public inquiries regarding the following skill sets. Consumer and Residential Tenancies legislation, including complex, multifaceted, politically sensitive and high priority complaints / offenses / concerns under various pieces of legislation administered by SARTR.

Responsibilities:

1. Provide full and accurate information services to callers via the telephone regarding legislation and related programs.
 - Provides courteous, timely and accurate information and advice to callers.
 - Assesses calls to identify compliance / non-compliance with the legislation.
 - Where assessment of a call determines a possible violation, encourages callers to write in with their complaint for investigation.
 - Provide information, advice and guidance on avenues available and on legislative controls relating to their concerns to assist callers in resolving their own problems.
 - Provides appropriate referrals to municipal, provincial or federal government departments, agencies, associations, courts, law enforcement bodies and legal counsel when the call does not pertain to Service Alberta. This requires the Information Officer to be familiar with programs administered by other government departments and agencies.
2. Information Services Via Electronic Mail
 - Written responses are generated to provide the public with information that are received and replied to through electronic mail.
 - Ensure written responses are accurate, complete and correct in grammatical structure and form.
 - When necessary, refer concerns to the Director, Supervisor or Team Leader for advice.
3. Other duties
 - Logs client's calls on the Service Now, for statistical and reporting purposes. The client's name, telephone number, postal code, call type code, and a brief description of the client's concern and the advice given are logged.
 - Research and perform updates on the Consumer Information Centre System (CICS) referral system.
 - Identify marketplace trends, concerns and report them to the Director or Team Leader.
 - Develop and maintain an extensive knowledge base in order to respond to inquiries.
 - As a Contact Centre team member, share with colleagues any specialized knowledge with acts, programs or telephony applications.
 - As assigned, review and update electronic canned messages as required to ensure the information being disseminated to the public is accurate. Updated messages are reviewed by the Contact Centre Team Lead.
 - Aid the Team Lead by assisting co-workers with difficulties they may encounter with any questions pertaining to the legislation and programs.
 - When required by the Contact Centre Team Lead, assist with training colleagues.
 - Provide suggestions relating to changes to policies, procedures and existing protocol where appropriate.
 - When assigned, update CICS on a regular basis to ensure Consumer Services Staff throughout the province have the correct information to refer the public to as needed. Information must be accurate and reflect the most current contact information for professional associations, Federal, Provincial and Municipal levels of government, organizations and police.
 - Triage of CIU Complaints, and corresponding Complaint IDs created for clients within CICS.

Problem Solving

Typical problems solved:

Interprets and applies established consumer-related legislation and program requirements to a wide range of caller inquiries in order to provide accurate, consistent, and timely information. Problems typically

involve assessing whether legislation applies to a caller's specific circumstances, explaining legislative provisions in plain language, and outlining available options or next steps within the scope of the Ministry's mandate.

Determines, based on established guidelines and factual information provided by the caller, whether a situation may constitute a possible legislative violation and provides guidance on appropriate avenues, such as submitting written complaints, contacting relevant authorities, or seeking independent legal advice when matters fall outside the scope of administered legislation.

Responds to non-routine or complex inquiries that may require consideration of multiple acts, regulations, or referral pathways, exercising judgment to adapt guidance to individual circumstances while remaining within established policies and procedures. Identifies when issues require clarification through consultation with statute administrators or RTDRS officers, or when escalation is appropriate due to complexity or caller concerns.

Resolves problems related to incomplete, unclear, or emotionally charged information by analyzing facts, clarifying issues with callers, and providing consistent explanations to support understanding and informed decision-making. Identifies emerging trends or recurring issues through problem-solving activities and reports these observations to the Team Lead or Director as required.

Types of guidance available for problem solving:

Problem solving is guided by established legislation, regulations, policies, procedures, and documented protocols administered by the Ministry and through internal training. Employees rely on approved reference materials, internal knowledge bases, scripted and canned responses (particularly for written correspondence), and formal training to ensure consistency and accuracy when responding to inquiries.

General guidance is provided through internal communications such as memos, electronic mail, meetings, updates from the Team Lead, and information shared by statute administrators and RTDRS officers. These sources support interpretation of legislative requirements and clarify application in common or recurring scenarios.

Employees work independently within defined guidelines and exercise judgment to adapt guidance to individual circumstances. When legislative application is unclear, complex, or outside established guidance, employees consult with statute administrators, RTDRS officers, or the Team Lead for clarification. Escalation pathways are available for complex issues, unresolved questions, or situations requiring additional review or caller reassurance.

Direct or indirect impacts of decisions:

Decisions made directly impact individual callers by influencing their understanding of applicable legislation, available options, and appropriate next steps. Accurate interpretation and communication support informed decision-making by callers and can affect whether they pursue written complaints, seek legal advice, or engage with other dispute resolution or enforcement processes.

Decisions indirectly impact the Ministry by ensuring consistent and accurate application of legislation, reducing misinformation, and supporting public confidence in government services. The quality of information provided can affect downstream workloads for internal areas, including statute administrators, RTDRS officers, and supervisory staff, through referrals, escalations, or follow-up inquiries.

Problem-solving activities may contribute to broader awareness of emerging trends, recurring issues, or areas of confusion within the public. These observations are reported to the Team Lead or Director and may inform operational awareness, communication updates, or training considerations, though they do not directly influence policy development or legislative change.

Key Relationships

Major stakeholders and purpose of interactions:

- This position is in contact with the general public, including the business owners and consumers, landlords and tenants, law enforcement, the legal community and ministry/divisional staff on a daily basis

via the telephone and electronic mail.

- Consumer Services Investigations Unit, RTDRS staff, and Statute Administrators.
- The purpose of these contacts is to provide clarification, advice and assistance with regards to the legislation, policy and procedures administered by the ministry.
- Works closely with other Information Officers and Team Leads on a daily basis.

Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
High School Diploma			

If other, specify:

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

- Excellent communication skills, both verbal and written.
- Possessing an in-depth and comprehensive knowledge of Ministry legislation in order to accurately interpret pertinent acts, regulations, policies, and procedures. The Acts and Regulations are numerous. Some of these include: The Fair Trading Act, Condominium Property Act, Cemeteries Act, Mobile Home Sites Tenancies Act, Residential Tenancies Act, Charitable fund-raising act, Cooperatives Associations Act, Franchises Act, Policies and Programs and the POPA Act and appropriate regulations.
- Must have an awareness of a broad range of other related provincial and federal statutes that affect the consumer marketplace such as the Charter of Rights and Freedoms, Criminal Code, Interpretations Act, Limitations Act, Sale of Goods Act, Builders Lien Act and Civil Enforcement Act.
- Strong oral and written communication skills to deal with a broad spectrum of clients.
- Excellent customer service focus. Ability to respond to client and stakeholders' needs and incorporate a customer service perspective.
- Ability to effectively converse with difficult clients.
- Ability/willingness to work in a fast paced challenging team environment, multitask and be self-directed, while maintaining a high level of productivity and quality service are important aspects of this position.
- Must be able to use appropriate telephone techniques, professionalism and good judgment in the handling of calls regarding complex, multifaceted, politically sensitive and high priority complaints.
- Strong problem solving skills.
- Ability to comprehend and interpret legislative issues and relay information in understandable terms to clients.
- Familiarity with programs administered by other government departments and agencies.
- Skill in use of computer software applications: Microsoft Word, Microsoft Outlook, Internet Explorer and Microsoft Excel, the Internet, Service Now, and CX One.
- Skill in the use of general office equipment.
- Ability to operate CX One Agent "soft" phone.
- Ability to operate CX One email system.

Behavioral Competencies

Competency	Level					Level Definition	Examples of how this level best represents the job
	A	B	C	D	E		
Creative Problem Solving	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Engages the community and resources at hand to address issues: <ul style="list-style-type: none"> • Engages perspective to seek root causes • Finds ways to improve complex systems • Employs resources from other areas to solve problems • Engages others and encourages debate and 	Assesses client inquiries to determine applicability of legislation, interprets relevant provisions, and adapts guidance to individual circumstances within established policies. Identifies appropriate next steps or referrals when issues fall outside legislative scope.

		idea generation to solve problems while addressing risks	
Agility	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Identifies and manages required change and the associated risks:</p> <ul style="list-style-type: none"> • Identifies alternative approaches and supports others to do the same • Proactively explains impact of changes • Anticipates and mitigates emotions of others • Anticipates obstacles and stays focused on goals • Makes decisions and takes action in uncertain situations and creates a backup plan 	Responds to a high volume and variety of inquiries, including complex or emotionally charged situations, while adjusting explanations based on caller needs and maintaining accuracy in legislative interpretation.
Build Collaborative Environments	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Facilitates open communication and leverages team skill:</p> <ul style="list-style-type: none"> • Leverages skills and knowledge of others • Genuinely values and learns from others • Facilitates open and respectful conflict resolution • Recognizes and appreciates others 	Collaborates with colleagues, statute administrators, and RTDRS officers to clarify legislative interpretation, shares information on recurring issues, and contributes to consistent service delivery across the team.
Systems Thinking	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Considers inter-relationships and emerging trends to attain goals:</p> <ul style="list-style-type: none"> • Seeks insight on implications of different options • Analyzes long-term outcomes, focus on goals and values • Identifies unintended consequences 	Recognizes how individual inquiries, referrals, and escalations impact downstream areas and contributes observations on recurring trends or issues to the Team Lead to support operational awareness.