

Update

Ministry

Describe: Basic Job Details**Position**

Position ID

Position Name (30 characters)

Current Class

Job Focus

Supervisory Level

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Organizational Structure

Division, Branch/Unit

 Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Supervisor's Current Class

Design: Identify Job Duties and Value**Changes Since Last Reviewed**

Date yyyy-mm-dd

Responsibilities Added:

Responsibilities Removed:

Job Purpose and Organizational Context

Why the job exists:

departments. Responds to routine and emergency calls or directs complex calls to the appropriate DG Inspector/Duty Manager as appropriate. The incumbent is responsible for receiving and entering all incoming reports of environmental incidents for Alberta Environment and Protected Areas (EPA), ensuring all incidents are appropriately directed to the Alberta Environment Support & Emergency Response Team (ASERT) on-call staff or the correct regional officer. The incumbent processes all emergency and complaint calls for the Alberta Energy Regulator (AER) ensuring the emergency calls are properly triaged and directed to the designated staff of AER that are on call. Accurately logs complaints and incident regarding intensive livestock operations and forwards them to the Natural Resources Conservation Board (NRCB) and on-call staff, as appropriate. The incumbent operates computerized databases and accurately enters information into the Dangerous Goods Incident database. The incumbent also maintains a resource library and conducts research, analysis, and reports on subjects such as trends in transportation, manufacture, and distribution of dangerous goods, etc.

Responsibilities

Job outcomes (4-6 core results), and for each outcome, 4-6 corresponding activities:

1. As part of a shift team, independently operates the 24-hour Alberta EDGE, providing immediate information to Dangerous Goods Inspectors, enforcement agency personnel, industry, government department personnel and other persons on all aspects of the Transportation of Dangerous Goods legislation. Using his/her expertise in provincial, national and international legislation, the Regulatory Compliance Officer provides information, interpretations and advice on the application and compliance with the statutes and regulations relating to loading, unloading, packing, unpacking, repacking, packaging, storage, shipping and transportation of dangerous goods, after assessing of the legislation and information available specific to the particular inquiry.

Activities:

- Continual review and upgrading of knowledge and application of national and international legislation.
- Continual review and upgrading of knowledge of storage, packaging and transport tank standards.
- Providing comments, observations and criticism of draft federal and provincial transportation of dangerous goods legislation.
- Updating of all dangerous goods written material including training manuals and bulletins.

2. In addition to the routine calls received (paragraph #1 above) the Regulatory Compliance Officer responds to all emergency calls involving an incident or dangerous occurrence by:

Activities:

- Providing initial response to emergency calls.
- Advising the Dangerous Goods & Rail Safety Duty Managers of complex emergency situations as well as alerting the ASERT on-call staff to incidents they have jurisdiction over.
- Relaying information to the appropriate DG Inspector and in the case of road closures, Transportation Management Centre for information and/or action.
- Advising the appropriate government departments and their emergency response personnel in accordance with the Departmental Policies and Procedures.
- Coordinating the information flow from complex emergency situations including the preparation of briefing notes and hard copy data for the Minister, Communications Branch and Alberta Transportation Management.

3. Maintaining the Dangerous Goods electronic applications, by inputting, updating or accessing the information in an accurate and timely manner. The Transportation Safety Information System (TSIS) records incident response, permits for equivalent level of safety, on-highways inspectors training information, high profile incidents and dangerous goods complaints. The TSIS application provides data of the following nature:

Activities:

- Incident reports and statistics.
 - Information about companies involved in the handling, offering for transport or, transporting dangerous goods.
 - Information about holders of dangerous goods permits for equivalent level of safety.
 - Information about training and retraining dangerous goods inspectors.
4. Responds to industry requests by researching and preparing information bulletins to assist industry in moving dangerous goods in compliance with legislation.

Activities:

- Research provincial, national and international regulations covering all modes of transport.
 - Develop product information bulletins in plain language for use by clients that can also be used on the internet for communication purposes.
5. Respond to questions or inquiries from DG Inspectors and includes the retrieval of information on regulations, chemicals, companies, incidents and Permits for Equivalent Level of Safety (provincial and federal). Prepare the information for electronic data transmission or hard copy mailing or faxing when requested.

Activities:

- Research and prepare answers to inquiries by searching correct legislation: either provincial, federal or international.
 - Research product Safety Data Sheets or specific chemical information so that information provided to clients is correct and expedient.
 - Search ministry databases and the internet to provide DG Inspectors with current information on companies involved with the handling and/or transportation of dangerous goods, legislation or information on specific products.
6. As part of a shift team, receives environmental incidents using mature judgment and experience to obtain the most accurate, complete and appropriate information from the caller and record by completing the appropriate online incident forms checking that all the fields on the form have been entered and are accurate.

Activities:

- Enter environmental incidents call sheets.
 - Incidents are forwarded to the correct environmental protection officer.
 - Incidents are triaged with accuracy, consistency and timeliness.
 - Incidents within the jurisdiction of the Federal government are copied to Environment and Climate Change Canada.
7. Determine whose jurisdiction the incident falls under and refer to the appropriate region, department or agency.

Activities:

- Forward major incidents to ASERT.
 - Email copy of incident form and/or call proper area responsible.
8. Produce a variety reports and Ad-Hoc reports as required.

Activities:

- Maintain the databases, ensuring duplicates entered are flagged, addresses are correct, calls are entered correctly, etc. so that reports will be accurate.

9. Train and assist new staff to use the TSIS database.

Activities:

- Instruct new staff on how to use TSIS by demonstrating entering procedures and passing on knowledge through experience.

10. Process incidents regarding intensive farming on behalf of the Natural Resources Conservation Board (NRCB).

Activities:

- Handle incidents and complaints on the NRCB line, and send it to the NRCB.
- Use experience to determine if the call is an emergency and notify the appropriate inspector.

11. As part of a shift team, receives calls on the AER emergency lines and using mature judgment and experience to obtain the most accurate, complete and appropriate information from the caller process the call and send a notification to the appropriate field office.

Activities:

- Determine what calls are emergencies and pass them on to the appropriate AER on-call staff.

Problem Solving

Typical problems solved:

- Triaging reported incidents for severity and identification of appropriate response. Reported incidents cover a wide range of materials and operators, requiring the ability to interact with callers to fully understand the situation.
- Need to communicate critical details to the appropriate responders to ensure safe and thorough handling of the emergency. Affected parties include: EPA, AER, NRCB, Environment and Climate Change Canada, municipalities, AEMA, and RCMP.
- Familiarity with response requirements for a wide range of chemicals, plus awareness and ability to understand technical reference material and relevant legislation, is essential to ensure a rapid and accurate response to emergency calls.
- Research specific projects relating to handling and transporting dangerous goods, including reviewing and summarizing literature and scientific/technical references, analyzing data, developing conclusions and recommendations, and submitting reports.
- Participation in user acceptance testing of computer systems, such as TSIS, including assessment of accuracy and usability.
- Participate in the review of legislation and standards relative to the transportation of dangerous goods, providing observations, insights, and technical information.

Types of guidance available for problem solving:

- Computer system for logging calls
- Contact lists and templates
- Reference manuals for handling various chemicals

Direct or indirect impacts of decisions:

- Safety of public and responders
- Protection of the environment
- Accountability for those handling and transporting chemicals

Key Relationships

Major stakeholders and purpose of interactions:

- Public, Industry, Enforcement (daily) - collecting, triaging, and disseminating information on

environmental emergencies.

- Manager, Alberta EDGE (daily) - performance, issues, guidance
- Senior Management - communicate high profile incidents as required.
- Chief Inspector Dangerous Goods, ASERT, Emergency Management - review of processes and major incidents.

Required Education, Experience and Technical Competencies

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

If other, specify:

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

- Qualification as a Dangerous Goods Inspector, Facilities.
- Knowledge of environmental legislation, regulations and approvals.
- Working knowledge of industrial processes.

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="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Considers inter-relationships and emerging trends to attain goals: <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 	Understands various Act and regulations to properly triage environmental or dangerous goods emergencies to the various ministries and agencies with jurisdiction.
Agility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Proactively incorporates change into processes: <ul style="list-style-type: none"> • Creates opportunities for improvement • Is aware of and adapts to changing priorities • Remains objective under pressure and supports others to manage their emotions • Proactively explains impact of change on roles, and integrates change in existing work • Readily adapts plans and practices 	Successfully handling and prioritizing multiple high stress calls at one time (911 reporting a spill emergency, and an angry/aggressive public complainant demanding immediate assistance).
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 	Researches packaging requirements from neighbouring jurisdictions to answer a question related to the Transportation of

		<p>complex systems</p> <ul style="list-style-type: none"> • Employs resources from other areas to solve problems • Engages others and encourages debate and idea generation to solve problems while addressing risks 	Dangerous Goods.
Develop Networks	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Leverages relationships to build input and perspective:</p> <ul style="list-style-type: none"> • Looks broadly to engage stakeholders • Open to perspectives towards long-term goals • Actively seeks input into change initiatives • Maintains stakeholder relationships 	<p>Participating in emergency response exercises hosted by partner agencies or ministries to enhance common understanding of procedures and working relationship.</p>

Benchmarks

List 1-2 potential comparable Government of Alberta: [Benchmark](#)

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.