

New

Ministry

Describe: Basic Job Details
Position

Position ID

Position Name

Requested 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

Supervisor's Position ID

Supervisor's Position Name

Supervisor's Current Class

Design: Identify Job Duties and Value
Job Purpose and Organizational Context

Why the job exists:

The Senior Investigator possesses in-depth investigation experience and expert knowledge of investigation strategies. This position has a sound grasp and knowledge of applicable legislation/regulation/code related to rural utility association governance under the Acts and legislation and obligations of low-pressure gas distribution provided under the Rural Utilities Act and Gas Distribution Act. The Senior Investigator works with minimal direct supervision and is responsible for managing complex investigations.

The Senior Investigator is accountable for completing investigations in a timely manner and in accordance with legislation, policy and procedures, to ensure compliance with the Rural Utilities Act and Regulation and Gas Distribution Act. To be effective in this role, the Senior Investigator must demonstrate a high level of initiative, independence and professionalism.

The Senior Investigator may be required to work with investigators or officers in other ministries or with third-party contractors brought in to assist in conducting investigations. The Senior Investigator will act as the coordinator and contact for multi-agency or contracted investigations and will be responsible for the oversight of rural utilities and

gas distribution investigations.

Responsibilities

The Senior Investigator reports to Manager(s) on the Rural Utilities Team.

The Senior Investigator is responsible for:

- completing investigations in a timely, thorough and objective manner in accordance with department policies, procedures, and operating guidelines.
- conducts investigations by interviewing complainants, employees, board members, gathering, securing and preserving evidence, analyzing records and compiling an investigation report.
- has a sound understanding of the legislation.
- managing a high case load of complex investigations and exercises the ability to prioritize tasks accordingly
- demonstrating sound judgment, discretion and professionalism
- acting as lead investigator where a team of investigators is required
- prepare documentation and appear as a witness when required during a hearing.
- The Senior Investigator will liaise with a wide variety of internal and external stakeholders

Problem Solving

Typical problems solved:

Significant interpretative, evaluative, and advanced investigative thinking is required, along with the ability to understand complex relationships. For example, complaints regarding board members and the affairs of rural utility associations can be a highly sensitive processes that can include multiple perceptions and interpretations as well as high emotion.

Types of guidance available for problem solving:

The Senior Investigator operates within a framework of various acts, regulations, standards, rules, and policies related to rural cooperative and gas distributors. They must exercise sound judgment to prioritize their caseload while conducting professional and thorough investigations. This role involves conducting and overseeing inquiries and complaints under the Rural Utilities Act and Gas Distribution Act.

Direct or indirect impacts of decisions:

The Senior Investigator has a direct impact on addressing complaints made against rural utility associations and low-pressure gas distributors in Alberta.

Inadequate investigations can result in incomplete findings, inconsistent outcomes, and heightened legal and reputation risks for AU. Delays or missteps during investigations may lead to public criticism, undermine trust in oversight processes, and increase the likelihood of litigation and undermine the role of Rural Utilities.

This position is responsible for conducting formal investigations into the affairs of rural cooperative associations and inspect low-pressure gas distributors. By thoroughly reviewing evidence, interviewing involved parties, and analyzing relevant legislation and policy, the Senior Investigator prepares detailed investigative reports that inform decisions made by the Chief Officer and Director of Rural Utilities.

The Senior Investigator's work directly influences whether allegations are substantiated, how accountability is pursued, and the overall integrity of the investigative process. Timely and efficient investigations are essential to maintaining credibility and meeting service standards. The Senior Investigator plays a key role in ensuring investigations remain on track, managing resources effectively to avoid unnecessary delays, and addressing any challenges that may impact adherence to these time-frames. Decisions may lead to dissolving of associations or orders against low-pressure gas distributors.

Key Relationships

Major stakeholders and purpose of interactions:

- Manager(s) of Rural Utilities: make recommendations, provide reports, presentations, briefings, and background materials.
- External education stakeholders: maintain excellent relationships to help further objectives. After any inquiry or investigation Rural Utilities will have to maintain relationships with the co-operatives.
- Complainants: receive queries from complainants and ensures that queries are addressed in a timely manner and is congruent with applicable legislation and regulation.

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 experience (1 year experience for 1 year of education)

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

- University degree in a related field (Education, Social Sciences, Public Administration, Legal Studies) or equivalent experience of 1 to 1 (1 year of experience for 1 year of Education).
- Minimum four years of experience in investigations or equivalent combination of education and experience. Prosecution and administrative action experience is an asset.
- Prior work within Alberta's utility system is an asset.
- The Senior Investigator will require superior report writing skills, exceptional interviewing skills, effective listening skills, conflict management skills, and the ability to demonstrate the appropriate verbal, non-verbal communication, adaptability to change, problem solving and judgment in order to assess the options and implications of their work.

Behavioral Competencies

Competency	Level					Level Definition	Examples of how this level best represents the job
	A	B	C	D	E		
Drive for Results	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Works to exceed goals and partner with others to achieve objectives: <ul style="list-style-type: none"> • Plans based on past experience • Holds self and others responsible for results • Partners with groups to achieve outcomes • Aims to exceed expectations 	When an issue arises, it is imperative that the investigation is completed in a timely and respectful manner with the required rigour. The Senior Investigator will independently manage their own case load to ensure this goal is met.
Develop Self and Others	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Plans according to career goals and regular development: <ul style="list-style-type: none"> • Aligns personal goals with career goals • Leverages strengths; attempts stretch goals • Provides feedback and openly discusses team performance 	Remaining current in the field of investigations is critical to the success of this position.

		<ul style="list-style-type: none"> • Values team diversity, and supports personal development 	
Creative Problem Solving	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Focuses on continuous improvement and increasing breadth of insight:</p> <ul style="list-style-type: none"> • Asks questions to understand a problem • Looks for new ways to improve results and activities • Explores different work methods and what made projects successful; shares learning • Collects breadth of data and perspectives to make choices 	<p>Using their investigation expertise, the Senior Investigator will address a variety of inquiries and complaints on complex and politically sensitive issues. At times, this requires research to ascertain the facts, understand the issues involved, and propose solutions. These solutions may become part of the public record.</p>
Agility	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Works in a changing environment and takes initiative to change:</p> <ul style="list-style-type: none"> • Takes opportunities to improve work processes • Anticipates and adjusts behaviour to change • Remains optimistic, calm and composed in stressful situations • Seeks advice and support to change appropriately • Works creatively within guidelines 	<p>The Senior Investigator responds effectively to a variety of inquiries and also maintains objectivity regarding all investigative cases.</p>