

<b>Working Title</b> Audio Clerk	<b>Name</b>
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<b>Position Number</b>	<b>Reports to Position No., Class &amp; Level</b> Team Lead, Transcript Management Services (position # TBD)	<b>Division, Branch/Unit</b> Resolution and Court Administration Services Division, Court of Queen's Bench Branch, Transcript Management Office, Calgary	<b>Ministry</b> Justice and Solicitor General
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<b>Present Class</b> New position	<b>Requested Class</b> Administrative Support 5
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<b>Dept ID</b> 128	<b>Program Code</b> 0033	<b>Project Code (if applicable)</b>
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**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).

Reporting to the Team Lead of Transcript Management Services, within the Court of Queen's Bench Branch of Resolution and Court Administration Services, this position is responsible for the authorizing the release of court audio/log notes and previously produced transcripts within established procedures and guidelines to pre-qualified contractors for the purpose of court transcript production, and customers for the sale of transcripts. This key role ensures business process compliance while meeting stakeholder needs. Contractors providing services to internal and external stakeholders require the release of court audio/log notes and previously produced transcripts in order to provide transcript services. This position also provides assistance to stakeholders and contractors with inquiries on court transcripts. Strong communication and diplomacy skills are required for ongoing frequent contact with the judiciary. The Transcript Management Office provides a governing role in overseeing the entire transcript delivery service process in Alberta while ensuring quality control and excellent client service delivery.

**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 3-8 activities should be described (see Writing Guide Pages 9-10).

**Release of Court Audio, Log Notes and Previously Produced Transcripts**

Coordinating and providing quality customer service in the release of court audio/log notes and previously produced transcripts to approved pre-qualified contractors within established procedures, guidelines, timelines and governing legislation. Facilitates the production of court transcripts by:

- o Ensuring requests for all court audio releases are appropriate and follow established procedures, guidelines and timelines in releasing court audio to approved pre-qualified contractors.
- o Delivering quality service when responding to all internal and external stakeholder requests, including an independent judiciary.
- o Ensuring requests for all previously produced transcript releases are appropriate and follow established procedures and guidelines in releasing transcripts.
- o Determining and verifying if the transcripts contain confidential information subject to a publication ban.
- o Releasing sealed and confidential court audio, ensuring proper access has been obtained (court order), and within established procedures and guidelines to approved pre-qualified contractors.
- o Retrieving old transcripts and court audio from semi active storage areas (Alberta Records Centre, Iron Mountain, etc.) within established procedures and guidelines.
- o Providing assistance to service providers in locating court audio incorrectly saved in For the Record (FTR) directories and liaising with Court Technology Services where necessary.
- o Collecting the necessary statistical information to aid with reporting.
- o Exercising judgement and discretion while managing and resolving issues effectively; escalating complex and/or sensitive issues to the Team Lead and Manager and providing assistance upon request.

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- Addressing requests for Court of Appeal records and participating in the assignment to pre-qualified resources for preparation.

#### **Assistance to Pre-Qualified Contractors, Internal and External Stakeholders**

Coordinating and providing day-to-day assistance to pre-qualified contractors and internal/external stakeholders during the process of requesting and producing court transcripts by:

- Providing assistance to pre-qualified contractors on business processes and required steps in relation to the computer program in place.
- Trouble-shooting and problem solving with online processes and procedures in relation to the computer program in place.
- Providing assistance to pre-qualified contractors with general inquiries on the Transcript Request and Release Guide and the Transcript Production Manual.
- Demonstrating strong knowledge with established guidelines, manuals and legislation governing the release of court information, and transcript production is critical. This role must ensure legislation as it pertains to transcripts relating to Emergency Protection Order, Apprehension Orders, Interjurisdictional Support Orders, Child Protection matters, Youth matters, and warrants (specifically blood and feeney warrants) are strictly adhered to.
- Exercising judgement and discretion while managing and resolving issues effectively; escalating issues that are complex or sensitive to the Team Lead and Manager and providing assistance upon request.
- Using strong judgement and discretion when dealing with issues, and consideration is given when decision making. Only those issues that are sensitive or unusual will be escalated to the Team Lead and Manager.
- Providing assistance to internal and external stakeholders with general transcript inquiries and exercising vigilance ensuring any issues with confidence monitoring and/or quality audio are flagged for review by the RCAS Audio Quality Control and Assurance Coordinator.
- Liaising and providing assistance to Court Technology Services when required.

#### **Legislative Requirements:**

- Ensure compliance with the *Recording of Evidence Act* and other related legislation, including the *Protection Against Family Violence Act*, *Interjurisdictional Support Orders Act*, *Child, Youth and Family Enhancement Act*, and the *Criminal Code* as it pertains to court audio, log notes and transcripts.
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#### **General Office Responsibilities and duties**

Assist with the day-to-day operational responsibilities required by Transcript Management Services to ensure successful program delivery by:

- Working well in a team environment by contributing positively, actively sharing information, supporting team decisions and respecting others per the Government of Alberta's *Respectful Workplace Policy*.
- Providing outstanding customer service assistance over the phone, via computer or in person.
- Contributing to a positive working environment by fostering and maintaining positive working relationships with coworkers, contractors, internal and external stakeholders.
- Striving to complete the workload and assisting with the overall workload of Transcript Management Services.
- Providing assistance in the assignment of scheduling court reporters.
- Printing and binding hard copy transcripts as required.
- Familiarizing self and others with procedures, guidelines, legislation/regulation, technology and all materials pertaining to the role.
- Undertaking position training, where requested, including providing assistance and training to new staff.
- Escalating concerns and issues to the Team Lead and Manager for resolution and providing assistance as requested.
- Providing assistance in other areas and completing special projects as assigned.
- Locating previously stored transcripts either electronically or manually.
- Where applicable, identifying the storage facility where the documents are located, and arranging for the transfer of audio.

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- Providing assistance with any additional administrative or office duties as requested (e.g. opening and distributing incoming mail).

**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](#)).

This position performs an important function in the process of transcript delivery, and has a significant role in ensuring the overall success, image and credibility of the service delivery model. This work has a direct impact on the ability of contractors to produce court transcripts. Stakeholders requiring these services are members of the public, legal profession including provincial and federal crown, corrections, government agencies, police agencies, court personnel and the judiciary. Lack of services or delayed services will result in delays to court proceedings and directly impacts valued stakeholders. Further, lack of services or delayed services also directly impacts the proper access to justice for litigants and accused persons, and negatively impacts the integrity of the court system, the judiciary, and Ministry.

- Due to the legal nature of documents and audio prepared by the incumbent, and the far-reaching impacts, the highest degree of accuracy and attention to detail must be maintained in the overall work of this position.
- Due to the diversity in the types of matters that arise, this position requires up to date knowledge of various legislation, and limitations that may impact the delivery of transcript services.
- Integrity and accuracy is imperative to verify and to support the Ministry's action and activities.
- The diversity of functions requires the ability to manage tight timelines and prioritize a diverse workload.
- Requires the ability to support staff responsible for a variety of functions to ensure consistency with Alberta TMS policies and procedures.
- This function is also responsible for building and enhancing relationships with internal and external groups, facilitating cooperation and the sharing of knowledge within and across the Ministry.
- The position exercises considerable judgement and works independently in carrying out day-to-day operations.
- The position has significant contact with individuals from other divisions, Ministries, and the public. The position explains and provides information as requested.

A high level of independent action and thought is required in the day to day completion of work. As a representative Resolution and Court Administration Services, the position needs to have a constant focus and commitment in ensuring a high level of accuracy and quality is maintained.

#### **Degree of Complexity**

A good working knowledge is required of the guidelines and legislation governing the release of court information, manuals and legislation governing the production of court transcripts and appeal records. A sound working knowledge of the technologies applied in the release of court information, court transcripts and appeal records.

#### **Decision Making**

Within the scope of training and knowledge, this position is expected to independently use sound judgment in deciding the most expedient methods of handling the day-to-day emergent situations. Complaints, issues and complex matters that go beyond the scope of the individual's expertise or authority, or matters which may be sensitive to the Ministry or Judiciary will be referred to the Team Lead and Manager.

#### **Physical Demands**

Can involve long periods of sitting while utilizing a computer. Work can be of a repetitive nature. Heavy manual work may be required when packing and moving records.

#### **Cover-off and back-up duties**

Provides cover-off and back-up support for other audio clerk support staff in Transcript Management Services, the Provincial Scheduler, and Team Lead as required.

**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 an in-depth knowledge of the court system in Alberta, and the practices and legislation in relation to the appropriate release of court information, transcript and regulations in order to properly and accurately release court audio and provide assistance to pre-qualified contractors and stakeholders. Familiarity with FTR digital recording used to capture court audio and log notes is required. A working knowledge of processes governing role associated technologies with the ability to independently troubleshoot and problem-solve is required. A strong working knowledge of Court of Appeal requirements in the preparation of appeal records is also required.

Strong communication skills with a focus on providing quality service delivery are required to interact successfully with the wide variety of internal and external stakeholders. A professional, responsive, diplomatic and tactful approach is essential in creating and maintaining a positive working relationship with key stakeholder groups. The ability to read and interpret information quickly is essential. The ability to work independently within established guidelines, procedures, practices and timelines is required. This position exercises judgement to determine the appropriate process to follow for a variety of situations.

Intermediate knowledge of the following internal computer systems are required to properly and accurately complete job duties: JOIN, CASES, TMS Database, GroupWise, FTR, MyAgent and E-Prep (is considered an asset). Sound working knowledge of MS Office Suite (Word, Excel) and other Windows based programs. Advanced computer skills are required.

- Minimum of three years' experience preferably in a provincial government capacity with audio clerk experience.
- Excellent organizational and time management skills.
- Effective inter-personal and relationship building skills.
- Strong verbal/written communication skills.
- Proficient in the use of MS Office programs (Word, Excel, etc.) and familiarity with FTR.
- Able to work effectively both as a team member and independently.
- Good understanding of government and Ministry structure, policies and procedures and initiatives within the Ministry, and the Province.
- Strong office administration skills.

**Competencies: (Based on the APS Competency Model)**

**Systems Thinking:** Understands how work contributes to the achievement of department goals. Anticipates change in own area based on activities in other areas. Understands how the services, activities and actions of the APS add value for clients and stakeholders.

**Creative Problem Solving:** Uses or adapts existing processes or products to address both new and old problems.

**Agility:** Sees the need and readily steps into co-workers tasks to help out when needed. Is open to new or diverse ideas, and to doing things in a new way.

**Drive for Results:** Sets goals and prioritizes work to accomplish them. Follows through on duties and tasks and reports on progress. Models APS values, and considers them when making decisions. Operates consistently using the APS values, letting them guide behaviour.

**Develop Networks:** Seeks to understand the perspectives and needs of colleagues, clients and stakeholders. Understands that stakeholder relationships are key initiative success.

**Build Collaborative Environments:** Identifies ways to support and encourage group members in accomplishing their tasks.

**Develop Self and Others:** Takes an active role in own career development. Creates a plan for development with the help of their supervisor. Seeks out and positively accepts constructive feedback.

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

External - This position will communicate daily with pre-qualified contractors requesting release of court audio/log notes and previously produced transcripts.

External - This position will provide daily assistance on general inquiries from external stakeholders; members of the legal profession, law firms, public, police agencies, and other government agencies. Concerns and issues identified need to be referred to the Team Lead and Manager for resolution.

Internal - This position will provide daily assistance on general inquiries from internal stakeholders; court office managers, supervisors and court staff, legal counsel, crown prosecutors, Court Technology Services, judiciary and judicial staff, and other professionals within government.

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

None.

**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).

This is a new position.

**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, 6<sup>th</sup> 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)

Incumbent \_\_\_\_\_

Manager \_\_\_\_\_

Division Director/ADM \_\_\_\_\_