

New

Ministry

Affordability and Utilities

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Consumer Mediation Officer

Requested Class

Job Focus

Operations/Program

Supervisory Level

00 - No Supervision

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Organizational Structure

Division, Branch/Unit

Utilities Consumer Advocate

Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Supervisor's Current Class

Design: Identify Job Duties and Value

Job Purpose and Organizational Context

Why the job exists:

Reporting to the Team Lead, this position is part of a team responsible for representing and protecting the interests of Alberta's utility consumers in their dealings with government, regulators and utility companies. This Consumer Mediation Officer is responsible for the delivery of high quality customer service, advice and information for client inquiries regarding natural gas and electricity retailers. This position ensures consistent messages and information about the restructured energy markets is provided to Albertans across all lines of contact and mediates the resolution of consumer concerns.

The Consumer Mediation Officer will provide basic, unbiased, answers that are easily understood by Albertans and provide information and knowledge to allow Albertans to make utility choices that work best for them. To resolve issues, the Consumer Mediation Officer may redirect callers to the appropriate ministry, agency or retailer. At all times the individual is required to keep up to date with the current legislation, policies and procedures as they relate to the UCA thereby maintaining a high level of quality service. The Consumer Mediation Officer must have a full understanding of other levels of government as well as utility retailers and suppliers.

The Consumer Mediation Officer logs all calls in the ServiceNow database, for statistical and reporting purposes and to identify potential problem areas.

Responsibilities

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

Research and mediate the resolution of consumer inquiries or concerns related to issues such as billing, energy contracts and customer services which includes:

Provide courteous, timely and accurate information and advice to callers on awareness of Alberta's electricity and natural gas retailers and markets.

Assesses the caller's questions, utilizing acquired knowledge or using the database and internet site to search for appropriate responses and provide assistance.

Help callers navigate the ucahelps.alberta.ca website.

Assist callers, as much as possible, by providing information, advice and guidance on available retailers, contracts and regulated services.

Provide appropriate referrals to other government departments and outside agencies when the call does not pertain to the UCA.

Investigating consumer concerns and issues with concerned parties (Department of Energy, Alberta Utilities Commission, and the various energy retailers and delivery companies operating in Alberta).

- Negotiating with utilities providers to facilitate resolution of consumer concerns.

Reports on activities by developing, compiling and preparing reports, statistics and summaries

- Track all consumer inquiries, responses and follow-up actions in the database
- Develop and maintain an extensive knowledge base in order to respond to inquiries
- Analyze data to identify trends and frequently asked questions
- Identify and prepare responses and strategies to address issues
- Other related duties and project support as needed

As part of the team, the Consumer Mediation Officer will attend meetings to review current policies, procedures and practices. Discuss and provide input into the resolution of current issues and provide input into the establishment and refinement of processes, procedures and best practices.

Problem Solving

Typical problems solved:

Position requires understanding of Alberta's electricity and natural gas markets. Must be knowledgeable about consumer issues, the utilities industry policies, practices and regulations.

- Respond to inquiries by providing information and advice to the general public.
- Originality is applied in communications with the public to disseminate complex matters in a simple and understandable fashion.
- Responsible for providing complex information to consumers and mediating the resolution of consumer problems with utility companies.
- By applying problem solving techniques, creativity is demonstrated in assisting callers with problems or concerns.
- The Consumer Mediation Officer is required to respond directly to callers throughout the Province and beyond on a wide variety of UCA subjects.
- The Consumer Mediation Officer will work independently to make decisions with regard to giving information to the public as to their rights and responsibilities with respect to natural gas and

electricity providers.

- Share with colleagues any acquired knowledge with programs or telephony applications.
- Provide the Team Lead with suggestions relating to changes to policies, procedures and existing protocol where appropriate.
- Creativity and flexibility is required in order to adapt to various tasks and when trying to influence a course of action or recommend a solution to a situation.

Types of guidance available for problem solving:

Communication and consultation with teammates to problem solve for fast responses.
Team lead available for more complex issues and guidance.

Direct or indirect impacts of decisions:

The Consumer Mediation Officer needs to be able to maintain positive relationships with Albertans to ensure they maintain trust in the government and utility system. Poor explanations and dismissive answers will discourage Albertans from seeking assistance in the future.

Key Relationships

Major stakeholders and purpose of interactions:

Position has significant impact on consumers and utility providers. Purpose of contacts is to obtain information, explain or exchange information, to discuss and resolve and mediate issues and to research opportunities. Information gathered during mediation activity is used to assist the regulatory team in proceedings.

Required Education, Experience and Technical Competencies

Education Level

Bachelor's Degree (4 year)

Focus/Major

Other

2nd Major/Minor if applicable

Designation

If other, specify:

Multiple Majors can apply to this position

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

Experience with natural gas or electricity industry is preferred. Experience with customer service and front line service is preferred.

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 | | |
| Creative Problem Solving | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Is open to new ideas and breaks problems down to identify solutions: <ul style="list-style-type: none">• Breaks down problems into small parts• Constructively questions and challenges the norm• Open to other's perspectives and aware of own• Contributes ideas for improving processes, and adapts existing practice to address problems | The industry can change quickly and in response to media and public influence. The agent must have the ability to respond to in new ways to a variety of questions and consumer types. |

| | | | |
|-------------------|--------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Systems Thinking | <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> | <p>Observes and understands larger impact of role:</p> <ul style="list-style-type: none"> • Sees impact of work on organization; anticipates change in own area based on activities in other areas • Considers how own work impacts others and vice versa • Ask questions to understand broader goals • Aware of how organization adds value for clients and stakeholders | <p>Consumers are often confused or angry about how the system works. Agent needs to be able to explain how the different parts of government work together to form answers. They also need to know where to redirect people within government for concerns outside of the department mandate.</p> |
| Drive for Results | <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> | <p>Works to exceed goals and partner with others to achieve objectives:</p> <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 | <p>Constantly striving to have positive outcomes, even in challenging scenarios, so the majority of Albertans will continue to utilize the UCA services</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.

| | | |
|------------------------------------|-----------------|-----------------------------------------|
| Employee Name | Date yyyy-mm-dd | Employee Signature |
| Supervisor / Manager Name | Date yyyy-mm-dd | Supervisor / Manager Signature |
| Director / Executive Director Name | Date yyyy-mm-dd | Director / Executive Director Signature |