

Update

Ministry

Describe: Basic Job Details**Position**

Position ID

Position Name (200 character maximum)

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:

The Service Alberta Registries Contact Centre responds to over 85,000 calls and 8000 emails each year.

- Using current legislation and policy, provide guidance on necessary steps to resolve concerns related to registry related products.
- Use clear and professional language to explain complex legislative or procedural information.
- Capture the client's calls in ServiceNow for statistical and reporting purposes. The client's name, telephone number, product, resolution code and resolution notes, outlining the subject of call and the information provided are logged.
- Assist with developing and updating training materials, including reference guides and power points
- Assist with compiling data and reports on inquiry volumes, trends and service issues for internal and external stakeholders.

- Participate in special projects, working groups or initiatives as assigned.
- Perform other related duties as required to support the effective operation of the Registries Contact Centre.
- Skill in use of computer software applications: Microsoft office (Word, Outlook and Excel);
- Web browsers such as Google Chrome and Microsoft Edge; ServiceNow and CXone.
- Registry systems including VISTAS, CORES and ROADS
- Comfortable using AI tools such as Copilot to support information delivery, training and reporting tasks.

Responsibilities Removed:

The Service Alberta Registries Contact Centre responds to over 200,000 calls and 10,000 emails each year.

- Provide information and guidance on avenues available and on legislative controls relating to their concerns to assist callers in resolving their own problems.
- Where assessment of a call determines a possible violation, encourages callers to write in with their complaint for investigation.
- Logs client's calls on the Consumer Affairs Tracking System (CATS), 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 information given are logged.
- Skill in use of computer software applications: Microsoft Word, Microsoft Outlook, Internet Explorer and Microsoft Excel, VISTAS, CORES and ROADS.

Job Purpose and Organizational Context

Why the job exists:

The Service Alberta Registries Contact Centre responds to over 85,000 calls and 8,000 emails each year. Reporting to the Team Lead, the Information Officer is primarily responsible for providing courteous, timely and accurate information 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: Vital Statistics, Motor Vehicles, Corporate Registry, Personal Property Registry (General Inquires) and Land Titles (General Inquiries).

Responsibilities

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

1. Provide full and accurate information services to clients via telephone and e-mail regarding legislation, policy and related programs.
 - Provide accurate, timely information regarding forms, procedures, eligibility and documentation.
 - Using current legislation and policy, provide guidance on necessary steps to resolve concerns related to registry related products.
 - Refer clients to appropriate registry agents, government departments or online services.
 - Provides appropriate referrals to municipal, provincial or federal government departments, agencies, associations, courts, law enforcement bodies and legal council 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.
- Use clear and professional language to explain complex legislative or procedural information.
- When necessary, refer concerns to the Director, Supervisor or Team Lead for advice.

3. Other duties

- Capture the client's calls in ServiceNow for statistical and reporting purposes. The client's name, telephone number, product, resolution code and resolution notes, outlining the subject of call and the information provided are logged.
- Identify marketplace trends, concerns and report them to Management or the Team Lead.
- 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.
- 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 onboarding and training colleagues through electronic mail.
- Assist with compiling data and reports on inquiry volumes, trends and service issues for internal and external stakeholders.
- Assist with developing and updating training materials, including reference guides and power points.
- Provide suggestions relating to changes to policies, procedures and existing protocol where appropriate.
- Participate in special projects, working groups or initiatives as assigned.
- Perform other related duties as required to support the effective operation of the Registries Contact Centre.

Problem Solving

Typical problems solved:

- Excellent communication skills, both verbal and written to deal with a broad spectrum of clients.
- Skill in the use of general office equipment.
- Strong problem solving skills.
- 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, multitasking 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.
- Skill in the use of general office equipment.

Types of guidance available for problem solving:

Policy and Legislative resources, supervisor and escalation support, system and technical resources, training and development supports, communications and updates(including but not limited to RAnet, SharePoint, email updates).

Direct or indirect impacts of decisions:

Accuracy of client records, eligibility outcomes, processing efficiency, client experience, program

integrity , interdepartmental dependencies and public trust.

Key Relationships

Major stakeholders and purpose of interactions:

- This position is in contact with the general public, including the business community, associations, law enforcement, the legal community and ministry/divisional staff on a daily basis via the telephone and electronic mail.
- SARTR program areas including Motor Vehicles, Vital Statistics, Corporate Registry and other business specialists, as required. 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
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

If other, specify:

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

- 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: Traffic Safety Act, Business Corporations Act, Partnership Act, Vital Statistics Act, Personal Property Security Act, Societies Act ,Motor Vehicles act and the Protection of Privacy Act(POPA) and their appropriate regulations.
- 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 office (Word, Outlook and Excel);
- Web browsers such as Google Chrome and Microsoft Edge; ServiceNow and CXone.
- Registry Systems: VISTAS, CORES and ROADS.
- Comfortable using AI tools such as Copilot to support information delivery, training and reporting tasks.

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 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 idea generation to solve problems while addressing risks 	Independently analyzes nonstandard client scenarios (e.g., mixed immigration statuses, inconsistent documentation) and applies policy to find appropriate solutions.
Systems Thinking	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Takes a long-term view towards organization’s objectives and how to achieve them:	Understands how decisions impact multiple programs (e.g., AHCIIP, Motor Vehicles,

		<ul style="list-style-type: none"> • Takes holistic long-term view of challenges and opportunities • Anticipates outcomes and potential impacts, seeks stakeholder perspectives • Works towards actions and plans aligned with APS values • Works with others to identify areas for collaboration 	Immigration), downstream workflows, and public trust.
Develop Self and Others	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/>	<p>Encourages development and integration of emerging methods:</p> <ul style="list-style-type: none"> • Shapes group learning for team development • Employs emerging methods towards goals • Creates a shared learning environment • Works with individuals to develop personal development plans 	Supports on-boarding or mentoring of new team members and contributes to updating job aids or training materials.
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 	Quickly incorporates new policies, procedures, or system changes into daily work with minimal disruption.
Drive for Results	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Takes and delegates responsibility for outcomes:</p> <ul style="list-style-type: none"> • Uses variety of resources to monitor own performance standards • Acknowledges even indirect responsibility • Commits to what is good for Albertans even if not immediately accepted • Reaches goals 	Consistently meets or exceeds performance targets (quality, productivity, adherence, accuracy) and manages workload effectively during peak volume without sacrificing compliance.