

NON-MANAGEMENT JOB DESCRIPTION POINT RATING EVALUATION PLAN

Working Title Document and Identity Verification Analyst	Name
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Position Number	Reports to Position No., Class & Level	Division, Branch/Unit	Ministry Service Alberta and Red Tape Reduction
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Present Class

Dept ID	Program Code	Project Code (if applicable)
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<p>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).</p> <p>Reporting to the Manager - Document and Identity Verification of the Special Investigations Unit, the Document and Identity Verification Analyst is part of the Document and Identity Verification (DIV), responsible for protecting the integrity of the Motor vehicle and Facial Recognition (FR) systems by ensuring documents accepted, information provided, and images/identities captured are accurate. The DIV Analyst supports the DIV with:</p> <ul style="list-style-type: none"> the evaluation, screening, data entry and analysis of Motor Vehicle documents submitted to Service Alberta and Red Tape Reduction from countries holding a reciprocal agreement with Alberta, the evaluation, screening, data entry and analysis of documents submitted to SIU in support of an application for Graduated Driver Licensing (GDL) exemption, Coordinating and responding to requests and concerns from registry agents, clients, and stakeholders. <p>The DIV Analyst will gain basic knowledge pertaining to a vast array of driver's licences from Canada, the United States, and other foreign jurisdictions. Training towards developing the ability to distinguish and identify various printing processes and their methodology is a requirement of this position.</p> <p>The DIV Analyst is able to use specialized scientific instruments used in the forensic examination of documents created on various substrates. The DIV Analyst will gain a basic understanding of the light spectrum and the response of documents/inks when exposed to light of varying wavelength.</p> <p>Other responsibilities of this position include applicable administrative duties, dealing with correspondence and phone calls received from clients, registry agents, and stakeholders.</p> <p>The position functions within the parameters of applicable Government and Ministry legislation, regulations, policies, directives, and procedures.</p>

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 3-6 activities should be described (see Writing Guide [Pages 9-10](#)).

1. Understand the processes and requirements for GDL exemption intake of documents. Assist in collecting data and support the DIV team in their examination of documents submitted to Service Alberta and Red Tape Reduction from both reciprocal and non-reciprocal jurisdictions.

Activities:

- Support the DIV in the forensic examination of submitted documents using the Video Spectral Comparator (VSC) and microscope.
- Identify, research, and remain abreast of current and emerging trends in counterfeiting national and foreign driver's licences.
- Create FACTS files and initiate investigations when document examination reveals criminality.
- Complete logs and detailed notes pertaining to suspected altered, forged, or counterfeit documents.
- Process exemption denials and inputs approved foreign driving experience into the MOVES (Motor Vehicles) system.
- Record and process each GDL exemption application by entering pertinent information into the GDL access database.
- Complete MOVES system updates, alerts, and restrictions.
- Assist in the organization of SIU laboratory.
- Answer the GDL phone line and provide assistance to Alberta registry agents, GOA (Government of Alberta) Consumer Contact Centre representatives, and the public.
- When required, receive and process mail containing GDL exemption applications.

2. Create and maintain a database/library of legitimate and fraudulent driver's licences, and/or other documents submitted to Alberta Registries.

Activities:

- Create and maintain a reference library of genuine and counterfeit driving documents from each licensing jurisdiction in the world.
- Develop and maintain a system of secure document retention and access control.
- Identify and obtain newly issued document designs for addition to the library.

3. Assist in conducting investigative file work.

Activities:

- Have an understanding and apply the Canadian Charter of Rights and Freedoms relative to suspect detention and statement taking.
- Assist in conducting interviews with suspects who submitted counterfeit documents.
- Compile information on identified counterfeit documents from specific jurisdictions.
- Contact suspects and schedule interview dates and times.
- Where required by outside law enforcement agencies prepare detailed statements for use by investigators in court briefs or police reports.
- Record interviews in a manner acceptable to the Alberta Court System.

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4. Assist in monitoring registry agent compliance with legal and procedural requirements relating to the GDL and GDL Exemption Programs.

Activities:

- As instances of non-compliance are identified, assess circumstances, and recommend appropriate course of corrective action.
- Provide advice to clients and RA (Registry Agents) staff on proper procedure and policy.
- Assist in mentoring practicum students on a wide variety of issues relating to the GDL exemption process.

5.Support the Director, Assistant Director, and Forensic Face & Document Team Manager in achieving the mandate and goals of the SIU and Ministry.

Activities

- Provide support with identifying issues, opportunities, and challenges associated with investigations and SIU initiatives. This includes compiling relevant information and summarizing, organizing, and presenting the information in the most appropriate format.
- Remain current and informed as to developments in investigative techniques and issues; promote awareness of related information among team members, clients, and stakeholders.
- Answer questions and responds to inquiries on behalf of the SIU Assistant Director, DIV Manager or refer to the appropriate DIV member.
- Liaise with internal and external government partners and stakeholders to advance and promote SIU's mandate.
- Forward correspondence to DIV members for information, draft replies, and/or comments; track status of replies and actions to be taken.
- Research and compile background information (i.e., policies, legislation, legal opinions, and precedents) to assist in preparing appropriate responses to inquiries and correspondence and conducts research for special projects as assigned.

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](#)).

The DIV Analyst provides input on how to improve the GDL Exemption program. In conjunction with the DIV team, the DIV Analyst is critical in the detection of trends relating to forged documentation submitted to Service Alberta and Red Tape Reduction. The DIV Analyst is an integral part in ensuring that fraudulent documents are not accepted as genuine.

This position uses specialized scientific instruments in the forensic examination of documents created on various substrates. The DIV Analyst will gain a basic understanding of the light spectrum and the response of documents/inks when exposed to light of varying wavelength.

This position ensures that applications for GDL exemption and FR reviews are completed in a timely manner.

This position is responsible for assisting the DIV members in dealing with correspondence and phone calls received from clients, Registry Officers and stakeholders as well as promoting awareness of the program through partnerships with external agencies.

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 supports the Government of Alberta Business Plan goals of creating safer drivers and roads in Alberta.

This position must develop a good working relationship with the police and other law enforcement agencies within Alberta and across North America.

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](#)).

- Two-year related diploma
- Knowledge of applicable SIU, Ministry and government legislation, policies, guidelines, and processes for the delivery of administrative services.
- Knowledge of the GDL exemption program and the role of SIU administering this program.
- Proficient in Microsoft Office applications, internet web browsers and information databases.
- Excellent oral and written communication skills.
- Excellent organizational and time management skills
- Excellent interpersonal skills.
- Ability to be pro-active and generate new ideas, initiatives, approaches to enhance unit's mandate.
- Capable of working in a team environment to ensure branch, division, department, and government goals and objectives are met.
- Ability to interact with public and stakeholders in a professional and friendly manner.
- Ability to recommend viable and effective administrative solutions and compile, summarize and coordinate information.
- Flexibility, initiative, sound judgement, attention to detail and creativity.
- Qualification for Level 3 security clearance
- A valid Class 5 (full or GDL) operator's licence and the ability to travel throughout the province.

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

- **Both SIU offices**

This position has ongoing contact with both DIV officers and all SIU staff to exchange information, provide recommendations related to investigations, and collaborate on projects.

- **Representatives of law enforcement and other agencies at the federal, provincial, and municipal levels, other departments, Legal Services and Crown counsel offices, municipalities, constituency offices, and the registry officer network**

To coordinate provision of investigative services; exchange information, resolve issues and enquiries.

- **Consulates General, High Commissions and Embassy officials of foreign countries**

To assist in establishing policies and procedures in relation to the GDL program

- **Peers in other jurisdictions**

To develop relationships and partnerships and to exchange information and coordinate activities associated with investigations.

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

N/A

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](#)).

The previous position name as Forensic Face & Document Assistant has been changed to the Document and Identity Verification Analyst.

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, 6th 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

Name

Signature

Date

Manager

Name

Signature

Date

Division Director/ADM

Name

Signature

Date