

New

Ministry

Agriculture and Irrigation

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Resource Agent

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

☒ 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:

310-FARM is the Department's contact centre and first point of contact for Albertans to the Department's programs and resources. The Resource Agent is a critical communication connection in this process. Resource Agents assess, answer and/or accurately redirect inquiries. The position entails a thorough knowledge and understanding of Department, government and industry programs and resources.

There are three permanent Resource Agent positions. This position will provide support to the Resource Agents.

Responsibilities

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

1. Serve as the first point of contact for the public to Department programs and resources maintaining a high level of customer service, consistent with GOA service standards.

-Assess, answer and/or accurately redirect inquiries, both phone and email, received through the Bernie contact centre program.

-Provide clients with information through knowledge of resources, programs and services, researching and/or referral within the Department, to other ministries or industry partners.

-Research and/or refer information through a wide variety of mediums (phone, email, internet and electronic/printed materials).

-Record stats on call volume, key trends and government issues for reporting purposes. Record, categorize and evaluate inquiries that are valuable in assessing gaps in 310-FARM services.

2. Provide administrative support essential to the daily functioning of 310-FARM, the Rural Programming Section and other key Department projects.

*Provide project support to departmental project teams including:

- creating spreadsheets and entering data, formatting documents and publications
- assisting in developing and formatting of written/on-line materials and presentations

*Create and maintain 310-FARM information system which includes the Resource Agent database which is a valuable tool for Department, program information, electronic references and contacts.

Problem Solving

Typical problems solved:

As a first point of contact for the public to the Department programs and resources, this position deals with a wide complexity of inquiries and issues on a wide range of topics ranging from simple inquiries to emotionally charged issues. In each situation, the Resource Agent must assess and understand the inquiry and then either answer or accurately redirect with a high level of customer service.

Types of guidance available for problem solving:

Reporting to the Director of Rural Programming, the position works as a 310-FARM team member to provide support and assistance on issues as they arise. The Resource Agent database is a valuable tool of Department and industry information that is a key resource for position.

Direct or indirect impacts of decisions:

Information needs vary greatly and requests for information about the Department programs and resources come from all levels of the Department and other ministries and externally from producers, members of the agricultural industry and the public at large.

Key Relationships

Major stakeholders and purpose of interactions:

Interacts daily with producers, agricultural industry clients, public at large, Department and other Ministries to answer inquiries about Department programs and resources. Regular interaction is required with key department program areas to thoroughly understand program and resource details and to share trends in inquiries.

Required Education, Experience and Technical Competencies

Education Level

High School Diploma

Focus/Major

2nd Major/Minor if applicable

Designation

If other, specify:

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

*Knowledge and experience with agriculture and rural communities.

*Extensive understanding of the ministry, including structure, mandates, employees, programs/services and projects and initiatives.

*Considerable working knowledge of several related Departments in municipal, provincial and federal governments and knowledge of the agriculture and food industry issues.

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	

		<p>perspectives and aware of own</p> <ul style="list-style-type: none"> • Contributes ideas for improving processes, and adapts existing practice to address problems 	
Agility	<input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Understands need for change and manages own emotions:</p> <ul style="list-style-type: none"> • Uses common sense and past experience to approach ambiguous problems • Prevents emotions from affecting others negatively • Looks for information on changes • Open to new ideas and helping co-workers 	
Build Collaborative Environments	<input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Works in an open honest manner with colleagues:</p> <ul style="list-style-type: none"> • Creates sharing opportunities • Actively shares, accepts and listens to others • Recognizes conflict, respects and discusses opinions openly • Supports group even to learn from mistakes • Recognizes differing interpretations 	
Develop Networks	<input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Maintains collegial internal relationships and understands external network:</p> <ul style="list-style-type: none"> • Seeks to understand perspectives and needs of others • Follows through, has integrity and respect for others • Helps and follows through • Keeps key stakeholders informed; is professional and respectful 	

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

ADM Name

Date yyyy-mm-dd

ADM Signature

DM Name

Date yyyy-mm-dd

DM Signature