

Update

Ministry Justice and Solicitor General

Describe: Basic Job Details

Position

Position Number ?	Working Title (30 characters) Firearms Officer	
Current Class Program Services 3		
Job Focus Operations/Program	Supervisory Level 00 - No Supervision	
Business Unit	Dept ID	Program Code

Employee

Employee Name (or Vacant) Firearms Officer - General Job Description

Organizational Structure

Division, Branch/Unit SSII/ACFO/Operations		
Supervisor's Position Number	Supervisor's Working Title (30 characters) Operations Manager	Supervisor's Current Class Manager (Zone 2)

Design: Identify Job Duties and Value

Job Purpose and Organizational Context

Why the job exists:
The Alberta Chief Firearms Office (ACFO) was established in September 2021 and administers the federal Canadian Firearms Program (CFP) to Albertans. Its mandate is defined in the *Alberta Firearms Act*. Its actions are regulated by the federal *Firearms Act* and Part III of the *Criminal Code*.

Alberta transitioned from a federal CFO to a provincial opt-in office with the goal of meeting the needs of Alberta stakeholders and law-abiding firearms owners. Through its work, the ACFO is addressing the concerns of stakeholders in Alberta by creating policies and strategies to provide autonomy and support for law-abiding firearms owners. The strategy is inclusive of promoting an Alberta-centric administration of the CFP, while advocating for the values of law abiding firearms owners in the province and promoting firearms safety.

There are approximately 360,000 firearms license holders across Alberta, more than 120 approved shooting range facilities with over 300 ranges and over 660 firearms businesses. Alberta holds the third largest CFO caseload in Canada, exceeded only by Ontario and Quebec. On average, an additional 30,000 Albertans complete mandatory firearms safety course training annually as a first step to obtaining their firearms licence.

Reporting to the Regional Operations Manager, this position provides operational services for the provincial delivery and management of the federal *Firearms Act*. The services provided enhance public safety through the responsible administration of firearm licensing, serving a wide variety of stakeholders.

The Firearms Officer is responsible for providing clear and concise advice on complex issues, and makes the final recommendation to the CFO on the eligibility of the client. As part of the role, the Firearms Officer will encourage compliance with corrective actions, investigate public safety concerns, resolve regulatory issues and determine eligibility for firearms licensing, sale, transport and transfer. This will be achieved through a variety of activities, consultations and communications with the firearms industry, including importers, exporters, manufacturers, wholesalers and retailers. The position will also liaise with a wide range of organizations, such as club and range operators, individual firearms clients, law enforcement agencies, court officers and other government employees. A commitment to public safety will be paramount.

Responsibilities

Job outcomes (4-6 core results), and for each outcome, 4-6 corresponding activities ([sample policy research job](#)):

1. Leadership and Accountability - The unit is a high-performing team, working toward a common goal of providing the best services to Albertans and businesses, while also acting in the best interest of public safety.

The Firearms Officer cultivates leadership and personal accountability by:

- Working in accordance with the *Firearms Act* and regulations, other related federal and provincial legislation and the Canadian Firearms Program.
- Training, coaching and mentoring Firearms Officers and Firearms Agents on the application of various pieces of legislation, regulations and policies relevant to firearms licensing.
- Exercising and promoting good judgment within the framework of protocols established by the ACFO, the *Firearms Act* and the Canadian Firearms Program.
- Assuring appropriate maintenance and security of records, including appropriate disposition of transitory information.
- Fostering a positive working environment that supports effective collaboration, high performance and appropriate staff development.
- Cultivating a strong commitment toward service excellence.
- Ensuring assignments are delivered on time and meet the requirements of management.
- Acting in the absence and request of the Regional Operations Manager (e.g. vacation or illness).

2. Service Delivery Excellence - A primary objective of the Alberta Chief Firearms Office is public safety through the responsible administration of firearms licences for individuals and businesses.

In support of this important objective, the Firearms Officer provides excellent services, including investigative services, analysis and advice by:

- Investigating and analyzing complex situations and making recommendations to approve or deny firearms licences to individuals and business (importers, exporters, wholesalers and retailers).
- Coordinating and conducting inspections of firearms businesses, shooting ranges and client residences for the purposes of complying with the *Firearms Act* and regulations.
- Independently conducting interviews to inform eligibility issues and make recommendations to the CFO for the approval, refusal or revocation of firearms licences.
- Analyzing routine and complex information to determine both initial and continuous eligibility to hold a licence, including any authorization, approval, activity, or condition.
- Assessing eligibility for firearms sale, transfer or transport.
- Accessing police and other protected or secure databases and open source resources.
- Analyzing routine and complex investigation material, making a determination on the appropriate action to ensure public safety under the *Firearms Act*.
- Preparing legal documents, such as notices of refusal/revocation, court briefs, affidavits and disclosure material to support preventative prohibition orders and reference hearings.
- Independently reviewing, analyzing and making recommendations for alternative certification and prohibition orders.
- Remaining impartial when presenting evidence to court, remaining current on evolving procedural case law and maintaining professional composure and accuracy during cross-examination.

- Properly recording all interviews for use in court.
- Identifying the appropriate partners in investigations, such as the coroner and police agencies.
- Assisting Crown counsel during or for court appeals, and giving evidence in court.
- Contacting clients, police and court partners to determine risk, recommend approval or refusal of alternate certification and initiating appropriate action to ensure prohibited clients firearms have been recovered.
- Assisting the Regional Operations Manager with prioritizing investigations conducted by Firearms Officers and Firearms Agents according to the sensitivity of the investigation and potential risk to public safety.
- Contacting clients, police and court partners to determine risk, recommend approval or refusal of alternate certification, and initiating appropriate action to ensure prohibited clients' firearms have been recovered.

3. Operational Planning and Support - The CFO's office administers a highly regulated program. Operational planning and appropriate implementation are paramount in protecting public safety.

The Firearms Officer supports operational planning and the implementation of policies concerning the administration of the *Firearms Act* and other Government of Alberta policy objectives by:

- Outlining best practices for unique situations to facilitate consistent application of firearms licensing legislation, policy and operating procedures.
- Carrying out CFO policies, procedures and strategic priorities to effectively conduct investigations, analysis, prepare recommendations and provide information sessions.
- Contributing to tracking, reporting and evaluation systems for the operational cycle as directed by the Regional Operations Manager.
- Collecting, consolidating and interpreting operational data that supports executive decision making and measuring program outcomes.
- Accessing police and other protected or secure databases and open source resources for research and investigative purposes.
- Advising the Regional Operations Manager on best approaches for establishing tracking, reporting and evaluation systems for the operational cycle as required by the Canadian Firearms Program and the CFO.
- Interpreting policies and business processes and assisting the Regional Operations Manager with implementing these within the work unit.
- Leading projects or initiatives.
- At the request of the Regional Operations Manager, providing advice to senior leadership on trends, issues and methodologies surrounding potential incidents, risks, breaches and threats to public safety from firearms. This includes advising on issues related to criminal activities, mental health or questionable affiliations or proclivities of firearms applicants and licenced clients, businesses and others under the *Firearms Act*.

4. Stakeholder and Public Engagement - Public safety objectives are promoted through positive stakeholder relationships.

The Firearms Officer contributes to this public safety objective through stakeholder engagement by:

- At the request of the Regional Operations Manager, liaising, collaborating and participating on national working groups and committees in the development of standard operating procedures, policy guidelines and directives and by leading their subsequent implementation within Alberta.
- Responding to general and complex inquiries related to the Canadian Firearms Program, including specific questions related to the decisions and roles of Firearms Officers.
- Delivering and contributing to the development of public education programs to promote the understanding of the roles and responsibilities of the Canadian Firearms Program and its objectives and goals.
- Coordinating, adapting and contributing to the development of partners' programs.
- Developing relationships with multiple levels of government, law enforcement agencies and urban communities.
- Consulting with and providing advice to internal and external stakeholders, often on complex issues, related to the Canadian Firearms Program.
- When responsible for the management of the Canadian firearms safety training, providing feedback on the

Canadian Firearms Safety Course/Restricted Firearms Safety Course and input to the national safety coordinator.

- Participating in consultations with internal and external clients and stakeholders. These consultations may include stakeholders with polarized and passionate views concerning the regulation of firearms.

Problem Solving

Typical problems solved:

Licensing decisions as per established legislation and policy frameworks.

Types of guidance available for problem solving:

The position works within a variety of legislation and regulations that govern firearms licensing in Alberta. Within this framework, the position ensures the delivery of regulated services, and any developed strategies, initiatives and programs support excellent service delivery and promote public safety. Political, policy and regulatory processes help inform the national and provincial firearms narrative, including all aspects of how firearms are regulated in Canada and beyond. The following Acts and Regulations support the activities of this position.

Firearms Act and regulations

Part III of the Criminal Code and associated regulations

Public Service Act

Fiscal Transparency and Planning Act

Government Organization Act

Financial Administration Act

Freedom of Information and Protection of Privacy Act

Requirements under the Official Languages Act (Canada)

Direct or indirect impacts of decisions:

This is a responsible and demanding role. The Firearms Officer will provide services to over 300,000 firearms possession and acquisition licence holders and firearms-related businesses in Alberta. A commitment to providing excellent service will help ensure that Albertans can continue to live in safe and secure communities.

Relationships must be maintained with multiple levels of government, as well as national, provincial, territorial, municipal and first nations police agencies, and major, medium and smaller urban communities. The Firearms Officer will also need to work in partnership with court agencies, gun clubs and associations, firearms businesses and individual licence applicants.

The Firearms Officer provides authoritative advice on policy and procedural direction to clients, Firearms Agents, Program Coordinators, other provincial employees and firearms safety course instructors, among many others. Legislation and policy cannot foresee all situations that may occur, so as issues arise, the Firearms Officer must provide interpretation and advice that can withstand scrutiny in the public realm and the courts. These situations are often complex and multifaceted.

The Firearms Officers will be required to consult with a wide variety of external clients and key stakeholders, all with differing perspectives. In addition, competing interests in stakeholder communities and the size of geographic areas can add further complexity to an already challenging task.

Key Relationships

Major stakeholders and purpose of interactions:

● **Primary contacts (daily):**

- Regional Operations Manager - Strategic and tactical direction, immediate supervisory direction and project assignment.
- Regional team members - Coaching, mentorship, training and reviewing assignments.

- Branch staff (including other work units) - Information source, team-based projects, input/suggestions.

● **Secondary contacts (frequent):**

- Individual firearms owners/licence holders - Exchange information, investigations, communicate decisions, stakeholder engagement and public education.
- Firearms businesses - Exchange information, investigations communicate decisions, stakeholder engagement and public education.
- Chief Firearms Officer - Strategic direction and information source.
- Deputy Chief Firearms Officer - Strategic direction and information source.
- Other divisional/departmental staff - Input, suggestions, ideas and information.

● **Other contacts (occasional):**

- Executive Director - Strategic direction and information source.
- Crown counsel - Provide information and explain public safety concerns.
- Police agencies - Exchange information.
- Canadian Firearms Program - Exchange information and coordinate activities.
- Medical and mental health professionals - Assess public safety concerns with licence holders and applicants.

Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
Bachelor's Degree (4 year)	Other		

If other, specify:

A uni degree in a related field (or equivalent), supplemented by at least two years of progres. responsible exper

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

Education and Experience

- University degree in a related field (or equivalent work experience) supplemented by at least two years of progressively responsible experience.
- Experience conducting interviews.

Skills:

- Proven judgment in evaluating public safety risks.
- Highly developed communication and mediation skills to deal with complex, and oftentimes immediate customer needs, including community stakeholders, clients, and staff members.
- Well developed time management, planning and organizational skills.
- High proficiency in Microsoft Office applications such as Word, Excel, and Outlook.

Expert knowledge of:

- The *Firearms Act* and regulations, Canadian Firearms Program and Part III of the *Criminal Code* and associated regulations.
- Interrelationship between the province and the federal government as it relates to the administration of the *Firearms Act*.
- Relevant policies and procedures to effectively conduct investigations and analyses.

Advanced knowledge of:

- Applicable provincial legislation (e.g. *Wild Life Act*) and municipal bylaws related to firearms (e.g. bylaws that restrict the discharge of a firearm).
- Investigative techniques in order to assess risks to public safety.
- Political environment in which the ACFO operates.
- Firearms devices, including their technical descriptions, components and legal classifications.

Knowledge of:

- Government decision-making processes.
- Rules of disclosure for materials in an investigation, the investigative process, including: liaison with local Crown counsel; disclosure planning and completing court briefs; techniques for preparing and organizing evidence; and support documentation required to present testimony in court.
- Case law, legal precedents, jurisprudence, court records and criminal records databases related to firearms offenses.
- Police agency record-keeping systems and other information sources, both automated and manual, the interfaces between these systems and CPIC, and the parameters required for the generation of firearms interest persons.
- Current management and leadership theory.
- Operational and business planning principles and processes.

Ability to:

- Obtain and maintain Peace Officer status (Alberta Peace Officer Level 2).
- Obtain and maintain an Enhanced Reliability Security Clearance conducted by the RCMP.
- Understand and articulate complex issues concerning the provincial administration of the *Firearms Act* in Alberta.
 - Think strategically and develop solutions to complex problems.
 - Analyze information and make decisions or recommendations based on findings.
 - Provide facts and advice in an objective manner.
 - Understand how outputs impact the work and lives of others.
 - Effectively communicate complex information to the Regional Operations Manager, senior leadership and external stakeholders.
 - Deal with complex, and often immediate customer needs, including community stakeholders and clients.
 - Use communication skills coupled with interpersonal and negotiation skills to foster stakeholder understanding and negotiate resolution.
 - Work independently as well as in a team environment, and provide significant mentorship and guidance to Firearms Agents
 - Learn new and proprietary software applications.
 - High degree of professionalism and initiative.

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		
Systems Thinking	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<p>Takes a long-term view towards organization's objectives and how to achieve them:</p> <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 	<p>Considers the whole system when evaluating, researching, and conducting investigations regarding licencing decisions. High degree of professionalism.</p>
Drive for Results	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<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 consistent with APS direction 	<p>Expert in all legislative frameworks governing firearms in Canada, and in Alberta. Provides excellent client service even in the most complex situations, to timelines.</p>
Agility	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<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 	<p>Regularly adapts to changing priorities, adjusts projects and deliverables and investigations, explains the impact of changes to decision making. Handles complex investigations with ease. Handles complicated clients with empathy and the highest degree of professionalism.</p>
Creative Problem Solving	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<p>Engages the community and resources at hand to</p>	<p>Uses research, analysis and excellent investigation</p>

		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 	skills in arriving at complex solutions.
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Benchmarks

List 1-2 potential comparable Government of Alberta [Benchmarks](#):
 N/A

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
_____ Manager/Director Name	_____ Date (yyyy-mm-dd)	_____ Signature
_____ ADM Name	_____ Date (yyyy-mm-dd)	_____ ADM Signature