

Ministry

Transportation and Economic Corridors

**Describe: Basic Job Details**

Position Name (200 character maximum)

Regulatory Compliance Officer

Current Class

Program Services 3

Job Focus

Operations/Program

Supervisory Level

00 - No Supervision

**Organizational Structure**

Division, Branch/Unit

TSS, Monitoring & Compliance / EDGE & 511 Alberta

Supervisor's Position Name (30 characters)

Manager, Alberta EDGE

## Job Purpose and Organizational Context

Why the job exists:

The Regulatory Compliance Officer (RCO) works as a team member to operate the 24-hour Alberta EDGE (Environmental and Dangerous Goods Emergencies), which is a Government of Alberta essential service. RCOs provide prompt and accurate information and guidance on all aspects of the Transportation of Dangerous Goods (DG) legislation and regulations to the public, industry, DG Inspectors, provincial enforcement agencies and government departments. The incumbent also maintains a resource library and conducts research, analysis, and reports on subjects such as trends in transportation, manufacture, and distribution of dangerous goods, etc.

RCOs respond to routine, complex, and emergency incident calls that occur via road, air, or rail, and direct the response (e.g., contact relevant parties, dispatch Senior Safety Advisors/DG Inspectors, advise executive ministry leaders and government officials; engage the appropriate DG Inspector/Duty Manager if there is public risk and a duty to respond).

The incumbent is responsible for receiving and entering all incoming reports of environmental incidents for Alberta Environment and Protected Areas (EPA), ensuring all incidents are appropriately directed to the Alberta Environment Support & Emergency Response Team (ASERT) on-call staff or the correct regional officer; processing all emergency and complaint calls for the Alberta Energy Regulator (AER), ensuring the emergency calls are properly triaged and directed to the designated on-call staff of AER; logging and forwarding complaints and incidents regarding intensive livestock operations to the Natural Resources Conservation Board (NRCB) and on-call staff, as appropriate; and, handling environmental incident and emergencies on behalf of the federal ministry of Environment and Climate Change Canada (ECCC).

## Responsibilities

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

Respond to routine calls from a range of stakeholders (e.g., the public, industry, DG Inspectors, provincial enforcement agencies and government departments) to provide information, interpretation, and advice on the application and compliance with provincial, national, and international legislation, regulations, and safety standards to multiple stakeholders.

- Provide information, interpretation, and advice relating to loading, unloading, packing, unpacking, repacking, packaging, storage, shipping, and transportation of dangerous goods, after assessing the legislation and information available specific to the inquiry.
- Continually review and upgrade knowledge of storage, packaging, and transport tank safety standards.
- Respond to industry requests by researching and preparing information bulletins to assist industry in moving dangerous goods in compliance with legislation.
- Research provincial, national, and international regulations covering all modes of transport.
- Develop and update dangerous goods written material including training manuals and product information bulletins in plain language for use by clients that can also be used on the internet for communication purposes.
- Search ministry databases and the internet to provide DG Inspectors with current information on companies involved with the handling and/or transportation of dangerous goods, legislation, or information on specific products.

Respond to questions or inquiries from on-road enforcement officers.

- Research and prepare answers to inquiries by searching correct legislation: either provincial, federal or international and information on regulations, chemicals, companies, incidents and Permits for Equivalent Level of Safety (provincial and federal).
- Research product Safety Data Sheets or specific chemical information so that information provided to clients is correct and expedient.
- Provide compliance advice to on-road enforcement officers related to dangerous goods movement.
- Recommend specified penalties to on-road enforcement officers related to dangerous goods infractions.

Receive, process, and respond to variety of incidents and complaints as they occur to facilitate the appropriate response.

- Receive and triage environmental incident information and determine the appropriate jurisdiction and response contacts. Complete forms and refer the incident to the appropriate region, department, or agency (e.g., Environmental Protection Officer; ECCC if incidents are within the jurisdiction of the Federal government;

ASERT).

- Receive, process, and forward incidents and complaints regarding intensive farming on behalf of the Natural Resources Conservation Board (NRCB).
- Receives and process calls on the AER emergency lines and send a notification to the appropriate field office as appropriate.
- Maintain Dangerous Goods electronic applications, by inputting, updating, or accessing the information in an accurate and timely manner in the Transportation Safety Information System (TSIS) and other applicable IT applications.
- Connect with Senior Safety Advisors (Dangerous Goods Inspectors) and recommend deployment to Inspectors over the phone (e.g., to physically respond to the incident scene).

Provide initial response to emergency calls involving an incident or dangerous occurrence.

- Advise and alert the Dangerous Goods & Rail Safety Duty Managers of complex emergency situations, and the ASERT or AER Emergency Response Coordinator on-call staff to incidents they have jurisdiction over.
- Relay information to the appropriate DG Inspector and in the case of road closures, 511 Alberta for information and/or action.
- Advise the appropriate government departments and their emergency response personnel in accordance with the Departmental Policies and Procedures, such as the High Profile Incident Procedure.
- Coordinate the information flow from complex emergency situations including the preparation of briefing notes and hard copy data for the Minister, Communications Branch, and Alberta Transportation and Economic Corridors' Management.
- Effectively applying knowledge of the regulations and public safety measures and designated Dangerous Goods Inspector authorities to provide Inspector Direction to companies involved in dangerous goods occurrences (e.g., directing the steps for them to respond to a dangerous goods incident in instances where DG Inspector deployment is not possible).

Provide subject-matter expertise to support achievement of section priorities and goals.

- Research specific projects relating to handling and transporting dangerous goods, including reviewing and summarizing literature and scientific/technical references, analyzing data, developing conclusions and recommendations, and submitting reports.
- Continually review and upgrade knowledge and application of national and international legislation.
- Produce a variety of recurring and ad hoc reports as required.
- Maintain relevant databases, ensuring data is complete and accurate.
- Train and assist new staff to use the TSIS database.
- Participate in user acceptance testing of computer systems, such as TSIS, including assessment of accuracy and usability.
- Participate in the review of legislation and standards relative to the transportation of dangerous goods, providing observations, insights, and technical information.
- Brief other RCOs on all ongoing issues (e.g., during shift change) to sustain attention and response to any ongoing calls, incidents or emergencies.

Apply subject-matter expertise to undertake special projects, as required by section leadership.

- Review assist municipalities with dangerous goods routing bylaws to ensure alignment with regulatory and provincial standards and recommend whether the ministry should approve each bylaw.
- Review a company's dangerous goods compliance record to approve issuance of a Permit for Equivalent Level of Safety.
- Update the Dangerous Goods Inspector training course to align with regulatory changes.
- Track Dangerous Goods On-Highway Inspector certifications, and process renewals as needed.
- Deliver the On-Highway Inspector training in collaboration with the Dangerous Goods and Rail Safety unit.
- Process Memorandums of Understanding with municipalities in support of the Dangerous Goods On-Highway Inspectors duties and the support offered by the ministry.
- Update and evergreen standard operating procedures.

## Problem Solving

Typical problems solved:

- RCOs work independently and use their regulatory and chemical/substances expertise to provide potentially life-saving advice to first responders, law enforcement, and industry. Triage reported incidents for severity and identification of appropriate response. Reported incidents cover a wide range of materials and operators, requiring the ability to interact with callers to fully understand the situation. RCOs must effectively and objectively communicate critical details to the appropriate responders to ensure safe and thorough handling of the emergency. Incidents are also time-sensitive and require a swift response to mitigate risk to the carrier and all parties involved in the incident, the public, and the environment. The RCO must consider and integrate broader impacts such as highways closures when making decisions about how to address each incident or emergency. Affected parties include EPA, AER, NRCB, ECCC, municipalities, Alberta Emergency Management Agency, and RCMP.
- Each call for information, incident or emergency has its own unique set of circumstances. An accurate response draws on knowledge of response requirements for a wide range of chemicals/substances, plus awareness and ability to understand technical reference material and relevant legislation; this is essential to ensure a rapid and accurate response to emergency calls.

Types of guidance available for problem solving:

Guidance for problem-solving is available from provincial, federal, and international legislation and regulation related to dangerous goods and information/reference manuals on regulations, chemicals, companies, historical incidents, and Permits for Equivalent Level of Safety (provincial and federal). Contact lists, templates, and computer systems for logging calls also guide the RCO to solve problems. Independent decision-making is exercised to determine the degree of incident severity, who to call and how to proceed. The RCO also relies on their own subject-matter-expertise and experience to determine the path forward for most issues. Peers and the Manager can also be consulted for the most complex or novel situations.

Direct or indirect impacts of decisions:

The work of this position impacts:

- Safety of public and responders.
- Protection of the environment.
- Accountability for those handling and transporting dangerous goods.
- Maintenance of accurate information in TSIS. TSIS records incident response, permits for equivalent level of safety, high profile incidents and dangerous goods complaints. The TSIS application provides data such as incident reports and statistics, information about companies involved in the handling, offering for transport or, transporting dangerous goods, information about holders of dangerous goods permits for equivalent level of safety, and information about training and retraining dangerous goods inspectors.
- Changes to legislation and/or policy related to dangerous goods by providing subject-matter-expertise and assessment of potential changes.
- Reputational risk to TEC as well as GoA by lack of or failure to demonstrate position expertise.

## Key Relationships

Major stakeholders and purpose of interactions:

### Internal

- Fellow RCOs - collaborate and share information; pass off information on calls between shifts to sustain continuity of situational awareness and response; participate in the training and coaching of new staff.
- Manager, Alberta EDGE (daily) - performance, issues, guidance
- Dangerous Goods Inspectors - open communication during incidents.
- 511 Alberta Officers - communicate regarding impacts to the highway network and economic corridors.
- Senior Management - communicate high profile incidents as required.
- Chief Inspector Dangerous Goods, ASERT, Emergency Management - review of processes and major incidents.

### External

- Industry and the public.

- Other provincial ministries and agencies: EPA, AER, NRCB, the Alberta Emergency Management Agency, Occupational Health and Safety, and the Public Security and Intelligence Office.
- Federal agencies: ECCC, and Transport Canada (CANUTEC).
- Alberta municipalities.
- RCMP and other levels of law enforcement.

**Required Education, Experience and Technical Competencies**

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

If other, specify:

Recognized professional designation, such as P. Biol., P. Chem., or P.Eng., is considered an asset.

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

**Education and Experience**

- Bachelor's degree in science.
- Minimum two years of related experience.
- Qualification as a Dangerous Goods Facilities Inspector and Dangerous Goods On-Highways Inspector (both obtained internally). Recognized professional designation, such as P.Biol., P.Chem., P.Ag., or P.Eng., is considered an asset.

**Technical Competencies, certification and/or training**

- Expert knowledge of Federal *Transportation of Dangerous Goods Act* and Regulations; *Provincial Dangerous Goods Transportation and Handling Act* and Regulation; Means of Containment Standards for the Transportation of Dangerous Goods.
- Knowledgeable regarding environmental legislation, associated regulations, and approvals such as *Provincial Environmental Protection and Enhancement Act*; *Provincial Water Act*.
- Awareness of and ability to apply *Provincial Responsible Energy Development Act*; Provincial Energy Directives (Oil and Gas, Pipeline, etc.); *Provincial Agricultural Operations Practices Act*; *Federal Canadian Environmental Protection Act*; *Federal Fisheries Act*.
- Awareness of the United States transportation regulations (Code of Federal Regulations, Title 49).
- Working knowledge of industrial processes.
- Ability to work shiftwork independently as well as participate as part of a team.
- Ability to remain calm and objective during high-stress situations and help others to remain calm.
- Highly development listening and oral communication skills to relay technical information to a variety of audiences and translate to lay-terms as needed.
- Well-developed writing ability to prepare information bulletins, responses, briefings, and recommendations.
- Keen attention to detail and data accuracy.
- Research and analytical skills.
- Advanced problem-solving skills, potentially during situations that are fluid and intense.
- Proficient computer skills (e.g., MS Office, Dangerous Goods Incident database (TSIS), productive keyboard typing speed, adaptable to various software user interfaces).

**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="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: <ul style="list-style-type: none"> <li>• Takes holistic long-term view of challenges and opportunities</li> <li>• Anticipates outcomes and potential impacts,</li> </ul>	Understands various Acts and regulations to properly triage environmental or dangerous goods emergencies to the various ministries and agencies with jurisdiction.

		seeks stakeholder perspectives <ul style="list-style-type: none"> <li>• Works towards actions and plans aligned with APS values</li> <li>• Works with others to identify areas for collaboration</li> </ul>	
Agility	○ ○ ○ ● ○	Proactively incorporates change into processes: <ul style="list-style-type: none"> <li>• Creates opportunities for improvement</li> <li>• Is aware of and adapts to changing priorities</li> <li>• Remains objective under pressure and supports others to manage their emotions</li> <li>• Proactively explains impact of change on roles, and integrates change in existing work</li> <li>• Readily adapts plans and practices</li> </ul>	Successfully handles and prioritizes multiple high stress calls at one time (e.g., 911 reporting a spill emergency, and an angry/aggressive public complainant demanding immediate assistance).
Creative Problem Solving	○ ○ ● ○ ○	Engages the community and resources at hand to address issues: <ul style="list-style-type: none"> <li>• Engages perspective to seek root causes</li> <li>• Finds ways to improve complex systems</li> <li>• Employs resources from other areas to solve problems</li> <li>• Engages others and encourages debate and idea generation to solve problems while addressing risks</li> </ul>	Researches packaging requirements from neighbouring jurisdictions to answer a question related to the transportation of Dangerous Goods.
Develop Networks	○ ○ ● ○ ○	Leverages relationships to build input and perspective: <ul style="list-style-type: none"> <li>• Looks broadly to engage stakeholders</li> <li>• Open to perspectives towards long-term goals</li> <li>• Actively seeks input into change initiatives</li> <li>• Maintains stakeholder relationships</li> </ul>	Participates in emergency response exercises hosted by partner agencies or ministries to enhance common understanding of procedures and working relationship.