Public (when completed)

New

Ministry

Service Alberta

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Team Lead-Consumers

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:

Information Officers assigned to consumer skills within the Service Alberta Contact Centre (SACC) respond to over 100,000 calls and 12,000 emails each year related to the following lines of business: Consumer (including Report-a-Rip Off), Residential Tenancies, Residential Tenancy Dispute Resolution Service (Programs).

The Programs are constantly evolving and this position is instrumental in ensuring the programs are implemented and operate successfully. Albertans contact these programs requiring information, problem resolution, eligibility determinations, referrals and other assistance qualifying for and accessing these services. This program area consists of 9 Information Officers (IO) and is led by one Team Lead who primary responsibility for the listed services and for their success. The Team Lead is responsible for all aspects of supervision of these staff as detailed below.

The Team Lead reports to the SACC Manager of Operations who oversees consumer programs and several other contact centre services: Registries, Alberta Health Care Insurance Plan, Parks, Special Programs (including MyAlberta Digital Identity, eServices, MyHealth Records) and Citizen Services (310). Each of these contact centre (CC) services has unique clients and support distinct government programs and sets of customers (calls and emails) using program specific legislation, procedures, processes, policies, tools and applications.

The SACC Consumer Team Lead has primary responsibility for achieving the following outcome, for Albertans contacting these Programs:
• Albertans have the information and high quality assistance needed to access and use the Programs services.

The Team Lead will achieve this outcome by:
• working collaboratively to plan, develop, oversee and continuously improve SACC services,
• recruiting and developing IOs,
• leading, inspiring, and engaging Information Officers to make it an effective and highly productive team, and
• engaging the clients; Consumer Programs, Residential Tenancy Dispute Resolution Service, Consumer Investigations Unit, in continuous service improvement and service management.

Responsibilities

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

As stated in the Purpose, the primary outcome for Service Alberta's Contact Centres, as it relates to the Programs is:
• Albertans have the information and high quality assistance needed to access and use the services.

The SACC Team Lead will achieve this outcome by attaining the following end results and by exercising these responsibilities.

End Results - Set 1:
• Program information and assistance is provided to Albertans who contact the SACC consumer team; in a timely, professional, courteous manner and the information is helpful, complete and accurate.
• Albertans' inquiries and issues are professionally and capably resolved through SACC assistance.
• Albertans are highly satisfied with SACC services.

Responsibilities of Team Lead:
• Plan, define, develop, implement and adjust SACC services to meet the intent and specific requirements of Program legislation, policy and rules.
• Oversee the delivery of SACC consumer skills, including measuring and managing the effectiveness and quality of services, to reach and exceed the service levels specified in Service Alberta's agreement with the Program clients as well as levels specified in Service Alberta's business plan. Established performance metrics include caller satisfaction, call speed of answer/call wait time, call abandonment, call handle time, and call quality and many more individual and program based measurements.
• Oversee the body of knowledge (legislation and policy references, FAQs, process maps, procedures, databases, files, tip sheets, training and development materials, etc.) needed by IOs to effectively carry out their duties. Ensure this body of knowledge is well managed, well written, clear, consistent, accessible and continuously improved.
• Ensure IOs regularly contribute to the growing body of knowledge, including SACC Program process maps, procedures and FAQs, to further standardize, streamline and continuously improve the quality of services provided.
• Manage to resolution, all customer service, operational personnel, and other issues escalated to the Team Lead level.
• Provide expert advice on Program services, options, policies and legislation, in unique and escalated cases.
• Ensure IOs appropriately use the Consumer Affairs Tracking system (CATS) or successor systems to appropriately categorize and track calls and maintain service metrics.
• Ensure IOs appropriately use Program specific systems and tools such as CICS (Consumer Information Centre System).
• Ensure telephony and other systems and tools are available to support SACC service delivery; engage SACC telephony support, IT resources, Client Ministry and other resources when needed. (See Knowledge section for list of systems used.)

• Provide direction to SACC telephony support in terms of SACC Consumer Programs specific telephony call and queue management, SACC consumer IO skills (for call routing and multi-skilled resource utilization), IO availability, call monitoring and recording, and other telephony system configuration management and management employee activity and performance.
• Use call monitoring, email reviews and other tools to monitor and manage IO service quality and to further develop staff.
• Initiate and oversee caller satisfaction surveys.
• Compile and analyze SACC metrics at the program and IO levels.
• Prepare and convey performance reports to SACC management and the Program's clients.

End Result - Set 2:
SACC Consumer IOs are led, valued, motivated, collaborative, trusted, and engaged to provide the best possible SACC service to Albertans.

Responsibilities of Team Lead:
• Build a shared vision and maintain engagement among the consumer team for delivering a high quality service with care and compassion for the customers served.
• Regularly communicate and demonstrate the APS values of integrity, excellence, accountability and respect.
• Provide humble, servant leadership, based on the principle that a leader's primary job is to serve those they lead.
• Provide coaching, encouragement, recognition, advice and assistance to IOs, inspiring and building a team of committed and focused IOs.
• Monitor and manage the performance of IOs, focusing on development that both builds service quality and that enables employees to grow beyond their IO jobs and further develop their careers.
• Manage IO punctuality and attendance, identify and support resolution of illness related to IO work stress, and manage workloads on remaining IOs in the case of high levels of absenteeism; to maintain morale and avoid further stress-induced absenteeism.
• Manage IO schedules and skills assignments, including phone, email and development activities.
• Balance workload in collaboration with other team leads. Use multi-skilled SACC IOs from other SACC areas when needed.

End Result Set 3:
• IOs are fully developed in terms of the knowledge and competencies required to deliver high-quality service.
• Staffing levels are maintained to ensure continued delivery of a high-quality service.

Responsibilities:
• Champion and encourage IO and team development and improvement.
• Develop and continually improve the training program used to develop IO competencies. This includes initial on-boarding, refresher training and ongoing skill / competency training.
• Ensure IOs use the training program effectively and become knowledgeable about and able to apply, interpret and communicate Program legislation, rules and procedures.
• Ensure IOs carry out the duties defined in their position descriptions, and that they:
   - provide alternative options and clarification of legislation, rules and procedures to Albertans, and
   - provide referrals to municipal, provincial or federal government departments, agencies, associations, courts, law enforcement and legal counsel, as appropriate.
• Provide IOs with timely information on call trends, issues, call metrics, and changes in legislation, policy, processes and procedures.
• Encourage and facilitate cross-training to develop multi-skilled IOs, able to work in two or more SACC lines of business.

• Set clear performance objectives with each IO and provide periodic assessments of employee's performance.
• Develop successor Team Leads from interested and qualified IOs.
• Engage IOs in the development of unit performance and improvement objectives and activities.
• Initiate and participate in recruitments to maximize occupancy of approved positions and to minimize call abandonment and call wait times; and enable the achievement of performance objectives. Recruitment responsibilities include updating IO job descriptions, initiating staffing requests, developing interview materials, participating in interviews, IO selection and on-boarding successful candidates.
• Maintain high staffing levels to enable IOs to also attend team meetings, 1:1 meetings with the Team Lead, and periodically pursue development activities and participate in employee engagement activities such as the department's Annual General Meeting.

End Result Set 4:
• The Program clients are engaged with SACC in continuous service improvement, are regularly updated in terms of statistical reporting, issues and opportunities, and are fully satisfied with the SACC services being provided to Albertans.

Responsibilities:
• Manage the relationship between SACC and Program clients, ensuring it is collegial, collaborative, productive and useful to all parties.
• Serve as the primary liaison with Program managers, directors, and other operations contacts.
• Communicate regularly and effectively with Program clients, providing them with updates on call issues, metrics, and trends.
• Continually seek and pursue changes and clarification in policy, procedures, and communications, and use other means to engage Program clients in continuous improvement of legislation interpretation, Program eligibility criteria, Program system access procedures, referral information, issue resolution, and other Program services for Albertans.
• Ensure SACC services meet the operational, privacy, legislative and other policies of each Program.

Problem Solving

Typical problems solved:

 SACC interprets and informs Albertans of Program eligibility criteria, and legislated rights and responsibilities in each of the Programs; all of which can affect an Albertan's ability to use the Program services, and can have a significant impact on the Albertan's financial, human rights, or social situation. For example, if an Albertan is unable to obtain landlord and tenant information, they may suffer a loss of either shelter, rental income etc. Also, without the ability to access consumer protection information, Albertans may be victimized by unscrupulous businesses and individuals who can significantly harm their credit and well-being. Team Leads have the responsibility to ensure IOs have the training and other competencies needed to make accurate determinations in complex and borderline cases, and are responsible for making determinations and recommendations in escalated cases. The Team Lead will seek Program management guidance in unusual cases in which precedents have not yet been established or existing rationale does not apply.
• SACC Consumer IOs and Team Lead are stewards of Albertans' information and must ensure all staff are compliant with policies, procedures, and legislation relating to the protection of privacy. As a government representative, SACC must comprehend and comply with PIPA, Freedom of Information and Protection of Privacy Act (FOIP), Consumer Protection Act, Residential Tenancies Act, Condominium Property Act, Franchises Act, Cemeteries Act, Funeral Services Act, Cooperatives Act, Interpretations Act, and numerous regulations falling under each of these Acts (e.g. 20 regulations fall under the Consumer Protection Act etc.). In the event of improper disclosure or privacy breach, Team Leads are required to report the incident to the Program, who reports the breach to the Office of the Information and Privacy Commissioner of Alberta. Breaches can have implications of fraud or misuse of personal information.
• Creativity and innovation are required to develop and continually improve the SACC training program.
• A drive to achieve results and attention to detail are required to analyze metrics and consistently achieve service level targets.

• Empathy, compassion, humility and excellent communication skills are needed to deal with irate or grief-stricken callers, stressed employees, performance and attendance issues and other sensitive situations.
• Strong values and excellent leadership skills are needed to inspire and motivate employees and to build a team whose members will support each other in times of work load imbalance, high call volumes and other stresses.
• The Team Lead needs a high level of expertise to assess the IOs' calls for telephone etiquette, accuracy, relevancy of information provided and customer service focus. Call duration, promptness and the effective use of time "off the phone" are also performance assessment factors.
• The Team Lead evaluates electronic mail responses for promptness, priority, clarity, presentation, accuracy, relevancy of information provided and customer service focus.
• A Team Lead works with minimal supervision and direction. The individual is required to respond directly to issues on a wide variety of legislative and non-legislative inquiries on an immediate basis.
• Systems thinking skills are required to understand, apply, and become an expert on the complexities of and relationships between Program specific legislation, policies, processes, procedures, rules and guidelines. Additional levels of this expertise, as well as self-confidence, are required to effectively communicate the need for improvements and adjustments to these rules to Program contacts.

Types of guidance available for problem solving:

Direct or indirect impacts of decisions:

Key Relationships

Major stakeholders and purpose of interactions:

• The Team Lead's direct reports are in contact with the general public, Program area and departmental/divisional staff on a daily basis via the telephone and electronic mail.
• Albertans call seeking clarification, advice and assistance with regards to the Program specific legislation, policy and procedures. They also seek resolution of issues. Where possible, IOs empower the caller to resolve their concerns themselves by providing the necessary assistance, advice and/or guidance or referral.
• Team Leads may deal directly with the public if and when IOs require assistance or issues are escalated for other reasons.
• The Team Leads collaborate extensively with each other to manage and continuously improve services within the respective Program, as well as across all SACC programs.
• Team Leads are in regular contact, both formally and informally, with officials in Program areas, from the Director to the operations level, to improve services, to communicate trends and performance, and to collaboratively resolve issues. These and other contacts are laid out in the following table.

Clients	Frequency	Nature and Purpose of Contact
Manager and Senior Manager	daily, weekly, monthly	- advisory services - issue resolution - information exchange - needs assessment - identify and address trends
Business Manager	daily, weekly, monthly	- issue resolution - information exchange - compliance & accountability resolution relating to Program legislation and regulation

Other Management	daily, weekly	- information exchange and guidance - issue resolution
Public (Albertans)	daily	- issue resolution (follow-ups from IO calls)
Program areas	daily, weekly, monthly	- information exchange and guidance - issue resolution

Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
Diploma (2 year)	Arts	Business	Other

If other, specify:

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

This SACC Team Lead requires exceptional knowledge of Program specific legislation, its policies, processes, and procedures in order to give guidance and advice to the SACC program staff. This individual will be first point of escalation for staff to go to should they have questions relating to the Programs and SACC services. In particular, a high level of expertise is required in the following:
• The Freedom of Information and Protection of Privacy Act
• The Personal Information Protection Act
• Consumer Protection Act and Regulations
• Residential Tenancies Act and Regulations
• Condominium Property Act and Regulations
• Franchises Act and Regulations
• Cemeteries Act and Regulations
• Funeral Services Act and Regulations
• Cooperatives Act and Regulations
• Interpretations Act
• All Consumer Tip Sheets authored by Service Alberta's Consumer Programs

The Team Lead also requires:
• Extensive knowledge about the Programs' website, updates, and news releases, as well as the other related programs and services in order to provide training on call referrals, to IOs.
• Excellent interpersonal skills are required as well as the ability to train, coach and work with both inexperienced and experienced employees.
• Strong evaluation, judgment and problem solving techniques are essential.
• As the individual will be required to deal with challenging callers and coach others in how to deal with these situations, the ability to defuse situations tactfully to achieve a 'win-win" outcome is also essential.
• Strong oral and written communication skills are needed as the Team Lead must help IOs develop these skills to effectively provide advice to callers and to those corresponding by email.
• High School diploma supplemented with courses in communication skills, supervisory skills, and assertiveness training.

The Team Lead requires a comprehensive knowledge of the operation and use of the following systems, in order to train IOs and coordinate resolution of any issues with these systems:
• Consumer Affairs Tracking system (CATS) - call logging and client complaint ID creation; email logging, link to voice recordings on NICE
• Program SharePoint sites - view and confirm current information administered by Program area
• Avaya CMS - call queue monitoring; historical and current call metrics
• EMC - for receiving, distributing, assigning and responding to email inquiries
• GoA desktop computing environment and tools
• CICS – Referral search engine

Education/Experience:
- University graduation in Bachelor of Arts or Political Science
- Demonstrated leadership skills and supervisory experience
- Knowledge and experience of contact centre operations
- Understanding of public service policies, legislation and policies

Four (4) years of experience in contact centre operations, public services and/or specified Program is required; or Diploma and two (2) years of related experience.

Behavioral Competencies

Pick 4-5 representative behavioral competencies and their level.

Competency	Level A B C D E	Level Definition	Examples of how this level best represents the job
Creative Problem Solving	○ ○ ○ ○ ○		
Drive for Results	○ ○ ○ ○ ○		
Build Collaborative Environments	○ ○ ○ ○ ○		
Develop Self and Others	○ ○ ○ ○ ○		
Systems Thinking	○ ○ ○ ○ ○		
Agility	○ ○ ○ ○ ○		

Benchmarks

List 1-2 potential comparable Government of Alberta:

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