

Update

Ministry

Describe: Basic Job Details**Position**

Position ID

Position Name (200 character maximum)

Current 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**Changes Since Last Reviewed**

Date yyyy-mm-dd

Responsibilities Added:

Responsibilities Removed:

Job Purpose and Organizational Context

Why the job exists:

The Employee Safety Office (ESO) is a 24/7/365 day operation and its main priority is to monitor staff who engage in working alone situations throughout Alberta as well as receiving and dispatching for several different public lines. Safety Communication Officers fill a vital role within a highly specialized remote communications and intelligence hub as the primary point of contact for incident processing, resource utilization, communications and documentation during emergency and non-emergency calls. Industry specific knowledge is a requirement to ensure appropriate advice is provided in meeting public and clients needs.

In compliance with part 28 of the Alberta Occupational Health and Safety Work Alone legislation, The Employee Safety Office (ESO) provides support and monitoring of employees and enforcement officers. To assist the different ministries and non-GoA clients, operators will utilize different software, databases (ROADS, RELM, ENFOR, Eventide) and equipment (Alberta First Responders Radio Communication System [AFRRCS], CXOne, In Reach and SPOT devices). ESO operators are skilled and knowledgeable on industry standards to deliver swift and proficient services to the end user.

ESO is relied upon to monitor and provide support to individuals across Alberta who are alone and potentially enter hazardous or volatile situations that could result in additional resources being required which the ESO is ready and able to handle. The ESO operates round the clock and it monitors software that clients use to begin their shift, set up timers, and check in throughout their day. It provides the end user with the ability to send an SOS to the operators who will initiate emergency response to their location.

Reporting to the Team Lead, the Safety Communications Officer role has a responsibility to provide leadership, subject matter expertise, knowledge and information support to other team members as well as internal and external stakeholders on ESO policies, procedures and administration applications. The work of this position results in effective decision to deliver the best service based on GoA and non-GoA service agreements.

Responsibilities

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

The Employee Safety Office (ESO) is a 24/7/365 day operation and its main priority is to monitor staff who engage in working alone situations throughout Alberta. Industry specific knowledge is a requirement to ensure appropriate advice is provided in meeting public and clients needs.

Administration

End Result:

- Maintain communications with accurate logging and documentation on all incoming traffic.
- Keep up to date with existing policies and procedures as well as see any shortcomings in operations to escalate to the Senior and Team Lead.
- Identify when clients need to be directed to a Senior, Team Lead, Migration Lead or Supervisor of an outside Agency. Ie; Enforcement Officers, Work Alone Clients
- Recommend solutions for defective or problematic internal hardware and software utilized for providing data to officers.
- Identifying areas for improved service delivery, this position will provide feedback to the Team Lead to review and assist with implementation and distribution.

Responsibilities:

- Safety Communications Officers conduct accurate logging and documentation on all traffic; client status, location and activities via radio, and telephone for court, investigations, compliance and training purposes.
- Provide and monitor clients in hazardous or remote situations as required by Working Alone Legislation (OHS).
- Assume operational duties of Senior Safety Communications Officer in their absence. This includes maintaining operational staffing and provide guidance to junior staff.

- Initiate and coordinate response of emergency services or enforcement agencies during hazardous or volatile circumstances, such as forest fires, accidents, animal quarantine or natural disaster.
- Co-ordinate user groups and resources; initiate and coordinate response in enforcement situations such as poaching, land abuse and habitat violations
- Recommend solutions for defective or problematic internal hardware and software utilized for providing data to officers

Customer Service:

End Result:

- Trouble shoot with clients when they are experiencing technical issues with their equipment and software.
- Clients are able to call into the center at any time of the day to connect with an operator to request services they need.
- Answers several different public lines and dispatch complaints based on priority.

Responsibilities:

- Liaison between the public and various user groups to gather information for public phone lines (7) and dispatch appropriate agencies based on priority.
- Acting as the first contact for clients, the Safety Communications Officer must be familiar with all monitoring software and equipment so they can provide technical support to the end user and assist with any troubleshooting needs.
- Disseminate database information to authorized officers who request inquiries on driver licenses, vehicle plates, traffic enforcement data, permits, hunting and fishing licenses as well as environmental infractions.

Safety:

End Result:

- Clients will be monitored 24/7 365 days of the year and operators will escalate overdue timers until it is determined that the user is safe.
- Enforcement officers are provided pertinent information in a swift and efficient matter to assist them as needed in hazardous situations.
- All roadside checks are recorded and can be supplied upon request.

Responsibilities:

- Promotes compliance of the Alberta Occupational Health and Safety Code, part 28 and associated rules, regulations and policies.
- Receive, analyze, and prioritize overdue safety timers from GOA staff and non-GOA client groups to provide a timely and effective response with emergency services or enforcement agencies, such as ambulance, RCMP or local police forces as required.
- Working with the team, initiate and coordinate response of emergency services or enforcement agencies during hazardous or volatile circumstances, such as forest fires, accidents, animal quarantine or natural disaster.
- Support government enforcement activities by forwarding requests for additional support when dealing with road side checks to the appropriate departmental personnel such as RCMP or local police
- Supply database information to authorized officers (AMVIR) who request inquiries on driver licenses, vehicle

plates, traffic enforcement data, permits, hunting and fishing licenses as well as environmental infractions

- Initiate user groups and resources to coordinate enforcement response for poaching, land abuse and habitat violation complaints

Operations:

End Result:

- Sustaining equipment and keeping them up to code will allow the PRCC to continue to function on a 24/7 365 day operation.
- Constant collaboration with team members to ensure all issues and ongoing calls are transferred to the following shifts.

Responsibilities:

- Ensure all communications equipment including the radio, phone and Internet are functioning properly and remains within acceptable audio and operational parameters. In the event of a failure, track and log repairs and advise the Senior Safety Communications Officer as well as the Team Lead as soon as possible.
- Authorizing vendor overtime may be required to ensure prompt resumption of essential communications in the affected areas.
- Log any service outages, problematic equipment reported by clients or issues detected by the operators and escalate further challenges to a Senior Safety Communications Officer and the Team Lead.
- Communicating and providing verbal and written shift change reports to fellow team members to ensure a successful transfer of situational awareness from shift to shift.

Problem Solving

Typical problems solved:

Problem Solving:

This position works with minimal supervision within the established team policies and procedures, however will encounter situations that often have no set rules or guidelines. Strong decision-making skills are required in emergency situations, and the lack thereof could lead to potential harm to people and/or property. This position is responsible for providing services to the entire province of Alberta, extending at times to the surrounding provinces.

Duties include simultaneous monitoring of multiple phone lines and radio channels as well as operation of a variety of communications equipment including a multi-screen computer terminal and safety monitoring software, AFRRCS, advanced telephone system, satellite devices, and voice recorders.

This position interacts with clients at all levels within the government and outside agencies from end users, high end managers, administration staff and different levels of enforcement officers who may require sensitive information, database management or advice on technology.

Safety Communications Officers answer public phone lines that require evaluation based on priority before it is dispatched to the appropriate party. They will rely on documentation provided by other ministries to help determine if there is further escalation required or if the member of the public can be provided various solutions to their complaint. At times, the Safety Communications Officer will effectively manage irate, concerned or stressed callers in order to assist and reach an appropriate outcome.

The ESO functions on team oriented operation, which at times can experience heightened levels of stress and emotions. The Safety Communications Officer will provide support to co-workers, Senior Safety Communications Officers, Team Lead, and management in order to fulfill and uphold ESO agreements, mandate and assigned tasks.

Types of guidance available for problem solving:

Direct or indirect impacts of decisions:

Key Relationships

Major stakeholders and purpose of interactions:

Stakeholders	Frequency	Impact
Safety Communications Officers	Daily	Provide support
Environmental Enforcement Branch	Daily	Monitors safety and dispatch 310-LAND complaints, provides ROADS, RELM AND ENFOR information
Alberta Health Services	Daily	Provide monitoring 24/7 and ensure safety of staff
Children Services	Daily	Provide monitoring 24/7 and ensure safety of staff
Community Peace Officers	Daily	Monitors safety and provides support when there is a request for additional resources. ROADS information supplied upon request.
Agriculture, Forestry	Daily	Provide monitoring 24/7 and ensure safety of staff during travel
Law Enforcement	Daily/Weekly	Wellness checks on overdue timers and officer assist requests
General Public agencies	Daily	Answers public lines (7) and dispatches complaints to appropriate agencies

Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
High School Diploma			

If other, specify:

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

The broad spectrum of issues dealt with and complex nature of work alone monitoring and public service within the Government (i.e. multiple departments and service providers; diverse requirements of a workforce located throughout the province) results in the need for strong problem solving skills and the ability to collaborate effectively with a variety of clients and stakeholders.

The Safety Communications Officer role requires sound business knowledge combined with well-developed skills and knowledge of the technical components, tools and process. The primary knowledge, skills and abilities required are:

- High school diploma and 3 years related experience in customer service dealing directly with the public is required
 - Relevant legislation including FOIP, Industry Canada, the Police Act and GoA Act in order to provide accurate information to the appropriate clients through data, voice and radio communication.
 - Client Service Agreements in order to provide the expected levels of service agreed upon by the stakeholders to ensure clients receive the entitled services for each client.
 - General understanding of all the clients job duties to ensure smooth and uninterrupted operations within the team to meet client expectations.
 - Departmental policies and procedures, Public Safety and Enforcement practices in compliance with Industry Canada Standards in order to deliver services that are within our approved scope of standards without

exceeding any boundaries.

- Alberta geography and aeronautical alphabet
- Industry terminology to ensure effective communication and minimize errors by utilizing the appropriate radio codes, voice procedures and a variety of resources available within the unit such as detailed maps both Online and physical copies.

Skills and Abilities:

- Radio such as the GoA AFRRCS system and telephone systems (BERNIE)
- Ability to read, write, articulate and communicate effectively in English.
- Manage situations that involve sensitive information while maintaining confidentiality in accordance with privacy legislation.
- Multi-task, maintain focus on each event and must possess excellent attention to details.
- Strong interpersonal skills in order to deal with clients, co-workers and the public in emotional and high stress environments and situations
- Strong listening skills to determine priority of dispatch calls for service accordingly in situations, which may be ambiguous due to stress, language, noise or other distracting factors
- CXOne and Eventide voice recording for call and radio retrievals to assist with training for new hires and potential investigations
- Existing knowledge in the following would be considered an asset: Registration Online Access Delivery System (ROADS), Recreational Licensing Management (RELM), Enforcement Occurrence Reporting system (ENFOR), Motor Transport Information System (MOTRIS), One Person Operator License (OPOL), Transportation Routing & Vehicle Info System (TRAVIS), Citrix, Gemini, Microsoft suite of Office products, Outlook

This position must be able to:

- Work irregular hours, overtime, shifts, evenings and/or weekends, and/or statutory and provincial holidays
- Work in a closed environment with extended periods of sitting.
- Adapt and respond to changes, as well as influence changes in behaviors and perspectives of clients and vendors
- Develop and maintain collaborative working relationships with other co-workers and clients
- Pro-actively anticipate and plan for client requirements and help assist with any issues
- Promote adoption of innovative processes and approaches
- Maintain a strategic focus while delivering results at the operational level
- Function independently and work effectively within a team environment
- Demonstrate initiative, professional judgment and creativity
- Positively influence, negotiate and obtain commitment from team members and clients
- Demonstrate ability to adapt, learn and troubleshoot various computer programs
- Adapt to changes in operational requirements, such as hours of operations or procedures
- Maintain a neat and clean work environment, including all related designated areas.
- Demonstrate the Government of Alberta values: Respect, Accountability, Integrity and Excellence.

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"/>	<p>Is open to new ideas and breaks problems down to identify solutions:</p> <ul style="list-style-type: none"> • Breaks down problems into small parts • Constructively questions and challenges the norm • Open to other's perspectives and aware of own • Contributes ideas for improving processes, and adapts existing practice to address problems 	<p>Recognize short comings in procedures and come up with solutions to help improve services to clients</p> <ul style="list-style-type: none"> -Work as a team to meet client service agreements and establish client safety when tracking down clients who are overdue -Walkthrough troubleshooting techniques to help clients who are experiencing technical difficulties with their monitoring software
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 	<p>Rely on training and documented procedures to address complaints that arise from the public lines or requests from officers</p> <ul style="list-style-type: none"> -Adapt to a changing environment while keeping emotions in check to provide swift and accurate information to enforcement staff in volatile situations -Handling emergency calls that may require multiple agencies which will require coordination with other team members to ensure a timely and efficient response
Systems Thinking	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Observes and understands larger impact of role:</p> <ul style="list-style-type: none"> • Sees impact of work on organization; anticipates change in own area based on activities in other areas • Considers how own work impacts others and vice versa 	<p>Accurately logs client updates to properly represent their status. Any mistake in documentation could result in more work required by the operator by chasing down a client who was incorrectly logged.</p>

		<ul style="list-style-type: none"> • Ask questions to understand broader goals • Aware of how organization adds value for clients and stakeholders 	<ul style="list-style-type: none"> -Documents every call from the public and explains steps taken in the form so in the event of a follow up another team member can retrieve that information so seamless service is provided -Understands the monitoring service we provide is imperative to employees who work alone within Alberta and we are often the first point of contact for these individuals in emergency situations
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 	<p>Acknowledge there are different perspectives amongst the team but still collaborate to provide services as needed and support each other during stressful calls</p> <ul style="list-style-type: none"> -Shares knowledge on how to navigate different databases and the various methods to retrieve information through the database

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