

Working Title Communications Officer		Name	
Position Number	Reports to Position No., Class & Level	Division, Branch/Unit	Ministry
Present Class		Requested Class	
Dept ID	Program Code	Project Code (if applicable)	

PURPOSE: Give a brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization (see Non-Management Job Description Writing Guide [Pages 7-8](#)).

Reporting to the Communications Supervisor, this position is responsible for monitoring and delivering timely, accurate and effective security and dispatch services to a variety of stakeholders and buildings associated with the Government of Alberta. The Sheriff Operational Communications Centre (SOCC) operates on a 24-hour basis and is the main point of contact between the RCMP and the Public Security Divisional peace officers who are being deployed to a number of different situations including but not limited to: responding to alarms in Government buildings, responding to safety concerns/alarms at the Premier's residence, officers responding to calls in support of rural crime and RAPID Force and the transporting of prisoners through a number of different avenues. SOCC provides support directly to law enforcement agencies, provincial enforcement agencies, and integrated law enforcement agencies in Alberta. This unit also plays a lead role in the Ministry's commitment to promoting safe and secure communities throughout the province. These areas include traffic enforcement, conservation services enforcement, commercial vehicle inspection, warrant apprehension, investigations, surveillance services, intelligence and threat analysis, courthouse and government facility security, prisoner management and transport services, and executive and judiciary security services.

The Government of Alberta has committed to reducing response times in rural areas and combating rural crime by expanding the roles and authorities of peace officers and by establishing the Rural Alberta Provincial Integrated Defence Force (RAPID Force). The SOCC's mandate is to provide services in support of Government Centre security operation and for the monitoring, assisting, and dispatching peace officers in support of RAPID Force and rural crime functions.

RESPONSIBILITIES AND ACTIVITIES: The purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework and what the added value is. Normally a job has 4-8 core end results. For each end result, approximately 3-6 activities should be described (see Writing Guide [Pages 9-10](#)).

Communications Officers within SOCC are responsible for providing a variety of support and services throughout the GoA including:

1. Alarm and video monitoring
 - Provides closed circuit TV (CCTV) monitoring service, mass notification services, access control service and event coordination for the Alberta Legislature and Government Centre;
 - Monitor approximately 800 alarm accounts, including government buildings, Legislature public security help phones and personal residences for members of the Government of Alberta, MLA constituency offices including the Premier's residence;
 - Advise response agencies and personnel of emergencies and monitors equipment status
2. Prisoner Transport
 - Oversee requests for prisoner transportation from stakeholders such as Alberta Correctional Services and Police Agencies and determines prisoner priorities and compatibility of prisoners to ensure the safety of officers and prisoners;

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- Uses a Computer Aided Dispatch System (CAD) and its associated components such as i/Request, i/Dispatcher and Load List Manager to organize and assign transports

3. Call Taking & Dispatch

- Provide 24 hour contact for Government stakeholders, Police Agencies and Federal Institutions receiving requests for and organizing prisoner transportation;
- Answer and dispatch calls and support services to members of the Sheriffs Branch (including Fish and Wildlife Officers) ;
- Provide CPIC information to personnel of Alberta Parks Enforcement Branch, JSG High Risk Offender Program and various peace officer agencies throughout the province;
- Answer all incoming telephone calls including emergency, Report a Poacher, RCMP and Municipal Enforcement service requests;
- As required, maintain contact with caller to keep members apprised of situation as developments occur during an incident;
- Display utilities, using inquiries, messaging within CAD, map views and essentials, call taking, creating events and advanced event creation and manipulation, selecting events, modifying and querying events, unit details and properties, unit status, methods of dispatching, updating units, updating events, and dispatching inquiries;
- Conduct status checks and document activities of members who have been dispatched and broadcasts special notifications to ensure consistent and up-to-date information is provided to Sheriffs across the province;
- Coordinates a regular and on-going link to emergency and non-emergency organizations to assist Sheriffs in responding to situations across the province;
- Create the occurrence on the Record Management System and task the occurrence to the responding Sheriff for the completion of required reports.

4. Electronic Information Retrieval and Communication

- Warrant maintenance includes maintenance transactions to add/remove warrant records within the CPIC System and is available on a 24/7 hit confirmation purpose;
- Ensure all CPIC transactions are logged and mapped to the requesting agency and respond to CPIC messages between internal and external law enforcement agencies;
- Query, disseminate and modify information on multiple databases as requested, relating to criminal records, criminal history, potential weapons, police interest, driver and vehicle information and arrest warrants;
- Compiles statistical information and assembles security alarm/access reports for the purpose of audits in respect to the day-to-day operations;
- Ensures that all information programmed within the systems meet Government standards and Communications Centre operational protocols;
- Understand the importance of confidentiality and ensuring information is secure and not shared with unauthorized individuals

5. Providing quality data for the Branch's Record Management System (RMS)

- Indexing, master files, orphan files, linking, duplicate names, transfer requests and other entities within Alberta Public Security Application (APSA);
- Keeping the RMS current in relation to user roles, location, reporting, resetting and unlocking tasks;
- Compile daily statistics in regards to but not limited to transfer requests, federal transfers and prisoner transfer

6. Provide effective and efficient communication to multiple parties at any given time by:

- Establishing, maintaining strong interpersonal relationships within all stakeholders;

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- Ensuring 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;
- Providing clear direction, reduce emotions and problem solve with multiple stakeholders including sheriffs, government employees and members of the public;
- Articulate clearly and concisely using written and/or radio communications in order to quickly dispatch and deploy responders;
- Completes required reports in a timely and efficient manner to ensure necessary information is in the CAD system for future reference

SCOPE: List specific information that illustrates the challenges, problem solving and creativity requirements and decision making capacity of the position. Also identify the internal or external areas the job impacts (see Writing Guide [Pages 11-12](#)).

The Communications Officer is a hub of information, relied on by the Ministry, Division, Branch and Government. This position is required to interact with a diverse group of stakeholders such as: Sheriffs, Law Enforcement Agencies, Elected Officials, Judiciary, Ministries, Government Employees, Other Emergency Response Agencies, and members of the public and therefore positive working relationships are a critical component to this position.

This position is responsible for operating a complex Communications Centre with a province-wide alarm reporting system ranging from Government buildings, panic alarms, and the private homes of government officials with recognized threats against them. The position monitors local security equipment and dispatches Sheriffs, or other emergency personnel in the event of a situation or alarm at Government Centre or other monitored facility. This position contacts outside technical staff, ensuring the coordination of standards and practices approved by the Department and the Department of Infrastructure are carried out in the installation of equipment in the field. A Communications Officer is required to work independently and under high levels of stress throughout a shift.

This position also performs a radio dispatch function that includes monitoring and responding to all radio activity; documenting locations and activities of all Sheriffs; broadcasting notifications; researching and delivering information to Sheriffs and management; performs CPIC checks and entries for numerous Peace Officer organizations across the province, administers warrant maintenance for all enforcement agencies within the Justice and Solicitor General Public Security Division providing direction on the execution of the warrant and manage the Community Peace Officer twenty-four hour licence suspensions.

On a daily basis the position is responsible for coordinating the transfer of prisoners throughout the province for Alberta Sheriffs and Correctional Centres, by receiving requests from stakeholders including Correctional Facilities, Police, Psychiatric Hospitals, and Courts. Furthermore, the position is responsible for ensuring intelligence checks are completed on the prisoners and relay the information to the escorting officers, assigns the appropriate prisoner classification for transfer and further assigns the prisoner to the appropriate transport vehicle and compartment, dispatches the escort vehicle and monitors the dispatched vehicle (ensuring optimal officer safety). The position coordinates ongoing information and is the communication link for all Sheriffs across the province.

The impacts of action or inaction by the position are significant and can result in, but not limited to, physical injury or danger to Sheriffs, other Public Security Division Enforcement Officers, members of the public, false arrests or improper release of sheriff prisoners. In the field of Government buildings and facilities, including but not limited to Government Centre, Lieutenant Governor's Residence and Edmonton Law Courts possible impacts can lead to security breaches, damages and equipment failure. Other consequences of action or inaction by this position can include political embarrassment, financial loss, property damage, civil lawsuits, grievous bodily harm, or death.

KNOWLEDGE, SKILLS & ABILITIES: Include information on required diplomas and degrees along with identifying the most important knowledge factors, including knowledge about practical procedures, administrative, technical or professional techniques, technical, scientific or program related processes, etc. Detail specific training if there is an occupational certification/registration requirement for the position. Specify the type of experience required for the position (see Writing Guide [Pages 12-14](#)).

Post-secondary education in a related field such as emergency communications combined with strong working knowledge and experience with alarm or surveillance equipment is required. Communications Officers are

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required to complete an extensive on-site training program working under a senior officer to develop a thorough understanding of the specific job requirements unique to the Sheriffs Branch. It is important officers are fully competent in all components/areas associated with the duties of a communications officer.

This position requires a high level of computer and technology proficiency and literacy. Extensive knowledge of electronic and computerized security and alarm systems is important to maintain secure environments for personnel and public on all monitored Government properties. Communications Officers are required to set up and remove accounts from the monitoring systems and explain the nuances of maintaining an alarm to the stakeholder. This includes response protocols, alarm testing and maintenance. Communications Officers need a strong working knowledge and understanding of all operational CAD components including i/Request, load list manager, transfer components, Mobile for Public Safety, escort route management, vehicle loads, prisoner classifications. In addition to CAD, some other computer programs this position will require a strong working knowledge of include but are not limited to: CPIC, REALM, MOVES, records management requirements and AFRRCS system. It's important the Communications Officer understands how they link/work together, what information is needed for each system, what information is provided by each system and what information is to be shared with officers. Alarms are monitored on a 24-hour a day basis; therefore, this position must be able to work with little or no direct supervision which may have a serious impact on government operations, and is expected to act on own initiative within Ministry guidelines and contracts.

Communications Officers are required to have a thorough understanding of some specific legislation and Branch policies as well. This includes but is not limited to: Applicable Ministry policies, Branch policies and procedures and legislation and regulations such as Public Works Supply and Services Act; Crown Properties Regulations Act; Petty Trespass Act; Trespass to Premises Act; Traffic Safety Act, various Conservation legislation; Edmonton Traffic Bylaw # 5590; and the Freedom of Information and Protection of Privacy Act, Government of Alberta Respect in the Workplace Policy.

In addition to the technical requirements of the position, Communications Officers are required to possess excellent verbal and written communications skills. These Officers respond to complaints and inquiries from the general public and government employees and other partners on security related matters. On a regular basis, Communications Officers must be able to handle a high volume of calls, prioritize the importance of each call, de-escalate emotional callers, diffuse stressful situations, provide direction and situations all while preparing an appropriate response for the situation and maintaining the highest level of confidentiality at all times. This position may receive calls that are very sensitive in nature and could be traumatic. The position must also have the emotional resilience and intelligence to handle repeated exposure to high stress situations, traumatic events, and abusive language, while remaining composed in responding effectively under pressure. This position is also required to qualify and maintain an enhanced security clearance to access and perform database inquiries not only for the Sheriffs Branch but for all stakeholders. The results of the information check are sensitive, must be interpreted accurately and only forwarded to those authorized to receive it.

CONTACTS: Identify the main contacts the position communicates with and the purpose of the communication (See Writing Guide [Pages 14-15](#)).

- Members of the Sheriffs Branch (focusing on Conservation Services, Sheriff Highway Patrol (SHP), Court and Prisoner Services, Legislature and Government Centre Services)
- Alberta Environment and Parks
- Canadian Police Information Centre (CPIC)
- Royal Canadian Mounted Police
- Alberta Municipal Police Services
- Government of Alberta employees
- Representatives of various alarm and technical companies

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- General public

The purpose of these contacts is to coordinate activities, exchange information; assess risks and/or threats; resolve conflicts or problems; and discuss issues.

SUPERVISION EXERCISED: List position numbers, class titles, and working titles of positions directly supervised (see Writing Guide [Page 15](#))

No direct supervision.

CHANGES SINCE LAST CLASSIFICATION REVIEW: Identify significant changes that have impacted the responsibilities assigned to your position since the last review (see Writing Guide [Pages 15-16](#)).

New dispatching responsibilities as per integration of Fish and Wildlife Enforcement Branch and Commercial Vehicle Enforcement into Sheriffs Branch, a new Computer Aided Dispatch (CAD) program as a result of RAPID Force.

ORGANIZATION CHART: An organization chart that includes supervisor, peers and staff **MUST** be attached (see Writing Guide [Page 17](#)).

This information is being collected under the authority of Section 10 of the Public Service Act and will be used to allocate positions within a classification plan and to manage the Alberta government human resources program. If you have any questions about the collection of this information, contact the Job Evaluation Unit, 6th Floor, Peace Hills Trust Tower, 10011 - 109 Street, Edmonton, Alberta, T5J 3S8, phone 780/408-8400 or contact your Ministry Human Resource Office.

Signatures

The signatures below indicate that the incumbent, manager and division director/ADM have read, discussed and agreed that the information accurately reflects the work assigned (see Writing Guide [Page 16](#))