

## New

Ministry

Service Alberta and Red Tape Reduction

### Describe: Basic Job Details

#### Position

Position ID

Position Name (30 characters)

SIU - Assistant Investigator

Requested Class

Program Services 2

Job Focus

Operations/Program

Supervisory Level

00 - No Supervision

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

#### Employee

Employee Name (or Vacant)

Vacant

#### Organizational Structure

Division, Branch/Unit

Audit and Investigations, Special Investigations Unit

Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Supervisor's Current Class

Program Services 4

### Design: Identify Job Duties and Value

#### Job Purpose and Organizational Context

Why the job exists:

This full-time position, reporting to the General Investigations Team Lead of the Special Investigations Unit (SIU). This position is responsible for all administrative functions relating to all operational functions of the unit. In addition this position is also responsible for technical support to all members of SIU. The major focus of this position is ensuring the efficient operation of the office by performing support services to the Assistant and Senior Investigators, as well as the Assistant Director within the framework of the department's business plan for obtaining compliance with Service Alberta's legislation. The incumbent is responsible for all administrative support & services, information gathering and compilation of reports. Additional duties include being an initial point of contact and providing assistance between a wide variety of stakeholders throughout Alberta, Canada and North America and the investigation staff. In addition, the incumbent is responsible for the secure handling of confidential and sensitive information for staff and Albertans that includes liaison with the offices of the Minister, Deputy Minister, ADM, and other GOA departments, law enforcement and the general public. This position requires above average information processing skills and knowledge of related software programs to create, store, format, retrieve and print data.

In addition to the above duties, this position will now be responsible to conduct entry level investigations and provide support as an assistant investigator. This position therefore requires the successful completion of the Alberta Peace Officers Course and the related designation of Alberta Peace Officer. This designation requires a thorough understanding and working knowledge of the Criminal Code of Canada in relation to all fraud and property-related offences and related case law. This position must also have a thorough understanding of the Alberta Traffic Safety Act

and related regulations, AMVIR and FOIP legislation as well as in excess of twenty (20) additional provincial acts. As well, this position will also be required to oversee and coordinate special projects as required.

## **Responsibilities**

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

### **1. Support to the Assistant Director:**

- This position is responsible for all administrative functions relating to the routine operational functions of the unit. This includes research, support and general office assistance for the unit.
- Collect all incoming complaints received online, by fax and mail, conduct background searches on these complaints using the following applications when required: CORES, Land Titles/Spin II, JOIN, MOVES, CPIC, Equifax, APRES, ARTS, WORTS, FACTS and the Internet.
- Triage of incoming complaints and upon review, determine applicable legislation (if any), provide next course of action and sample responses/correspondence to the Team Lead for assignment of file.
- Purge concluded investigations and forward as per policy.
- Maintain a spread sheet tracking all incoming complaints and their disposition.
- Provide administrative support to the Assistant Director in their capacity as the SIU Deputy Registrar for motor vehicles.
- Liaise with the SIU Director to ensure all action requests TARS and briefing notes are completed in a timely manner and entered and track on the ARTS system.

### **2. Support to SIU Investigators:**

- Providing CORES, APRES, Land Titles/Spin II, JOIN, MOVES, WORTS, FACTS and CPIC searches to the Assistant and Senior Investigators as requested/required.
- Triage and open investigational files which includes data entry, additional searches, drafting and mailing of correspondence to the file.
- Triage and open informational files which includes data entry, additional background searches utilizing various Government and off line data bases , drafting and mailing correspondence to the witnesses/ complainant associated with each file.
- Assist in preparing concluded investigation and information files to be forwarded to the Assistant Director on behalf of investigators.
- Assist in entering Informations and Subpoenas into JOIN on behalf of investigators as required for prosecution in the Alberta Provincial Criminal Court.
- Maintain a spreadsheet and database of past and current prosecutions.
- Conduct “residency” investigations under the TSA (Traffic Safety Act) of clients obtaining Alberta operator services when they do not reside in Alberta.
- Collaborate with SIU Investigators and the SIU Registrar of Motor Vehicles (Assistant Director) by sending “15 Day” and “Cancellation” letters to “residency” clients as per Sec 19 of the TSA.
- Collaborate with SIU Health Investigations team members on all “residency” investigations to ensure non-compliant clients obtaining Health services are properly dealt with.
- Restrict all residency clients' access to operator services in the MOVES database.
- Support the “Graduated Drivers Licence” (GDL) unit by preparing non-reciprocal driving documents for data entry into the MOVES database.
- Photo-copy all non-reciprocal driving documents and entered “manual' updates in the MOVES database on GDL applicants.

### **3. General Office Support Duties:**

- Provide administrative support to the Assistant Director of SIU, including preparing letters and memos, proof reading, editing, filling out forms, pulling files, gathering statistics, etc.
- Use word processing, spreadsheet and database software to prepare reports, memos, letters and other documents.
- Monitor inventory and office supplies to ensure sufficient supplies are on hand.

- Correspond with SA Service desk for setup of GOA computer stations for new SIU employees.
- Ensure fax/copier machine and printers are loaded with appropriate stock. Monitor fax machine to ensure correct time and date is printing.
- Responsible for all SIU staff telecommunication requirements (land lines, cell phones, iPads).
- Maintain a record management system including classifying and coding correspondence for files.
- Responsible for training new staff, temporary staff and summer students.
- Booking of SIU interview rooms and boardrooms.
- Initial point of contact for SIU and opening and distributing of unit mail.

### Problem Solving

Typical problems solved:

This position must be able to perform routine administrative functions. This position functions with considerable independence but within clear guidelines. Strong communication and interpersonal skills, diplomacy and flexibility are essential as each case is unique and diverse in nature. This position must regularly deal with difficult/agitated clients.

This position is an integral part of the operation and must have complete knowledge of the general operations of this criminal investigative unit. This position must regularly liaise with the following contacts and must have excellent communication skills:

- Law enforcement agencies
- Crown Prosecutors office
- Special Prosecutions office
- Legal counsel
- Government officials at all levels
- Registry Agents
- General public

Types of guidance available for problem solving:

Direct or indirect impacts of decisions:

### Key Relationships

Major stakeholders and purpose of interactions:

Assistant and Senior Investigators and Assistant Director to maintain investigation files.

With Crown Prosecutor Offices to maintain and update prosecution files.

With external clients such as law enforcement agencies, and circuit court points.

General public, including complainants and respondents.

Administrative support and investigation teams for mentoring and balancing workloads

### Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
Applied Degree	Other	Other	

If other, specify:

Requires Grade 12 Diploma and related post-secondary education and or law enforcement experience

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

A valid Class 5 or GDL 5 (at minimum) operator's licence and the ability to travel throughout the province  
Good writing and computer skills

Requires Grade 12 Diploma and related post-secondary education and or law enforcement experience and computer skills.

Requires the successful completion of the Alberta Peace Officers Course and the related delegation of Alberta Peace Officer.

Requires a thorough understanding and working knowledge of the Criminal Code of Canada in relation to all fraud and property-related offences and related case law.

Requires a thorough understanding of the Alberta Traffic Safety Act and related regulations, AMVIR and FOIP legislation as well as in excess of twenty (20) additional provincial acts.

The ability to interact with all callers/stakeholders in a professional and friendly manner.

Strong interpersonal skills.

Excellent oral and written communication skills.

Ability to work in both a team environment as well as working independently.

Personal integrity and the ability to maintain confidentiality.

Ability to think logically and analyze information.

The ability to work within a minimum amount of supervision.

Good organizational and time management skills.

Thorough knowledge of Microsoft Office software (Word, Excel, Outlook, Internet, Access).

Thorough knowledge of Exclaim, JOIN, MOVES, SPIN, IMAGIS, CPIC, ARTS, WORTS and P Card Administration. This includes good knowledge of GOA account codes.

Knowledge of SA FACTS file tracking system.

Specific knowledge of the provincial justice system and processes.

Good knowledge of legal administrative duties.

Adaptable and conscientious work ethics.

**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 checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Considers inter-relationships and emerging trends to attain goals:</p> <ul style="list-style-type: none"> <li>• Seeks insight on implications of different options</li> <li>• Analyzes long-term outcomes, focus on goals and values</li> <li>• Identifies unintended consequences</li> </ul>	
Creative Problem Solving	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Focuses on continuous improvement and increasing breadth of insight:</p> <ul style="list-style-type: none"> <li>• Asks questions to understand a problem</li> <li>• Looks for new ways to improve results and activities</li> <li>• Explores different work methods and what made projects successful;</li> </ul>	

		<p>shares learning</p> <ul style="list-style-type: none"> <li>• Collects breadth of data and perspectives to make choices</li> </ul>	
Agility	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Works in a changing environment and takes initiative to change:</p> <ul style="list-style-type: none"> <li>• Takes opportunities to improve work processes</li> <li>• Anticipates and adjusts behaviour to change</li> <li>• Remains optimistic, calm and composed in stressful situations</li> <li>• Seeks advice and support to change appropriately</li> <li>• Works creatively within guidelines</li> </ul>	
Drive for Results	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Works to exceed goals and partner with others to achieve objectives:</p> <ul style="list-style-type: none"> <li>• Plans based on past experience</li> <li>• Holds self and others responsible for results</li> <li>• Partners with groups to achieve outcomes</li> <li>• Aims to exceed expectations</li> </ul>	
Develop Networks	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Works on maintaining close relations with all stakeholders:</p> <ul style="list-style-type: none"> <li>• Identifies key stakeholder relationships</li> <li>• Has contact with range of interested parties</li> <li>• Actively incorporates needs of a broader group</li> <li>• Influences others through communication techniques</li> </ul>	
Build Collaborative Environments	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Facilitates open communication and leverages team skill:</p> <ul style="list-style-type: none"> <li>• Leverages skills and knowledge of others</li> <li>• Genuinely values and learns from others</li> <li>• Facilitates open and respectful conflict resolution</li> <li>• Recognizes and appreciates others</li> </ul>	