

**NON-MANAGEMENT JOB DESCRIPTION
POINT RATING EVALUATION PLAN**

Working Title Contact Centre Advisor	Name
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Position Number	Reports to Position No., Class & Level Team Lead, CJS CC	Division, Branch/Unit Resolution Services(RS)/Information Services	Ministry Justice & Solicitor General
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Present Class AS06	Requested Class
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Dept ID	Program Code	Project Code (if applicable)
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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](#)).

Background:

Court and Justice Services is transforming how Albertans experience, access and interact with the courts and associated Resolution Services (RS) programs through a “call, click, come in” approach. A “Continuum of Services” approach has been adopted to reduce CJS service gaps, simplify access and improve outcomes for Albertans whose lives are intersecting with the justice system.

The Court and Justice Services (CJS) Contact Centre is the “call” of the service delivery model, focusing on providing consistent information to Albertans by telephone, or by email and will result in improved client access to the legal information & resources best suited to their situation, improved client experience, and an emphasis on front-end resolution of the legal issues Albertans experience. It is expected that this service delivery model will result in a decrease in the number of Albertans using the courts as a method of conflict resolution.

Purpose:

The Contact Centre Advisor is a foundational role of the integrated service delivery model. They are the primary point of contact with respect to the “call” approach for Albertans seeking information about and related to the Justice system. As a Court and Justice Services Advisor to the public, this role applies knowledge of policy and program rules associated with CJS programs and services to create a seamless client service experience. The CJS Contact Centre is open Monday to Friday from 8: 15 a.m. to 4:30 p.m.

Reporting to the Team Lead, CJS Contact Centre this position functions within relevant legislation, regulations and applicable Ministry and Government policies, procedures, and guidelines.

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](#)).

Reporting to the Team Lead, CJS Contact Centre this position functions within relevant legislation, regulations and applicable Ministry and government policies, procedures, and guidelines:

1. Screening, Assessment & Referral:

- Identifies level of urgency of a situation to determine how quickly next service is required.
- Identifies if a legal issue exists and if CJS is the appropriate place to resolve the presenting issue.
- Provides appropriate referrals to municipal, provincial, and federal government departments, assessment services, agencies, associations, courts, law enforcement bodies, and legal bodies when inquiries and/or needs do not pertain to CJS programs and services.
- Identifies high level/preliminary needs and provides accurate and timely information and guidance pertaining to programs and services.
- Refer Albertans directly to the appropriate Court and Justice Services program(s) for the provision of specialized services as appropriate.

2. Information Service Delivery:

- Provides information utilizing knowledge base tool and decision trees.
- Responds to public enquiries through multiple contact media (telephone and email).
- Rotates into the Information Kiosk located in the appropriate court locations to provide assistance to the public attending court.
- Responds to media inquiries through the Court Check Media email.
- Refers to community services.
- Refers to website for self-serve options.
- Refers to Alberta Law Libraries.
- Refers to Information Services, as necessary.
- Refers to Assessment Services, as necessary.
- Refers to Dispute Resolution (DR) or Child Support Resolution Program and obtains contact information from those who express interest in mediation.
- Tracking through CRM Key Performance Indicators.

3. Administration

- Records client information in CRM.
- Create call logs for appropriate program areas.

4. Other Responsibilities

- Collect statistical information and prepare reports regarding CJS Contact Centre clients and activities.
- Preparation of documentation and other administrative duties, at the discretion of the Team Lead and Leader, CJS Contact Centre.
- Provide feedback and recommendations relating to the Contact Centre Advisor role.
- Researches, develops, and maintains program and service resource materials to facilitate consistent service delivery and training of staff members.
- Train and mentor new staff members.

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](#)).

This position focuses on making it easier for Albertans to access information, justice services and programs both in the community (including the broader GoA) and CJS to help in resolving their legal issue and/or conflict. The position is a primary point of contact and provides a one-stop approach to delivering services within the contact centre environment. The position determines eligibility to RS programs and services. It is responsible for responding to Albertans' inquiries related to the justice system. It ranges from inquiries regarding simple information requests like court dates, courthouse address to responding to someone in crisis who needs a protective court order to maintain their safety. This position is the face of CJS and will often be the public's first point of contact with Alberta Justice. This position will work with knowledgebase tools and decision trees to guide decision making. Staff will report to the Team Lead, CJS Contact Centre.

Diversity

The Contact Centre Advisor works directly with a large and diverse client base, including low-income individuals from across age groups and individuals facing physical challenges, emotional/mental disabilities, literacy, and cultural barriers. Services are provided to Albertans in relation to Civil, Criminal, Family and Traffic matters in Court of Justice and Court of King's Bench and the Court of Appeal. Working within the Court System requires frequent contact with other departments, court staff and the legal community. Contact with the community at large is required to make referrals to appropriate agencies and services.

Degree of Complexity

This position asks key questions and provides information in a fast-paced environment and will be required to work independently with minimal supervision. The wide range of responsibilities required of the Contact Centre Advisor position will necessitate strong organizational and communication skills to ensure Albertans are directed to the most appropriate resources in a timely way by accurately identifying the multiple and often complex needs. There is a strong external impact on errors made; inconveniencing members of the public (which may impact their safety) and hampering the court process, therefore staff, while under pressure, must be detail-oriented, compassionate, and able to respond to people in crisis.

Decision Making

The Contact Centre Advisor is expected to independently use initiative and sound judgment in deciding expedient methods to handle day-to-day and emergent situations related to the delivery of CJS services.

Physical Demands

Office Duties: Can involve long periods of sitting and work can be repetitive in nature at times.

Risk

Security: Staff in both secured and unsecured areas and must follow policies and procedures to ensure security risk is minimized.

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](#)).

This position requires a High Scholl Diploma and three years of related experience in customer service. Equivalencies will be considered. Experience working in a call centre environment, education in the legal field, experience working with Customer Relationship Management (CRM) applications and/or working with CASES and JOIN systems would be considered assets. Directly related education or experience is considered based on 1 year education for 1 year experience; or 1 year experience for 1 year of education. The position is responsible for being first point of contact for Albertans with Alberta Justice and will answer/provide information to assist with resolution of legal and underlying/interconnected issues.

Knowledge

- Thorough knowledge of CJS programs and services, including Assessment Services and Dispute Resolution Services and applicable provincial and federal statutes and regulations.
- Knowledge of internal and external resources for general assistance and to provide information to Albertans on services offered.
- Excellent computer skills and knowledge of programs which Contact Centre Advisor role interconnects with the whole system.
- Awareness of social barriers, human behavior, human development, family dynamics (including family violence), grief and loss, mental health & addition in relation to dealing with Albertans.

Skills

- Ability to communicate and build relations with stakeholders, staff, Albertans, and collaborators.
- Strong communication skills, including oral, written, and active listening.
- Strong organizational skills to manage the volume and complexity of the work in a detail-oriented manner.
- Problem-solving & research skills.
- Analytical and decision-making skills.
- Interpersonal and relationship management skills.
- Experience working in a CRM database.
- Experience operating contact centre phone system or multi-line telephone system.
- Strong organizational skills to manage the volume and complexity of the work in a detail-oriented manner.
- Exceptional keyboarding skills and operating computer systems.
- Flexible and dynamic to accommodate changing tasks and roles in a fast-paced environment.

Abilities

- Use a person-centered approach to deliver service.
- Develop rapport with clients by empathizing, understanding client situations and demonstrating desire to help Albertans get to the correct resource in a timely way.
- Interact effectively with people having physical, mental, and cognitive impairments using English as a second language or having diminished capacity, including limited advocacy on behalf of clients with diminished capacity to ensure appropriate services.
- Deal effectively with difficult, volatile, sensitive, and/or stressful situations and behaviors.
- Focus on serving Albertans and providing support and information to the public in a calm, respectful, and informative manner.
- Demonstrate understanding of cultural diversity.
- Demonstrate self-management skills with a strong results orientation.

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- Demonstrate flexibility, adaptability, initiative, sound judgement, and creativity.
- Ability to multi-task and navigate many tasks calmly and effectively.
- Demonstrate a positive attitude in delivering client service, along with commitment to teamwork, continuous improvement, and confidentiality.
- Employ reasoning and questioning strategies to capture, analyze, interpret, and synthesize information for clients and programs.
- Work effectively in a sometimes-stressful environment with changing priorities, short timelines, and limited resources.
- Work independently as well as contribute to a team environment, assisting with the workload of others whenever possible/required.
- Capacity to work well in a team environment; sharing information, supporting team efforts, and ability to work with others to get their ideas on issues, situations, problems, and potential opportunities.

Competencies:

Systems Thinking: Considers the inter-relationships among different aspects of an approach including how they relate to other programs or areas. Considers emerging trends when contributing ideas to the development of broader priorities, strategies, and approaches. Seeks insight about the implications of different options from both a people and an organizational perspective. Seeks information and analyzes long-term outcomes. Focuses on the goals and values in addition to the process. Identifies unintended consequences of a plan.

Creative Problem Solving: Asks questions to get a deeper understanding of the present issue. Looks for ways to improve activities and results by doing something that may be new and different in the organization. Explores different methods in how we complete our work, which a goal to achieving more efficient and effective outcomes. Regularly reviews and debriefs on what made projects or actions successful. Shares learning with others and applies learning to other projects and actions. Collects a breadth of data and variety of perspectives to make a choice between potential solutions and evaluate how effective the solution will be. Uses judgment to develop pros-and-cons lists when evaluating alternatives considering the implications of proposed solutions.

Agility: Takes advantage of opportunities to change how work is done to better anticipate obstacles and improve service. Anticipates changing environmental demands and changes behavior accordingly. Remains calm and composed even in difficult or stressful situations. Can see the positive side to a difficult situation. Remains optimistic and perseveres in finding solutions. Proactively seeks advice and support when priorities change to appropriately assess, prioritize, and meet changing demands. Works creatively within policies and procedures to proactively meet goals.

Drive for Results: Takes past experiences into consideration when making plans and adjusts plans based on past learning. Identifies underlying causes for success or lack of success which may or may not involve self and takes action to ensure future success. Holds self and others responsible for achieving results and agreed upon targets. Identifies and acts on opportunities to partner with other groups to achieve desired outcomes. Identifies ways to exceed performance expectations. This may involve identifying potential efficiencies, different ways of working or opportunities to contribute to the work of others.

Develop Networks: Identifies key stakeholder contacts in the organization with whom a relationship must be established. Makes an effort to have informal or casual contact with a range of colleagues, clients, and stakeholders. Actively supports the interest of colleagues, clients, and stakeholders by making choices and setting priorities that incorporate their needs. Influences others by considering the meaning of what is being said, the environment and how the information is being presented.

Build Collaborative Environments: Builds on the skills and knowledge of others to create results. Demonstrates that he or she genuinely values and respects others input and expertise and is willing to learn from others. Encourages or facilitates conflict resolution directly by initiating open and respectful discussion of issues. Confronts and deals with

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inappropriate behaviors, including bullying, harassment, or discrimination. Recognizes the performance of all groups involved and shows appreciation for contributions.

Develop Self and Others: Reflects on own areas of strengths and opportunities for development. Considers developmental needs when assessing options for development including both formal and informal opportunities. Takes initiative to stay current on a broad range of topics with new approaches and/or technologies that may impact his or her area. Takes courses and continually expands knowledge through experience and others. Contributes to team learning by sharing information, knowledge, and experiences even when not asked. Understands the strengths and development needs of direct reports. Actively coaches and mentors relative to day-to-day work.

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

Internal Contacts: Daily contact with the Team Lead, CJS Contact Centre to exchange information and receive tasks. Daily contact with other CJS Contact Centre Advisors, to exchange information and communicate scheduling confirmations.

External Contacts: This position is in direct, daily contact with Albertans and will also interact with non-Albertans, other GOA departments, and community resources

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

None exercised

Not applicable

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](#)).

N/A

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.