

New

Ministry

Service Alberta and Red Tape Reduction

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Case Assessment Officer III

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:

Reporting to the Provincial Case Assessment Supervisor (PCAS), the Case Assessment Officer (CAO) is the intermediate level of this series in terms of knowledge of legislation and investigation skills and experience. This position has the primary responsibility to review and assess the merits of incoming complaints against businesses for investigation. Incoming complaints are assessed against specified criteria. The CAO works with increasing independence and decreasing direct supervision and may act as a resource for junior assessment staff.

This position contributes to the department's business plan to promote a fair marketplace by assisting to focus investigation resources on the more serious violations; while providing appropriate information to assist and empower consumers in future transactions and ensure future compliance with legislation by the business community.

This position requires knowledge of all Statutes administered by the Consumer Investigations Unit (CIU) and legislative knowledge in order to properly assess each complaint. This includes knowledge of the Criminal Code (theft, fraud, false pretences, and forgery) and its application with the CIU's consumer protection mandate. Provincial Statutes set the jurisdiction for the investigation and available enforcement remedies. Established department policy and procedures set operating guidelines for investigations. The individual also requires knowledge of other government and agency mandates to ensure appropriate referrals to consumers

where the complaints fall outside the CIU mandate.

The CAO has responsibility to assess incoming files with an increased level of complexity. Files with complex and sensitive circumstances, political sensitivity, or media attention will be deferred or completed with support from senior staff. The CAO will communicate with consumers and respondents using professional plain language. At times, consumers and respondents may disagree, dispute outcomes, or escalate their concerns.

The CAO will provide the consumer with options to resolve their concerns, referral to other sources for assistance, other information as appropriate, and provide explanation for the outcome of the complaint. Where appropriate, the CAO will also advise the business of the consumer's concerns and provide information concerning legislative requirements, in order to educate the business or individual working towards compliance and future compliance.

As a Peace Officer with regulatory authority, this position is transferable in skills and knowledge to the CIU Investigative team. The position supports and acts as a member of the CIU Investigative team as required.

Responsibilities

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

1. The CAO will complete assessment of all incoming complaint submissions with an increased level of complexity. All complaints will be assessed in a timely and thorough manner, in accordance with department policies, procedures, and operating guidelines to provide consistent response and recommendations of a range of consumer protection legislation and delegated criminal code offences. CAO's are subject to regular review by the Provincial Case Assessment Supervisor and monitoring for compliance with role expectations. The CAO may consult with the PCAS, Director and Manager of Investigations, Investigative staff, Program Directors and legal counsel during the course of file assessment.
 - Completes assessments in a timely and thorough manner in accordance with department policies, procedures and operating guidelines.
 - Ensures evidence received during the course of assessment is secured, preserved, or returned to the consumer and that processes meet legal expectations and will withstand Charter challenges.
 - Researches related legislation, for example, Criminal Code, Alberta Evidence Act, Interpretations Act, Provincial Offences Procedures Act.
 - Develops appropriate network of contacts with related agencies such as law enforcement, partner agencies (AMIVC, Funeral Services Board), landlord and tenancies agencies.
 - In consultation with the senior assessment staff, obtain interpretation from Program Directors, or seek legal options on interpretation and application of legislation.

2. The CAO will facilitate the review and response to all incoming complaints with an increased level of complexity for assessment.
 - Complaints are assessed to determine whether a potential regulatory or criminal code violation exists related to legislation, policy, and procedures;
 - The CAO will review all statements and evidence provided including: business and financial records, lease agreements, inspection reports, contracts, terms and conditions, email/text communications, etc. The CAO will consider the completeness of information received and conduct follow-up with consumer if required to obtain evidence and clarity of the circumstances presented;
 - CAO's will review complaints giving consideration to multiple factors including the jurisdiction, public interest, marketplace impact concerns, vulnerability of the consumer, investigative capacity and resources, history of a business, egregious of the allegations.
 - Based on the considerations, the CAO decides an appropriate outcome which could include:
 - o Provide educational information to consumer and businesses on their rights, responsibilities, and remedies, to promote a fair marketplace.
 - o Contact consumers in writing providing education and explanation of the assessment outcome, options to resolve the complaint or alternate resolution, referral to other sources of assistance, and other information;

- Contact businesses to provide written information concerning legislative requirements, consequences of non-compliance, resources to ensure compliance and to protect their business and Albertan consumers.
- Identify potential violations and recommend investigation, intelligence file, or inspection to the Manager of Investigations or Supervisor of Intelligence to facilitate regulatory action.
- At all times, written and verbal communication utilizes plain language to communicate complex legislative analysis to consumers and businesses.
- Files will be forwarded to Senior CAO for review and training where appropriate.

3. Acts as a resource:

- Assists in training Assistant CAO's by sharing knowledge and expertise; and acts as a general resource
- Participates in legislative, policy and program working committees and provides feedback as requested

4. Participate in Partnerships, Focus Groups and Outreach projects to increase consumer awareness of departmental legislation and improve relationships with external enforcement agencies.

- Assists Senior CAO's in conducting research and submitting recommendations to CIU Leadership Team for improvements on a variety of issues.
- Identifies and communicates trends observed based on incoming complaint submission such as sharp intake in complaints on a particular topic, business, or tactic.
- Participates in public outreach and partnership opportunities (including law enforcement agencies and community groups), as needs are identified, to increase consumer awareness of departmental legislation and build relationships with external agencies.
- Conducts presentations to law enforcement, agencies, and community groups to further educate partners and the public about the CIU mandate and consumer protection.

5. Provides coverage and assistance to CIU Investigative teams.

- As a Peace Officer with regulatory authority for consumer protection, the skills and knowledge of the CAO are transferable with an Investigator 2.
- CAO may provide coverage or support by conducting investigations, serving summons, assisting with investigative techniques, or acting as an additional resource when required and available.

Problem Solving

Typical problems solved:

- Responding to complaints from the public by assessing the merits of the complaint and determining whether a potential breach of department legislation may have occurred, whether there is evidence to support the allegation, and deciding which complaints will be handled as information, intelligence, or investigation files. This has an impact on the complainant who may have the expectation that the department will resolve their complaint. The decision to forward a complaint for investigation, or inspection has an impact on the utilization of investigation resources.
- This position must articulate in both written and verbal communication, complex legislative analysis in a plain language to consumers and respondents.
- Individual must have knowledge of all department legislation and how it relates to other provincial statutes, emerging marketplace issues, and resources available to consumers and respondents. Must be able to identify potential violations of the legislation, have knowledge of the elements of an offence, and required evidence to support a violation.
- Work in conjunction with colleagues, Statute Administrators and the Call Centre to ensure consistent application of legislation and policies.
- This position frequently deals with upset, angry or agitated individuals, and requires strong listening and diplomacy skills.
- As a result of assessments and working knowledge of the legislation and statutes, the CAO may identify deficiencies in legislation administered by the department and may make recommendations for legislative amendments.

Types of guidance available for problem solving:

- [CIU policies and procedures](#)
- [Assessment matrix to assist in guiding decision making](#)

- Colleague support including Provincial Case Assessment Supervisor, senior assessment staff, investigative managers, and investigative staff.
- General discussion or obtain official interpretations from Statute Administrators
- Staff training sessions on legislation
- Obtain legal opinion

Direct or indirect impacts of decisions:

- Appropriate assessment provides the foundation for work completed at the CIU.
- Accuracy is critical to ensure consumers receive fair and equitable treatment when determining appropriate action on each file.
- Inaccurate assessment could result in inequity among consumers, failure to hold businesses accountable, creating a false history for a business.

Key Relationships

Major stakeholders and purpose of interactions:

- Director and Manager of Investigations - to discuss emerging trends, issues, consultation over unique situations.
- Intelligence Unit - to discuss theme of emerging trends, issues, consultation over unique situations
- Investigators/Duty Officers - to provide advice and share knowledge.
- CAO counterparts - to share knowledge, discuss and compare processes to maximize efficiencies where possible and ensure consistency in complaint handling throughout the province.
- Intake support staff - to provide support.
- General Public - to review complaints, explain the legislation and our role, offer assistance and advice, and make appropriate referrals.
- Industry members - to advise them of concerns brought to the department's attention, explain the legislation and our role, and provide information regarding civil remedies or other appropriate referrals.
- Other Law enforcement or consumer protection agencies, such as the Better Business Bureau, R.C.M.P, police, federal government, other provincial departments -to obtain or share information regarding consumer concerns, obtain reports or police assistance with urgent tenancy issues or potentially dangerous individuals.

Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
Bachelor's Degree (4 year)	Other	Business	

If other, specify:

Criminal Justice, Criminology, Policy, Commerce

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

- University degree in a related field (Criminal Justice, Business, Commerce, and Economics) or equivalencies and minimum of two years experience in investigations in a regulatory environment. Prosecution and administrative action is an asset;
- Basic knowledge of department consumer legislation;
- Basic knowledge of other related provincial and federal statutes that affect investigations in the consumer marketplace such as Charter of Rights and Freedoms, Criminal Code, Alberta Evidence Act, Interpretations Act, Provincial Offences Procedures Act, Competition Act, and the Civil Enforcement Act;
- Knowledge of IGX, Consumer Affairs Tracking System (CATS), Justice Online Information Network (JOIN), Corporate Registry System (CORES), Motor Vehicles System (MOVES), Spatial Information System (SPIN) and Service Alberta's filing system
- Knowledge of provincial justice system and processes.
- Individual requires strong abilities in verbal, non-verbal and written communications, listening, tact, problem solving, analytical, consulting, conflict resolution, interpersonal, organizational and time-management skills to address the sensitivity and diversity of issues and heavy workload handled by this position;
- Ability to be appointed as a Peace Officer under the Peace Officer Act.
- Adaptable and conscientious work ethic.
- Ability to maintain a high level of confidentiality and discretion.

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 type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<p>Works in open teams to share ideas and process issues:</p> <ul style="list-style-type: none"> • Uses wide range of techniques to break down problems • Allows others to think creatively and voice ideas • Brings the right people together to solve issues • Identifies new solutions for the organization 	<p>Uses a range of sources including materials, colleagues, online sources, and prior experience to address new complaint circumstances.</p> <p>Is open to other opinions and ideas for how to approach a problem and is comfortable to share own ideas.</p>
Agility	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Identifies and manages required change and the associated risks:</p> <ul style="list-style-type: none"> • Identifies alternative approaches and supports others to do the same • Proactively explains impact of changes • Anticipates and mitigates emotions of others • Anticipates obstacles and stays focused on goals • Makes decisions and takes action in uncertain situations and creates a backup plan 	<p>Actively identifies improvement opportunities (such as workflow management, correspondence templates, and online submission improvements)</p> <p>Considers the impact change has on staff works to share the common goal being achieved through the change, to advocate for the improvement, and remains available to help.</p>
Drive for Results	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Takes and delegates responsibility for outcomes:</p> <ul style="list-style-type: none"> • Uses variety of resources to monitor own performance standards • Acknowledges even indirect responsibility • Commits to what is good for Albertans even if not immediately accepted • Reaches goals consistent with APS direction 	<p>Meets own objectives and performance metrics and looks for ways to assist to ensure team metrics are achieved.</p> <p>Ensures own work is consistent with team to ensure balance of load with colleagues.</p>
Build Collaborative Environments	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Collaborates across functional areas and proactively addresses conflict:</p> <ul style="list-style-type: none"> • Encourages broad thinking on projects, and works to eliminate barriers to progress 	<p>Works with colleagues on projects to improve service to Albertans.</p> <p>Identifies ways to reduce barriers for complaint submission and to improve responses.</p> <p>Considers impact of</p>

		<ul style="list-style-type: none"> • Facilitates communication and collaboration • Anticipates and reduces conflict at the outset • Credits others and gets talent recognized • Promotes collaboration and commitment 	<p>changes (ie: letters must communicate the required information and ensure accuracy in wording, must also be plain language and provide appropriate level of information). Acknowledges and shows appreciation for the assistance and collaboration work of others in project.</p>
Systems Thinking	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Takes a long-term view towards organization's objectives and how to achieve them:</p> <ul style="list-style-type: none"> • Takes holistic long-term view of challenges and opportunities • Anticipates outcomes and potential impacts, seeks stakeholder perspectives • Works towards actions and plans aligned with APS values • Works with others to identify areas for collaboration 	<p>Identifies areas for improvement or change and recognizes the interconnectivity among branch, department, and GOA. Obtains input from other areas (Intake, Investigations, Consumer Programs) and looks for ways to collaborate and provide improvement for all. le: Public posting of charges, convictions, and administrative actions to the SARTR website. Involved multiple areas to ensure a smooth process that is accurate and easy to both implement and maintain.</p>

