

Working Title Information Officer - Consumer			Name	
Position Number	Reports to Position No., Class & Level	Division, Branch/Unit		Ministry Service Alberta
Present Classification			Requested Classification	
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.

Reporting to the Team Lead, the Information Officer is primarily responsible for providing courteous, timely and accurate information or advice to callers regarding legislation and associated programs. Information to callers include guidance on avenues available; legislative controls related to their concerns; and referrals to other government departments and outside agencies. The position responds to public inquiries regarding the following skill sets. Consumer and Residential Tenancies legislation, including complex, multifaceted, politically sensitive and high priority complaints / offenses / concerns under various pieces of legislation administered by SA.

**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 major activities should be described.

1. Provide full and accurate information services to callers via the telephone regarding legislation and related programs.

- Provides courteous, timely and accurate information and advice to callers.
- Assesses calls to identify compliance / non-compliance with the legislation.
- Where assessment of a call determines a possible violation, encourages callers to write in with their complaint for investigation.
- Provide information, advice and guidance on avenues available and on legislative controls relating to their concerns to assist callers in resolving their own problems.
- Provides appropriate referrals to municipal, provincial or federal government departments, agencies, associations, courts, law enforcement bodies and legal counsel when the call does not pertain to Service Alberta. This requires the Information Officer to be familiar with programs administered by other government departments and agencies.

2. Information Services Via Electronic Mail

- Written responses are generated to provide the public with information that are received and replied to through electronic mail.
- Ensure written responses are accurate, complete and correct in grammatical structure and form.
- When necessary, refer concerns to the Director, Supervisor or Team Leader for advice.

3. Other duties

- Logs client's calls on the Consumer Affairs Tracking System (CATS), for statistical and reporting purposes. The client's name, telephone number, postal code, call type code, and a brief description of the client's concern and the advice given are logged.
- Research and perform updates on the Consumer Information Centre System (CICS) referral system.
- Identify marketplace trends, concerns and report them to the Director or Team Leader.
- Develop and maintain an extensive knowledge base in order to respond to inquiries.
- As a Contact Centre team member, share with colleagues any specialized knowledge with acts, programs or telephony applications.
- As assigned, review and update electronic canned messages as required to ensure the information being disseminated to

the public is accurate. Updated messages are reviewed by the Contact Centre Team Lead.

- Aid the Team Lead by assisting co-workers with difficulties they may encounter with any questions pertaining to the legislation and programs.
- When required by the Contact Centre Team Lead, assist with training colleagues.
- Provide suggestions relating to changes to policies, procedures and existing protocol where appropriate.
- When assigned, update CICS on a regular basis to ensure Consumer Services Staff throughout the province have the correct information to refer the public to as needed. Information must be accurate and reflect the most current contact information for professional associations, Federal, Provincial and Municipal levels of government, organizations and police.

**SCOPE:** List specific information that illustrates what **internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.**

- Respond to inquiries by providing advice and interpretation of several pieces of legislation to the general public, business community, associations, law enforcement and the legal community.
- Originality is applied in communications with the public to disseminate complex matters in a simple and understandable fashion.
- Assesses whether a call pertains to the business of the Ministry. If the call does not pertain to the business of the Ministry a recommendation is made for an alternative course of action including transferring calls or providing appropriate referrals. These decisions and recommendations are made on a daily basis.
- By applying problem solving techniques, creativity is demonstrated in assisting callers with problems or concerns.
- This position reports to the Contact Centre Team Lead and works independently according to the guidelines of empowerment.
- Problems needing referral to the Team Lead are of a more complex nature.
- General guidance is given through memos, electronic mail, discussions, news releases and staff meetings.
- An Information Officer works with minimal supervision and direction. An Information Officer is required to respond directly to callers throughout the Province and beyond on a wide variety of legislative and non-legislative inquiries.
- The Information Officer will work independently to make decisions with regard to:
  - o Giving advice to the public as to their rights and responsibilities under the legislation administered by our Ministry.
  - o Make the determination if a possible violation of the legislation has occurred and if so to encourage consumers to write in with their complaints.
  - o Advise disadvantaged consumers of the actions the Ministry can take against offending suppliers and businesses and their avenues to remedy their concerns.
- Consumers and businesses throughout Alberta and beyond can be impacted by the actions of the Information Officer as the individual does identify emerging trends and reports these trends to the Team Lead or the Director.

**KNOWLEDGE, SKILLS & ABILITIES:** Provide a list of the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.

- High School Diploma and several years' progressively responsible experience.
- Excellent communication skills, both verbal and written.
- Possessing an in-depth and comprehensive knowledge of Ministry legislation in order to accurately interpret pertinent acts, regulations, policies, and procedures. The Acts and Regulations are numerous. Some of these include: The Fair Trading Act, Condominium Property Act, Cemeteries Act, Mobile Home Sites Tenancies Act, Residential Tenancies Act, Charitable fund-raising act, Cooperatives Associations Act, Franchises Act, Policies and Programs and the FOIP Act and appropriate regulations.
- Must have an awareness of a broad range of other related provincial and federal statutes that affect the consumer marketplace such as the Charter of Rights and Freedoms, Criminal Code, Interpretations Act, Limitations Act, Sale of Goods Act, Builders Lien Act and Civil Enforcement Act.
- Strong oral and written communication skills to deal with a broad spectrum of clients.
- Excellent customer service focus. Ability to respond to client and stakeholders' needs and incorporate a customer service perspective.
- Ability to effectively converse with difficult clients.
- Ability/willingness to work in a fast paced challenging team environment, multitask and be self-directed, while maintaining a high level of productivity and quality service are important aspects of this position.
- Must be able to use appropriate telephone techniques, professionalism and good judgment in the handling of calls

regarding complex, multifaceted, politically sensitive and high priority complaints.

- Strong problem solving skills.
- Ability to comprehend and interpret legislative issues and relay information in understandable terms to clients.
- Familiarity with programs administered by other government departments and agencies.
- Skill in use of computer software applications: Microsoft Word, Microsoft Outlook, Internet Explorer and Microsoft Excel, the Internet, Reflections and CATS.
- Skill in the use of general office equipment.
- Ability to operate Avaya One X Agent "soft" phone.
- Ability to operate Avaya EMC email system.

**CONTACTS:** The main contacts of this position and the purpose of those contacts.

- This position is in contact with the general public, including the business community, associations, law enforcement, the legal community and ministry/divisional staff on a daily basis via the telephone and electronic mail.
- Consumer Services Investigations, RTDRS, Courts / JSG
- The purpose of these contacts is to provide clarification, advice and assistance with regards to the legislation, policy and procedures administered by the ministry.
- Works closely with other Information Officers and Team Leads on a daily basis.

**SUPERVISION EXERCISED:** List position numbers, class titles, and working titles of positions directly supervised.

This position has no supervisory requirements, however provides extensive training and support to staff learning RTA and consumer legislation.

**CHANGES SINCE LAST CLASSIFICATION REVIEW:** This section is not required to be completed if the job description is being written for the conversion to PREP. It should be completed for any subsequent classification requests under PREP.

**ORGANIZATION CHART:** An organization chart that includes supervisor, peers and staff **MUST** be attached.

See attached.

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 Compensation Manager, 6th Floor, Peace Hills Trust Tower, 10011 109 Street, Edmonton, Alberta, T5J 3S8, phone 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.

**Incumbent**

\_\_\_\_\_  
Name

\_\_\_\_\_  
Date (yyyy-mm-dd)

\_\_\_\_\_  
Signature

**E-mail Submit to Next level of Approval**