



## IDENTIFICATION

| Department                       | Position Title              |                       |
|----------------------------------|-----------------------------|-----------------------|
| Executive and Indigenous Affairs | Government Services Officer |                       |
| Position Number                  | Community                   | Division/Region       |
| 11-13445                         | Fort Good Hope              | Regional Office North |

## PURPOSE OF THE POSITION

The Government Services Officer is responsible for providing service to the public through the Single Window Service Center, in order to improve citizen access to programs and services, as well as facilitate GNWT departments and agencies to better serve NWT communities and regions.

## SCOPE

Reporting to the Manager Regional Operations the Government Services Officer will assist community residents in obtaining information about available government programs and services, support interaction between government departments and the community, and help residents complete forms and documentation required to access programs and services. The Government Services Officer will also support those departments that are without an on-going community presence and help with coordination for departments already present in the community.

In rural and remote communities many services are not always available or easily accessible. The Single Window Service Center is to improve public access to Territorial and federal government programs and services in smaller communities. Single Window Service Centers will be located in visible and frequently visited areas within the community. The incumbent will be the front line contact for the Service Center.

Success in this position will require a high degree of tact, diplomacy and discretion. The incumbent will be responding to citizen questions about access to government programs and services and be expected to provide reliable information, advice and guidance on program and service requirements.

## **RESPONSIBILITIES**

### **1. Provides public with value-added information, advice and guidance on program and service requirements in the community of a Single Window Service Centre.**

- Provides excellent service to public/clients.
- Responds to questions from clients about available programs and services.
- Assists clients with mobility challenges in-home as needed as designated by the Government Services Officer.
- Helps clients find information about programs and services sought, and also assesses which available public services, including territorial, federal, Indigenous, provincial, municipal or other, may best suit a client's needs.
- Determines if there is a need for more in-depth involvement by a particular program/service specialists.
- Provides guidance on the use of navigation and self-service tools (e.g., internet, phone, program database); responds to questions about electronic service channels; provides assistance with electronic exchanges; and promotes and encourages citizen access to electronic service channels.
- Assists clients with the completion of applications, forms and documentation.
- Translates information, and assists with forms and applications when language is a barrier for the client.
- Respects the confidentiality and sensitivity of information received from clients.

### **2. Participates in municipal, community interagency and Regional Management Committee meetings.**

- Attends various regular and special municipal and other community leadership meetings and advises the Manager Regional Operations / Regional Director of concerns, events or needs.
- Participates in and may coordinate and/or chair community interagency meetings.
- Acts as a liaison between the community and government departments.
- Assists government departments and agencies travelling to the community to deliver programs and services.
- Attends Regional Management Committee meetings at least once per year to provide update on service in the community as well as to foster a good working relationship with regional staff.
- Travels to regional meetings or training sessions, when required.

## **WORKING CONDITIONS**

### **Physical Demands**

No unusual demands.

### **Environmental Conditions**

No unusual demands.

### **Sensory Demands**

No unusual demands.

### **Mental Demands**

The incumbent works in an environment where there are political and public expectations, and an expectation to meet deadlines while providing quality service.

The position works with public clients in potentially challenging situations, and may be exposed to a variety of emotional responses while at work. Working alone during in-home visits the incumbent must maintain awareness, and be prepared for a variety of possible situations.

### **KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge of the mandate(s), vision(s), mission(s), organizational structures and service standards of GNWT departments.
- Knowledge of government services (including content, intent and relationship to other programs and services), delivery techniques (including timing, method, eligibility), and reporting requirements.
- Strong communication (verbal and written) and interpersonal skills, with particular attention to excellent customer service.
- Ability to speak the Indigenous language(s) of a community.
- Ability to work under pressure in a multi-task environment.
- Ability to deal with all members of the public in a fair and equitable manner.
- Ability to work independently and maintain confidentiality.
- Analytical skills, including the ability to research information, interpret information, and clearly explain information to others.
- Proficient computer skills, including familiarity with Microsoft Word, Excel, and Internet browsers.
- Ability to undertake training and apply new knowledge to changing situations.
- Flexibility to travel a few times per year for regional meetings or training sessions.
- Ability to interpret and explain programs, policies and procedures.
- Ability to work with computer systems, both entering and explaining data.
- Demonstrated ability to work with only minimal supervision.

### **Typically, the above qualifications would be attained by:**

A minimum of a Grade Ten (10), with two (2) years' experience in an Administrative or Customer Service Representative capacity. Specifically, experience in the public sector, in a position involving the provision of a variety of services in an informational, public relations or problem solving role is preferred. Education in a relevant Indigenous language would be an asset. Equivalencies in education and experience will be considered.

## **ADDITIONAL REQUIREMENTS**

### **Position Security**

- ☐ No criminal records check required
- ☒ Position of Trust – criminal records check required
- ☐ Highly sensitive position – requires verification of identity and a criminal records check

### **French language** (check one if applicable)

- ☐ French required (must identify required level below)
  - Level required for this Designated Position is:
  - ORAL EXPRESSION AND COMPREHENSION
    - Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐
  - READING COMPREHENSION:
    - Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐
  - WRITING SKILLS:
    - Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐
- ☐ French preferred

### **Indigenous language:** Indigenous Language - Not Specified

- ☐ Required
- ☒ Preferred

## **CERTIFICATION**

**Title:** Government Services Officer

**Position Number:** 11-13442

|                                                                                                                                                                                       |                                                                                                                                                                                                                |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <hr/><br>Employee Signature<br><br><hr/><br>Printed Name<br><br><hr/><br>Date<br><br><i>I certify that I have read and understand the responsibilities assigned to this position.</i> | <hr/><br>Supervisor Signature<br><br><hr/><br>Printed Name<br><br><hr/><br>Date<br><br><i>I certify that this job description is an accurate description of the responsibilities assigned to the position.</i> |
| <hr/><br>Deputy Head/Delegate Signature<br><br><i>I approve the delegation of the responsibilities outlined herein within the context of the attached organizational structure.</i>   |                                                                                                                                                                                                                |
| <hr/><br>Date                                                                                                                                                                         |                                                                                                                                                                                                                |

**The above statements are intended to describe the general nature and level of work being performed by the incumbents of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of this position.**