



## IDENTIFICATION

Department		Position Title	
Education, Culture and Employment		Information Officer	
Position Number	Community	Division/Region	
71-8257	Yellowknife	Labour Development and Standards, Employment Standards Office	

## PURPOSE OF THE POSITION

The Information Officer is the first point of contact with members of the public who contact or visit the Employment Standards office. They are responsible for providing Employment Standards program information, preparing and distributing orders and decisions of the Employment Standards Officer, file management using ARCS and ORCS records management system, and providing administrative support within the Employment Standards office.

The Officer works in accordance with the *Employment Standards Act* (the Act) and Regulations, the *Financial Administration Act* and Manual, and existing policies, directives, guidelines, and procedures.

## SCOPE

The Information Officer position is located in Yellowknife and reports to the Manager, Employment Standards, who is appointed as the Employment Standards Officer under *the Act*. The Information Officer provides administrative support to the Manager, Employment Standards, two Inspectors, and the Inspection and Collection Officer.

The Employment Standards office is part of the Labour Development and Standards Division (the Division) and is responsible for a territorial budget of approximately \$720,000.

As the first point of contact for the Employment Standards office, the Officer manages approximately 4,500 Employment Standards' inquiries, complaints, and questions about employee payroll inspections. The Officer is required to have the necessary knowledge of the *Employment Standards Act*, Regulations and related program information to respond to these questions directly or to direct inquiries to another Employment Standards staff member or another more appropriate agency.



## **RESPONSIBILITIES**

### **1. Responds to oral and written inquiries to the Employment Standards office and provides Employment Standards program information.**

- Assesses inquiries and provides information pursuant to the *Employment Standards Act* and Regulations.
- Tracks and logs oral and written inquiries and responses in the Labour Information Management System (LIMS).
- Describes the complaint process to employees who contact the office.
- Assists employees in submitting their complaints, in person or by phone/email/fax.
- Ensures that the subject matter of employees' claims can be addressed by the Employment Standards office in accordance with the legislation.
- Investigates options and refers employees to the appropriate agency, if the Employment Standards office does not have the authority to investigate their claims.
- Provides updates to employees regarding the progress of their claims.
- Assists employees and employers seeking information.
- Analyses effectiveness of legislative provisions and suggests changes.
- Reports concerns of employees and employers to the Manager, Employment Standards.

### **2. Administers the application processes for Extended Hours Orders and Overtime Averaging Orders.**

- Determines if electronic and paper files exist and creates if needed.
- Logs and tracks applications in database and LIMS.
- Reviews applications and follows up with applicant if information is missing.
- Coordinates the Workers' Safety and Compensation Commission's review of applications.
- Drafts letters and orders for review, approval, and signature of the Employment Standards Officer.

### **3. Provides administrative and support services to the Employment Standards Office.**

- Develops, supervises and maintains administrative and operational hardcopy/electronic files using the ARCS and ORCS records management system.
- Opens, closes, and tracks files electronically in databases and LIMS.
- Enters and maintains database information on employers and complaints received.
- Prepares legal documents such as, decisions, notices, and orders of the Employment Standards Officer.
- Provides copies of appealed claims to the Registrar of Appeals.
- Adheres to, maintains, and recommends revisions to the Information Officer Procedures Manual.
- Coordinates, proofreads, edits, reviews and formats correspondence and communication for the Manager's signature and/or approval.



- Receives, logs, distributes, and prepares mail, courier and other shipping of documents and materials.
  - Assists with the preparation and delivery of presentations and information sessions.
  - Provides support for coordination and arranging of staff travel as needed.
  - Maintains strict confidentiality.
- 4. Uses the GNWT Digital Integrated Information Management System (DIIMS) to track records.**
- Ensures correct information is entered as per DIIMS procedures.
  - Closes and updates file and volume information in DIIMS, ensuring correct information is entered as per DIIMS procedures.
  - Performs searches in DIIMS for files and volumes.
  - Prepares files for transfer to the GNWT Records Centre using DIIMS to scan files to boxes as per DIIMS boxing procedures.
  - Ensures accuracy of all data entry in DIIMS.
  - Generates reports from DIIMS.
  - Identifies and rectifies any data entry errors in DIIMS.
  - Prepares and processes files and boxes for transfer and disposition to the GNWT Records Centre.
  - Manually sorts and organizes files to be listed on box inventory forms.
- 5. Oversees and maintains supplies and equipment.**
- Orders supplies/furniture for the office.
  - Organizes and maintains office supplies inventory and supplies.
  - Arranges for maintenance, upkeep, and surplus of office equipment.
- 6. Performs other duties as assigned by the Manager, Employment Standards.**

## **WORKING CONDITIONS**

### **Physical Demands**

No unusual demands.

### **Environmental Conditions**

No unusual conditions.

### **Sensory Demands**

No unusual demands.



### **Mental Demands**

As the position involves talking with parties in conflict, the Officer may be required to work with angry, hostile individuals on a regular basis and there may be expressed or implied threats. The Officer may be approached by clients outside of regular work hours.

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

- Knowledge of and/or the ability to acquire knowledge of the NWT's *Employment Standards Act*, Regulations and program information (policies, guidelines and procedures).
- Knowledge of northern community life and cross-cultural issues.
- Knowledge of, and/or the ability to acquire knowledge of the NWT's *Access to Information and Protection of Privacy Act*.
- Knowledge of relevant legal terminology, documents, processes and procedures.
- Knowledge of computerized and physical filing systems
- Customer service skills to ensure tactful and diplomatic interactions with the public.
- Skills relating to electronic database, case management, and information systems.
- Able to work in a computerized work environment with relevant skills such as operating systems, word processing, worksheets, scheduler, internet and email.
- Interpersonal, communication and writing skills.
- Keyboarding skills with speed and accuracy.
- Administrative and coordination skills.
- Attention to detail including proofreading skills.
- Organizational and time management skills.
- Interviewing and active listening skills.
- Problem solving, research and analytical skills.
- Ability to learn, interpret and communicate legislation and/ or regulations.
- Ability to work effectively with people in cross-cultural situations.
- Ability to adapt communication styles to multiple cultural environments.
- Ability to work with minimal supervision and as a team member
- Able to maintain composure in a multiple demands and deadlines environment.
- Ability to commit to actively upholding and consistently practicing personal diversity, inclusion, and cultural awareness, as well as safety and sensitivity approaches in the workplace.

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

A Business Administration Certificate program with one (1) year of directly related experience in office administration.

Equivalent combinations of 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:** Select language

- ☐ Required
- ☒ Preferred