



IDENTIFICATION

Department	Position Title	
Executive	Government Services Officer	
Position Number	Community	Division/Region
11 - 13443	Lutsel K'e	Regional Office South

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 a new initiative to improve public access to 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 elderly clients 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, provincial, Aboriginal, 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 most 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.

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 Aboriginal 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.
- Experience interpreting and explaining programs, policies and procedures.
- Experience working with computer systems, both entering and explaining data.
- Demonstrative experience working under minimal supervision.

Typically, the above qualifications would be attained by:

Administrative experience as a Customer Service Representative, preferably in the public sector and in a position which involved the provision of a variety of services in an informational, public relations or problem solving role. Education in a relevant Aboriginal language would be an asset.

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. Pressure to meet deadlines and provide quality service may result in considerable mental fatigue. In dealing with the clients and the public there is the potential for upset and/or aggressive client interactions.

ADDITIONAL REQUIREMENTS

Position Security (check one)

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

COMPETENCIES FOR GOVERNMENT SERVICES OFFICER POSITION

Adaptability: Working effectively in a variety of situations and adjusting to the demands of a fluid work environment.

- Modifies own approach to meet situational needs
- Embraces new systems, tools and technologies
- Maintains self-control and professional attitude during challenging situations
- Seeks help in adapting where necessary
- Maintains judgment, makes sound decisions, and responds constructively towards others in the face of challenging situations.

Analytical and Conceptual Thinking: Breaking down issues into component parts, organizing elements in a systematic or logical way, and formulating recommendations.

- Recognizes important issues
- Organizes information from varied sources to make systematic comparisons of different elements
- Exercises objectivity and good judgment in data gathering and analysis
- Links two or more related points to reach a conclusion
- Demonstrates a broad understanding of the linkages between departmental programs and client activities/needs
- Predicts the consequences of various courses of action (cause/effect)
- Recommends an appropriate course of action from defined options, guidelines or precedents

Client Services: Providing excellent service to clients and partners by being responsive to their needs.

- Develops and maintains an understanding of the services available to clients
- Responds to clients in a professional (respectful, informed and timely) manner taking into account client diversity
- Ensures an understanding of the client's needs,
- Accepts accountability for the quality of service provided
- Keeps clients informed on the progress of files or projects
- Proactively contacts clients and the community to offer program/service advice
- Seeks feedback to improve service delivery
- Collaborates with partners to enhance understanding of client issues and needs

Communications: Communicating ideas and information effectively, adapting the message to diverse audiences and actively listening to others. Fluency in official languages of community to assist with language barriers is an asset.

- Communicates clearly and listens to others to ensure understanding
- Makes use of the appropriate technical resources to produce accurate documents
- Provides opportunities for others to express themselves, listens attentively and seeks clarification where necessary
- Communicates with tact and discretion
- Adapts communication approach to the context and audience needs
- Ability to minimize language barriers.

Continuous Learning: Assessing personal strengths and weaknesses, and engaging in learning opportunities for personal and professional development.

- Seeks to develop knowledge and skills that improve employment effectiveness
- Draws on the knowledge of others through networking, teamwork, and partnering

Interpersonal Relationships: Dealing respectfully, equitably and sensitively with people and recognizing the diversity of experiences, opinions, feelings and motivations of others.

- Acknowledges and respects the underlying concerns of others
- Anticipates how others will react in a situation and responds appropriately
- Builds and maintains trust in working relationships
- Uses constructive discussion that focuses on the issues not the person

Results Orientation: Setting challenging goals and achieving results consistent with organizational strategies, goals and objectives.

- Seeks opportunities to understand the job and work environment
- Aligns work with organizational goals
- Accepts responsibility for achieving personal results
- Sets and adjusts priorities to ensure progress and completion, seeking help where necessary

Technology Skills:

- Microsoft Word
- Excel
- Internet browsers