



## Job Specification

**Position Title:** TEAM MANAGER  
**Job Code:** MCP - General Administration AM-17, AGA17  
**Job ID:** 12940

### Purpose of Position:

Ensure the effective and efficient administration of all operations in the Office of the Registrar General (ORG), which supports province-wide registration, service delivery and specialty services. This includes;

- Service delivery functions – processing requests for certificates, searches, documents and other requests for information
- Registration functions - register all births, death, marriages, name changes, amendments, adoptions and stillbirths per the Vital Statistics Act (VSA), the Marriage Act, the Change of Name Act and Childrens Law Reform Act
- Customer care - all aspects of print/distribution, adoption information disclosure services, records and exception handling, along with other operational services

### Duties/Responsibilities:

- Plan, direct and co-coordinate all activities related to the ORG operational goals and objectives;
- Supervise a team of 10-15 persons from diverse backgrounds, possessing a varying range of skills in a multi-faceted, high-volume production environment. Knowledge of OPS policies\procedures\practices related to HR management, collective agreements and HR-related legislation to effectively supervise\manage staff, manage labor relations matters and measure, monitor and evaluate staff performance.
- Active in the recruitment, training, development and motivation of staff. Conduct performance development and learning reviews, in conjunction with the established training plan. Manage staff-related matters such as merit increases, health and safety issues, performance appraisals, leaves, attendance support program, administration of the discipline process and handling first stage grievances, etc.;
- Implement action plans to ensure systems and processes are in place to meet OPS service standards. Focusing on results, identify opportunities to continually improve operations, decrease service turnaround time, and provide alternatives to improve the operations; Cultivate and maintain positive team-to-team communication and collaboration, while supporting and indirectly influencing success across all ORG teams;
- Maintain the security of the work environment, personnel, processes, documents, systems and financial assets according to established OPS and ORG policies. Escalate issues to the ORG Security Team and work with them to identify solutions and appropriate courses of action;
- Interpret the Vital Statistics Act (VSA), Change of Name Act, Marriage Act, FIPPA and related legislation in order to resolve complex requests for services, advising on entitlement, providing training\support\technical advice, etc. to the general public, municipalities, hospitals, birthing centres, medical practitioners, the legal profession, religious officials, religious bodies, funeral directors and other government ministries and agencies; ensure professional integrity of the ORG is maintained by exercising discretion in the issuance of information, including supporting the prescribed obligation of confidentiality. Handle escalated issues\files as required;
- Identify deficiencies and provide input for enhancement to computer (automation) systems, branch policy, legislation and regulations, special policy development projects as assigned;
- Prepare background documentation, recommend policy and\or legislative change as required, acting as liaison between applicants and the Deputy Registrar General (DRG) and acting as Operations Manager during absences or on an assigned basis; represents Branch on Ministry/division committees, prepare and conduct seminars as required, represent Branch at meetings of other interested client groups, i.e. genealogists, funeral directors, medical professions, religious officials/bodies, etc.;
- Other duties as assigned

### Knowledge:

Strong administrative skills and supervisory experience. Knowledge of Collective Agreements to efficiently supervise teams, in accordance with Employee Orientation Managers Guide. Thorough knowledge of the VSA, Marriage Act, Change of Name Act, Childrens Law Reform Act, FIPPA, and related legislation, branch and Ministry policies, procedures, directives and guidelines. Thorough knowledge of the registration process, In-house softwares (i.e. VISION, RGDMS), and refund programs is required to provide interpretation of the Acts, to identify system deficiencies, to resolve complex problems and to

provide advice to staff and to the public. Knowledge of custodian of information requirements.

Knowledge of OPS policies\procedures\practices related to HR management (i.e. WIN, ASP, WSIB, LTIP, accommodations, etc.), employment policies, collective agreements and HR-related legislation, policies, procedures, directives and guidelines to effectively supervise\manage staff, handle labor relations matters and evaluate staff performance.

Knowledge of OPS French Language Services. Knowledge of personal computer and related software (Excel, Word, Outlook, and Power Point). Strong planning and organization skills are essential to efficiently manage team operations and to coordinate activities so that teams can operate effectively and efficiently. Excellent oral and written communication skills are necessary to communicate effectively with staff, public and client groups.

**Judgement:**

Exercise judgment to ensure effective operations, inter-team cooperation, collaboration and support as well as customer service. Judgment needs to be exercised when resolving computer issues, identifying and referring very sensitive cases to the DRG, interpreting legislation and policies, in deciding complex case resolution, in identifying possible contentious issues and preparing a course of action. Judgment also needs to be exercised in determining priorities when coordinating workload, in resolving personnel problems, in resolving system deficiencies and in ensuring that the integrity of all processes, registrations and documents is maintained. Positions work under the general supervision of the Manager, Operations, with access to the Assistant DRG and the DRG, for advice. Utilizes the Acts, regulations and Internal Policies and Protocols for guidance.

**Accountability - Programs:**

Position contributes directly to Branch objectives by ensuring efficient and effective operations related to Branch operations, revenue, expenses, refunds, certificate processing and all aspects of service delivery, customer service, and the registration process including all vital events, foreign divorce authorizations, religious officials, religious bodies and adoption information disclosure services, along with custodian requirements. Position is also responsible for responding to external enquires, identifying system deficiencies, recommending policy and legislation changes to improve the efficiency and effectiveness of the program.

**Accountability - Personnel:**

Position directly supervises Team Representatives (English and French), Medical Coders, and Clerk 3. Position ensures compliance with health and safety legislation and Ministry policy to ensure that every reasonable precaution is taken for the protection of the employee. Responds to grievances and conducts performance evaluations of staff in a timely fashion.

**Accountability - Impact of Errors:**

Position has a province-wide impact on the Ministry\Division\Branchs ability to effectively respond to issues which impact on customer service. Responsible to manage issues in a timely and accurate manner where interpretation and/or dissemination of information is critical. Therefore, errors could impact on the Ministry\Division\Branchs ability to achieve its goals and objectives. Errors in effectively administering\managing the operations could lead to significant financial loss to clients or cause a loss in public confidence in an important government service. Mismanagement of staff could result in unnecessary grievances and low staff morale resulting in reduced productivity. Position responsible for disbursement of refund cheques and has authority to approve overtime and some purchases.

**Contact - Internal:**

Has regular contact with all branch managers to exchange information and to discuss operations\policy\legislative\procedural change and to communicate customer service policies. Position also has regular contact with MAG staff, MCSS regarding adoption legislation and Childrens Law Reform, Coroners office regarding death registrations. Position also has contact with Ministry support staff, i.e. finance, systems, auditing, communications, policy, HR etc.

**Contact - External:**

Regular contact with funeral directors, cemetery owners, religious officials, religious bodies, hospital administrators, midwives, physicians, legal profession, Members of Provincial Parliament, law enforcement agencies, aboriginal organizations and municipalities.