

## **EMPLOYMENT STANDARDS OFFICER 1 GENERAL**

This is a responsible position within the Employment Standards Branch. The incumbents will be trained and expected to acquire knowledge of the legislation administered by the Branch so as to be capable of serving the needs of the information and reception area attended by the general public.

### **TYPICAL DUTIES**

- In person and by telephone, counsels employers and employees of their respective rights and obligations pursuant to the legislation administered by the Branch.
- Receives complaints and determines if they fall within the jurisdiction of the Acts administered by the Employment Standards Branch.
- Investigates labour standards complaints where telephone or letter program is deemed appropriate.
- Assists in telephone surveys.
- Performs other related duties as required.

### **QUALIFICATIONS**

#### **Knowledge, Abilities and Skills**

- Some knowledge of labour standards legislation.
- Ability to liaise effectively with a variety of people concerning the acts and regulations governing and affecting the employment standards program.
- Ability to communicate effectively, both orally and in written form.

#### **Education, Training and Experience**

Several years' related work experience.

#### **Physical Standards**

Physically capable of performing the duties assigned.

“This information is available in alternate formats upon request.”

# **EMPLOYMENT STANDARDS OFFICER 2 AND 3**

## **GENERAL**

This is the advanced working level where employees are required to perform the most complex inspection and investigative work in the Employment Standards field. This position require extensive knowledge of all provincial labour legislation, the ability to analyze and evaluate situations impartially, ability for the procedures involved in negotiation, conciliation and mediation, and well developed administrative skills to process an assigned work load with an order of priority. This position enforces the compliance of Manitoba Labour Board and Payment of Wages Orders, and performs public relations functions such as participating in speaking engagements.

The Employment Standards Officer 2 level is used as the training and developmental level for the Employment Standards Officer 3. An employee may be promoted to the Employment Standards Officer 3 classification, upon recommendation from the Branch, after gaining sufficient competence and knowledge including 2 years' experience as an Employment Standards Officer 2.

## **TYPICAL DUTIES**

- Investigates complaints by direct interview with employers and employees, audits records and other documents to evaluate any violation of labour legislation.
- Negotiates, conciliates and mediates by intervening between the parties of claim in dispute.
- Counsels employers, employees and their professional representatives by correspondence, in person and by telephone.
- Conducts routine investigations of business and service establishments in the public and private sector.
- Reports by writing a comprehensive account of an investigation or any other activity.
- Requisitions, files and serves all legal documents including Orders, Notices, Information, Summonses, Subpoenas, Affidavits and Writs.
- Enforces the compliance of Payment of Wages Orders, Manitoba Labour Board Orders and Corporate Directors Orders.
- Determines and locates the assets of employers.
- Receives cash and cheques in trust.
- Promotes the activities of the Branch Educational Program by developing and conducting informative presentations to community groups, business and service establishments in the private and public sector.
- Provides the particulars of an action where prosecution is recommended and assists the Crown Attorney in advancing such action to litigation.

- Acts as a witness in the Courts and at Manitoba Labour Board hearings.
- Provides an ongoing assessment of services, policies and legislation by participating on committees to identify problems and make recommendations to enhance the function of the Branch.
- Conducts special investigations and surveys by in-depth interviews, taking statements, auditing records and other documents.
- Develops Employment Standards Officer 2 in training by organized instruction together with practical job exposure to achieve the standards to function at the full working level of an Employment Standards Officer 3.

## **QUALIFICATIONS**

### **Knowledge, Abilities and Skills**

- A thorough knowledge of labour legislation and regulations, as well as labour board and court rulings as they apply to acts administered by the Employment Standards Division.
- A thorough knowledge of the procedures and techniques used in investigation, negotiation, mediation and conciliation.
- Ability to liaise professionally with a variety of people such as lawyers, accountants, personnel directors, corporate officers and directors, union officials and employees representing a diverse of occupations.
- Ability to analyze and assess a situation between conflicting parties and to design procedures and create innovative recommendations that will achieve a successful conclusion to the problem.
- Ability to analyze collective agreements and employment contracts.
- Ability to communicate effectively, both orally and in writing.
- Ability to undertake and complete complex and technical assignments.
- Ability to be impartial in judgement and make effective decisions.

### **Education, Training and Experience**

Secondary education level with some related work experience is preferred but consideration will also be given to applicants having an equivalent combination of directly related work experience and education.

### **Physical Standards**

Physically capable of performing the duties assigned.