

## INFORMATION OFFICER I

KIND AND LEVEL OF WORK

This is technical work preparing informational material for publication, or presentation to the public.

Employees of this class are responsible for planning, writing and editing a varied selection of reports, articles and other materials of interest to the public. Work may be general and varied in nature, or specialized in a specific type of activity. Work assignments are performed within the boundaries of accepted journalistic practices and must conform to the public relations objectives to be achieved. Employees exercise initiative and sound technical judgement in researching assignments and preparing material which is both authentic and informative. Material which interprets policy, or articles of a complex technical nature, are reviewed for adherence to policy and objectives prior to publication or presentation to the public.

TYPICAL DUTIES

Prepares articles, reports and speeches about the early history and development of Alberta; gives lectures to special groups, arranges tours of the Provincial Museum, and develops feature programmes for interested groups.

Prepares bulletins for printing; composes copy; plans layout; chooses illustrations; composes titles, plans paste-ups; proofreads and reviews the work in progress for conformity with instructions as to typography and format.

Writes and edits departmental publications.

Supervises and performs the work of gathering informational material for copy and illustrations; conducts interviews; does research; edits material submitted by others.

Writes feature articles, editorials, scripts and speeches.

Meets representatives of the departments of government, industry and other agencies; attends staff meetings and exhibitions to discuss and secure information of interest to the government and the public.

Provides and prepares information on the services of the various departments of government and the resources of the province.

Gives technical direction to staff personnel on the work of gathering, filing and typing informational material and the maintenance of current mailing lists.

Performs related work as required.

KNOWLEDGES, ABILITIES AND SKILLS

Considerable knowledge of methods and techniques used to disseminate information to the public.

Considerable knowledge of the operations and practices of the communications industry.

Considerable knowledge of the programmes of the various provincial departments.

Knowledge of journalistic principles, practices and objectives.

Knowledge of the technical phases of newspaper publishing, radio and television productions and the printing industry in so far as they relate to publicity work.

Ability to establish and maintain an effective liaison with the public in general, and with other government, business and community agencies in particular.

Ability to speak effectively in public.

Ability to plan and organize informational programmes and to work effectively with others.

Ability to perform and supervise gathering, writing, editing, planning layout, and printing informational material for presentation to the public through pamphlets, publications, newspapers, magazines, radio or television.

Skill in securing information and composing it in a style which will stimulate public interest and also conform with departmental policies, regulations and objectives.

EXPERIENCE AND EDUCATION

Considerable experience in the various phases of general publicity work, including newspaper, magazine, radio or television writing and the compilation of publications; completion of senior matriculation, supplemented by courses in journalism; or an equivalent combination of experience and education.

## INFORMATION OFFICER II

KIND AND LEVEL OF WORK

This is technical public relations work directing an informational programme for a department or for a division of a publicity department.

These employees prepare informational material in a style designed to stimulate public interest in the resources of the Province, and in the activities of government departments. They use considerable independent initiative and sound judgment in establishing co-operative working relationships with government officials and representatives of business and the press, radio, and television communications industry. Direction and supervision may be given to technical and clerical personnel in the various phases of the work. Informational materials interpreting policy, regulations, and projects of a highly technical nature are usually discussed with senior officials who approve the propriety of the assignments.

TYPICAL DUTIES

Advises and assists departmental officials in explaining policies relating to inter-office operating procedures, educational programmes, and regulations.

Secures information about departmental regulations, services, and objectives; prepares speeches and articles for departmental publications and newspapers; writes scripts for radio and television production; prepares copy and layout for advertising releases.

Gives technical direction and assistance to personnel assigned to the work of preparing information for departmental publications; releases information to the press gallery and to the newspaper, radio and television industry.

Scrutinizes newspapers to ensure that information is correctly reported and takes steps to have errors corrected.

Supervises and assists personnel in operating a departmental library; disseminates informational literature.

Performs related work as required.

KNOWLEDGES, ABILITIES AND SKILLS

Thorough knowledge of methods and techniques used to disseminate information to the public.

Thorough knowledge of the operations and practices of the communications industry.

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Thorough knowledge of the various departmental programmes, policies, regulations and statutes in so far as they relate to publicity work.

Considerable knowledge of journalistic principles, practices and objectives.

Considerable knowledge of the technical phases of newspaper publishing, radio and television productions, and the printing industry in so far as they relate to publicity work.

Ability to plan and organize informational programmes and to work effectively with others.

Ability to perform and supervise the gathering, writing, editing, copy, planning of layout, and printing of informational material for presentation through the media of pamphlets, bulletins, newspapers, magazines, radio, and television.

Skill in securing highly technical information and composing it in a style which will stimulate public interest and conform with departmental policies, regulations and objectives.

#### EXPERIENCE AND EDUCATION

Considerable experience in journalism, newspaper, radio and television reporting or public relations work; university graduation; or an equivalent combination of experience and education.

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## INSTITUTIONAL SERVICE SUPERVISOR I

KIND AND LEVEL OF WORK

This is supervisory work over a small staff providing one or a combination of cleaning, food or housekeeping services in a government facility.

Employees of this class directly supervise cleaning porters and/or other subordinate staff to ensure acceptable standards of cleanliness, housekeeping and food services. The work is performed in accordance with written and oral instructions and is reviewed by superiors by observation of the work in progress and on completion, and by reading written reports.

TYPICAL DUTIES

Supervises a small staff performing food service, cleaning and housekeeping tasks by instructing, disciplining and reviewing and reporting on the performance of subordinates to ensure the provision of acceptable services.

Oversees the conduct of residents; gives directives and makes reports in accordance with house regulations governing personal conduct and the use of facilities; and reports misdemeanors to supervisors or nursing staff.

Receives phone calls, admits visitors, and takes and relays messages for residents.

Checks facilities and equipment to ensure they are in good working order; keeps inventory and reports the need of repairs and replacements.

Checks and maintains the quality and attractive presentation of food products by ensuring that such details as the setting of formal table service in the dining room meets prescribed standards.

Performs other work as required.

EXPERIENCE AND EDUCATION

Experience in cleaning or food and/or housekeeping services; completion of tenth school grade and some related training; or an equivalent combination of experience and education.

## INSTITUTIONAL SERVICE SUPERVISOR II

KIND AND LEVEL OF WORK

This is supervisory work over a medium sized staff providing one or a combination of cleaning, food or housekeeping services in a government facility.

Employees of this class directly supervise cleaning porters and/or other subordinate staff to ensure acceptable standards of cleanliness, housekeeping and food services. The work is performed according to established regulations and policies and from written and oral instructions, and is reviewed by superiors by observation of completed work and by reading written reports.

TYPICAL DUTIES

Supervises a medium sized staff performing food service, cleaning and housekeeping tasks; by scheduling work shifts, training staff and evaluating and recording performance to ensure acceptable standards of service.

Checks facilities and equipment to ensure they are in good working order, and reports need of repairs and replacement; and suggests changes to improve housekeeping policy and procedures.

Oversees the provision of special diets; recommends menu changes and, in consultation with professional staff, assists in writing special diet menus.

Records food tallies; maintains large inventories; requisitions such supplies and replacements as cleaning materials, equipment and food products.

Performs other work as required.

EXPERIENCE AND EDUCATION

Considerable experience in cleaning or food and/or housekeeping services; completion of tenth school grade and some related training; or an equivalent combination of experience and education.

INSTITUTIONAL SERVICE SUPERVISOR IIIKIND AND LEVEL OF WORK

This is responsible supervisory housekeeping work performed in charge of a medium-sized institution or assisting in a large institution.

Employees in charge of a medium-sized institution are responsible for developing work procedures, assigning duties and supervising the work related to good housekeeping methods and practices. Employees of this class in large institutions assist and participate in all aspects of the housekeeping operation as delegated by the senior institutional service supervisors in charge. Where clients are involved in the tasks performed, these employees must exercise considerable patience and tact when checking the work completed. The work is performed with considerable independence. Supervision is exercised over cleaning porters and other subordinate staff performing housekeeping and domestic duties to ensure cleanliness and proper functioning of services. Work methods and procedures are discussed with senior staff to ensure smooth flow of work in all branches of the institution. The work is checked by senior officials of the institution who observe completed work and read reports submitted.

TYPICAL DUTIES

Supervises the housekeeping and domestic duties performed by subordinate staff throughout the institution.

Prepares shifts, reports and other schedules; interviews and selects persons for appointment.

Makes rounds to ensure housekeeping duties are being done according to instructions.

Gives directions for the use of cleaning materials, disinfectants and insecticides.

Trains and instructs new employees and inmate help in cleaning duties.

Requisitions and maintains records of linen and supplies.

Reports the necessity of building repairs.

Performs related work as required.

EXPERIENCE AND EDUCATION

Considerable supervisory experience in institutional housekeeping; completion of the tenth school grade, preferably with courses leading to Executive Housekeeping Certificate; or an equivalent combination of experience and education.

Analyzes work procedures, identifies potential safety and health problems, and develops remedial health and safety practices, procedures and programs to improve the work environment.

Maintains and upgrades the computerized chemical inventory.

Advises and maintains liaison with the employer, employees safety committee, labour organizations and others on health and safety matters including the application, interpretation and promotion of the Occupational Health and Safety Act and regulations.

Supervision required.

### **EDUCATION AND EXPERIENCE**

Undergraduate science degree preferably in chemistry health sciences or life sciences and seven years directly related experience, some of which must have been supervisory, or Masters degree in occupational hygiene with at least two years of directly related experience. An equivalent combination of education and experience may be considered.



INSTITUTIONAL SERVICE SUPERVISOR IVKIND AND LEVEL OF WORK

This is responsible supervisory housekeeping work performed throughout a large government institution.

Employees of this class are responsible for developing work procedures, assigning duties and supervising the work related to good housekeeping methods and practices. Where clients are involved in the tasks performed, these employees must exercise considerable patience and tact when checking the work completed. The work is performed with considerable independence. Supervision is exercised over cleaning porters and other subordinate staff performing housekeeping and domestic duties to ensure cleanliness and proper functioning of services. Work methods and procedures are discussed with all branches of the institution. The work is checked by senior officials of the institution who observe completed work and read reports submitted.

TYPICAL DUTIES

Supervises the housekeeping and domestic duties performed by subordinate staff throughout the institution.

Prepares shifts, reports and other schedules; interviews and selects persons for appointment.

Makes rounds to ensure housekeeping duties are being done according to instructions.

Gives directions for the use of cleaning materials, disinfectants and insecticides.

Trains and instructs new employees and inmate help in cleaning duties.

Requisitions and maintains records of linen and supplies.

Reports the necessity of building repairs.

Performs related work as required.

EXPERIENCE AND EDUCATION

Considerable supervisory experience in institutional housekeeping; completion of the tenth school grade and courses leading to Executive Housekeeping Certificate; or an equivalent combination of experience and education.