

Job Class Profile: Estates Officer II**Pay Level: CG-37 Point Band: 814-847**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	6	5	3	4	5	5	5	1	3	
Points	280	83	19	19	150	108	103	21	32	815

JOB SUMMARY

The Estates Officer II is responsible for the detailed administration of assigned estates for deceased persons, mentally disabled persons, and minors. This involves complete administration of estate/trust, including filing income tax returns, filing employer/employee returns and forms, investing client money, paying client debts and living expenses, and applying for subsidies and social support programs.

Key and Periodic Activities:

- Contacts beneficiaries, family members, next of kin, lawyers and/or legal representatives to confirm identity of beneficiaries and their relationship to the client; search and locate beneficiaries not listed in court documents; determine and apportion beneficiaries' claim on the estate; and list, address, and mediate concerns/complaints/disputes between beneficiaries and family members.
- Determines ownership of assets and whether or not other assets exist that are not included in court inventory. Retrieves, secures, transfers, and/or sells assets on a timely basis. Manages client's businesses and meets with shareholders.
- Performs tax related responsibilities such as establish authorization with Revenue Canada, complete general returns and trust returns, investigates complex tax issues or capital gains/losses, fulfills non-resident tax requirements, and applies for final clearance certificate.
- Establishes a list of creditors and places advertisements for statutory notice for businesses or persons with a claim against the client.
- Performs investment responsibilities such as purchasing Guaranteed Investment Certificates, Registered Educational Savings Plans, Registered Disability Savings Plans, and Canada Savings Bonds; redeeming Retirement Savings Plan, Retirement Income Fund, Locked-In Retirement Account, Life Income Funds, and determining tax liability. Meets/corresponds with financial institutions regarding the purchase and/or redemption of investments.
- Approves or denies claims and expenses based on financial ability, appropriateness, and court orders for individual clients (i.e. utilities, income tax payments, personal spending money, and/or medical supplies.)
- Signing authority on cheques and receipts, and maintains combination for vault.
- Winds up of estate including calculating and charging administration fee, calculating and preparing scheme of distribution, preparing and executing final distribution, and holding Commissioner of Oaths for witnessing documents.

Key and Periodic Activities:

- Ensures compliance with numerous acts and policies.
- Responds to inquiries and questions from auditors.
- Reviews and signs-off on monthly financial statements.

SKILL**Knowledge****General and Specific Knowledge:**

- Specialized knowledge of estates and trust administration.
- Knowledge of applicable acts and policies, basic accounting principles, and income tax.
 - Applicable acts and policies:
Judicature Act, Trustee Act, Mentally Disabled Persons Act, Intestate Succession Act, Family Law Act, Privacy Act, Wills Act, Act Pertaining to Minors, Adoption Act, Lands Act, Real Estate Trading Act, Life Insurance Act, comply with policies and procedures of the Estates Office, comply with Audits

Formal Education and/or Certification(s):

- Minimum: Undergraduate degree in commerce, business administration, or a related field. MTI (Member, Trust Institute) and STI (Specialist, Trust Institute) designations.

Years of Experience:

- Minimum: 2-3 years of experience.

Competencies:

- Strong interpersonal, communication, organizational, problem solving, analytical and mediation skills.
- Skilled in the use of various programs such as NewViews, Cantax, FormMaster, Excel, Word, CADO, Outlook, and the internet.
- Ability to communicate complicated or conceptual ideas where clarity and precision of language is critical.
- Ability to review assessments and to prepare, type, proofread and edit correspondence, legal documents and financial documents.

Interpersonal Skills

- A range of interpersonal skills are used to listen and give advice to stakeholders and clients regarding a variety of estate related issues; ask questions to gather information; gain the cooperation of others to complete work; address issues and/or solve problems; deal with upset or angry people; conduct formal interviews; provide and nurture others; and resolve disputes between people.
- Communications occur on a daily basis with employees within the department and the Government of Newfoundland and Labrador, other municipal, provincial or federal government employees, and clients/beneficiaries/general public.
- The most significant and frequent contacts are with: the Canada Revenue Agency to obtain past tax information, clarification on tax rulings, appealing tax decisions; with coworkers and supervisor to discuss complicated estate issues; and with clients to address their inquiries,

problem management, and complaints and accusations.

- Examples of the use of interpersonal skills: Dealing with clients/beneficiaries/creditors who are in disagreement with how the estate is being administered; or resolving disputes between clients and common-law partners/children/grandchildren. Explanation or elaboration of technical information is often required.

EFFORT

Physical Effort

- The demands of the job do not result in considerable fatigue, requiring periods of rest.
- There is a requirement to lift objects less than 10 lbs and may lift up to 10 – 25 lbs.
- Use of gross motor skills occurs when driving.
- Fine finger precision work while using a computer.
- Sitting, standing, walking, sustaining awkward/cramped body postures/movements are a regular requirement when inventorying a house/garage/shed which requires lifting/moving/loading household items; retrieving files stored in boxes; crawling under houses (crawl spaces); and transporting garbage to the dump.

Concentration

- **Visual** concentration is required when staring at a computer screen, visual focus for accuracy in disbursements, court documents, deeds, etc., and trouble shooting within an estate.
- **Auditory** concentration when dealing with clients/beneficiaries to focus on what they are saying.
- **Other sensory demands** such as touch, smell, taste are present when entering condemned homes due to lack of cleanliness/odor.
- **Repetition** requiring alertness occurs when calculating for accuracy on final distribution, calculation of administration fees.
- **Time pressures/deadlines/interruptions** occur when there are tax return deadlines, real estate sales, redemption of stocks and mutual funds, market timing.
- **Eye/hand coordination** requiring when using adding machines, protectograph machine).
- **Exact results and precision** occurs to perform precise calculation of statement for payout purposes.

Complexity

- Work tasks vary and can regularly range from repetitive and well-defined to different and unrelated.
- Challenges/problems/issues may have obvious solutions, may be addressed by following procedures or guidelines, may require definition and determination of practical solutions, or may also require developing solutions in a team setting.
- There is a requirement to complete diverse tasks involving a wide variety of responsibilities and situations.
- Examples of typical challenges/problems: Locating financial information such as bank accounts, investments, and creditors. Locating income tax information – past and present. Locating beneficiaries and establishing validity of claims.

- When addressing typical challenges/problems/issues, can refer to acts such as the Mentally Disabled Persons Estates Act, Intestate Succession Act, Act Pertaining to Minors, and other acts/regulations/procedures as noted in the Knowledge Section. Also regularly refers to Canada Revenue Agency for clarification of tax related issues/questions.

RESPONSIBILITY

Accountability and Decision-Making

- Work tasks are generally monitored and controlled through the adherence to or compliance with procedures, acts and regulations. Works independently towards the completion of files within the guidelines and regulations. Consultations occur with coworkers and/or supervisor on an as needed basis.
- Decisions are made with regards to partial or full distribution of an estate, approval of client purchases or estate expenses, tendering items for sale, payments, collapsing of investments, listing real estate, investing large sums for clients, consulting with outside institutions/agencies such as lawyers/employers/real estate agencies, issuing approval for purchasing outside of guidelines such as the purchase of a headstone which is not a required executor/administrator expense.
- Requires supervisory approval for adjustment of administration fees, approval of final real estate sales, for purchasing outside guidelines under extreme circumstances, and for the redemption of shares and mutual funds.
- Discretion and judgment are required when meeting outside the office with outside agencies and stakeholders or when making decisions regarding the disposal or distribution of assets.

Impact

- Generally has impact on the immediate work area, department, within the organization, and on clients/general public. Additionally, impacts are felt directly on processes and systems, information, finances, human resources, and corporate image.
- The most significant impacts are on clients (general public).
- Can have a direct impact on client's finances and property. Errors may result in significant impact on client finances, or breach of confidentiality resulting in potential legal action. (i.e. missing deadline for closing real estate sale, loss of money through investment error, late filing of income tax)
- Work must be in compliance with procedures, acts and regulations.
- Consequences and/or errors are normally identified and resolved within hours of identification.

Development and Leadership of Others

- There is no supervision of staff.
- May provide on-the-job guidance and advice to colleagues.

WORKING CONDITIONS

Environmental Working Conditions

- Safety precautions/equipment occasionally required depending on situation: gloves, mask, disposable coveralls.

- Limited likelihood of minor cuts, bruises, abrasions or minor illnesses. No likelihood of fractures, injury or occupational illness resulting in partial or total disability.
- Occasional exposure to dirt/dust/filth/garbage, fumes, toxic or poisonous substances, bodily fluids and waste, infectious disease, odors, wet or slippery surfaces, awkward/confining work spaces, physical danger/threats, sharp objects, and travel.
- Example: Investigating and inspecting house/apartment conditions and contents. In some situations the client may have been removed under the Neglected Adults Act. There may also be threat of violence from family members.