

<b>Position Title:</b>	Inspector	<b>Location:</b>	Burnaby
<b>Team:</b>	Investigations & Case Management	<b>Department:</b>	Regulatory Services
<b>Supervisor's Title:</b>	Manager of Investigations & Case Management	<b>Supervisor's Classification</b>	Excluded
<b>Position Classification:</b>	AO21		

### **ORGANIZATION SUMMARY**

Consumer Protection BC is a not-for-profit corporation dedicated to strengthening consumer protection in BC and enforcing BC's consumer protection laws. As a regulator, we licence and inspect specific industries, respond to consumer inquiries, investigate alleged violations of consumer protection laws, and educate consumers and businesses about their rights and responsibilities under the laws we administer. Our vision is a province where all citizens of British Columbia are empowered in their transactions as a result of rigorous and consistent business compliance and through the provision of solution-based information. For more information about our organization and to read our annual reports, please visit our corporate website at [www.consumerprotectionbc.ca](http://www.consumerprotectionbc.ca).

### **PURPOSE OF POSITION**

The Inspector conducts province-wide onsite inspections of businesses to ensure compliance with legislation, adequacy of the facility, use of appropriate procedures for trust funds and to review the financial condition of licensees. The position performs a preventative and educational role, maintains public relations by liaison with law enforcement and regulatory agencies, and provides advice to the licensees, other federal, provincial and municipal officials and the community. The position also provides general assistance with investigation and enforcement activities.

### **NATURE OF WORK AND POSITION LINKS**

Regulatory Services is primarily responsible for ensuring businesses and individuals meet licensing requirements and that their conduct and activities is in compliance with consumer protection laws for the Province. The inspections and investigations work performed by Regulatory Services staff is often initiated as the result of license and registration applications and renewals, paper compliance reviews, consumer complaints, routine inspections, and issues that come to the Authority's attention through police, Crown Counsel, the media, industry associations, and provincial government programs.

Inspectors have considerable power under the *Business Practices & Consumer Protection Act*, the *Cremation, Interment and Funeral Services Act*, and the *Motion Picture Act* to enter business premises, seize evidence and assets, and make copies or obtain documents and other items. In addition, Inspectors may receive extraordinary delegation of the Director's statutory powers beyond the level of Inspectors powers when required for specific cases.

Position links include:

- Manager of Inspections & Case Management: Keeps Manager informed of issues arising from inspections and seeks clarification as required on issues of interpretation and procedure
- Law Enforcement and other Regulatory Agencies: Participates on investigations and protection afforded to consumers; provides liaison and provides advice and information
- Businesses: Solicits compliance with legislation; conducts inspections and ensures they understand their rights and responsibilities
- Public: Educates and provides information regarding the administration of applicable Acts and Regulations

### **SPECIFIC ACCOUNTABILITIES/DELIVERABLES**

- Conducts inspections of businesses to determine ongoing compliance with Acts and Regulations and the terms and conditions of the licence; reviews contracts, price lists, business signs and letterheads; reviews adult videos/videogames advertising and displays; examines advertising outside theatres, at box offices, and in newspapers for correct display of film classifications; inspects films and video games for valid approval; searches premises for prohibited films/games; views unapproved videos to determine if they are adult motion pictures; checks general bank accounts and related corporate accounts and records for evidence of financial instability; examines trust accounts, bank accounts and other records and ensures they are being appropriately maintained.
- Informs the licensee of all issues of non-compliance at the time of the inspection; prepares written documentation of each inspection including an inspection report form and other supporting documentation; makes recommendations on a course of corrective action regarding inspections or complaints; updates the database and files with the information gathered during the inspection including notes and survey data collected and drafts inspection letters for the Manager for final review.
- Identifies problems and issues formal written contravention notices to businesses of violations under the Acts and Regulations that may result in enforcement meetings or hearings as appropriate; recommends that action be taken as a result of a contravention; collects evidence by interviewing witnesses, preparing reports and briefs necessary for holding enforcement meetings or hearings and by presenting evidence; participates in investigations to identify illegal activities.
- Independently, or in consultation with the Classification team, reviews seized films to determine status under provisions of the legislation; on the direction of the Director, reviews films or other goods seized by Canada Customs or law enforcement officials to determine their status under the legislation and regulations.
- Provides liaison with businesses, police forces, local governments and other regulatory agencies at the community level to ensure compliance or prevent enforcement problems; leads/participates in teams conducting inspections; establishes and maintains positive relationships with management and employees of businesses; provides information to new businesses to communicate policies and procedures; provides advice and guidance on how the business may best comply with the legislation and regulatory framework and minimize enforcement action; provides advice and information to the general public, police and local government officials concerning the administration of the Acts

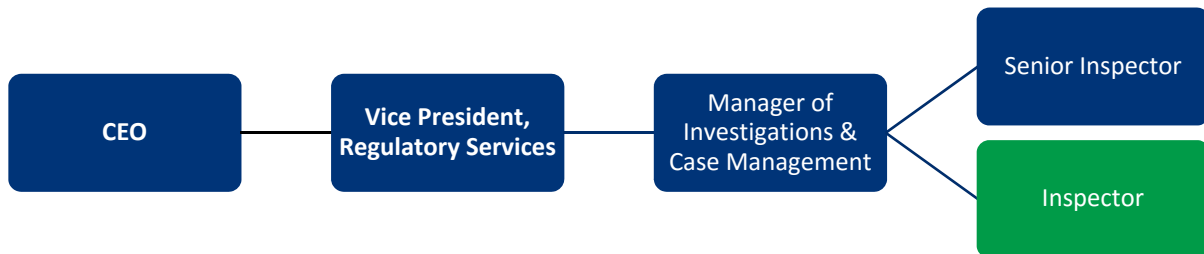
and Regulations; provides testimony at administrative hearings related to alleged infractions of the legislation.

- Investigates and responds to complaints about businesses from customers, interest groups, local governments, police agencies and the general public; conducts compliance monitoring and audits; serving hearing notices, notices of licence suspension or revocation, notices of delinquent accounts and orders of the Director and completing affidavits of services.

### DIRECT SUPERVISION

Role	Number of Full-Time Employees
Directly supervises staff	0
Supervises staff through subordinate supervisors	0
Supervises students or volunteers	0

### ORGANIZATION CHART



### SELECTION CRITERIA

#### Education/Experience

- Post-secondary degree with a focus in the humanities, public administration, criminology or other related discipline
- Several years’ experience conducting inspections, preferably in a compliance/enforcement environment
- Equivalent combination of education and experience
- Experience working with, interpreting, and applying legislation
- Experience preparing reports or regulatory documentation during the course of inspections
- Experience dealing with a variety of contacts and individuals (e.g., business representatives, legal counsel, and members of the public) on complex, sensitive or contentious issues
- Experience (and competency) dealing with individuals who may be confused, angry, or hostile

#### Knowledge:

- Working knowledge of the principles and techniques of investigation
- Working knowledge of the concepts and application of administrative fairness, due process and natural justice
- Knowledge of related Acts and regulations.
- Basic knowledge of accounting and ability to follow paper trails.

#### Skills & Abilities:

- Ability to organize and manage independently a high-volume workload while adjusting to changing priorities
- Ability to reference, interpret and apply legislation, regulations, policies and procedures to determine an appropriate course of action
- Ability to obtain and provide clear, concise and complete oral and written information of a complex and technical nature while maintaining confidentiality
- Ability to establish and maintain working relationships with a variety of individuals and groups to influence compliance
- Ability to conduct interviews to obtain accurate, complex and relevant information
- Ability to deal effectively with irate and hostile individuals while conveying information that they may not want to hear
- Ability to defuse volatile situations using tact, persuasiveness and diplomacy
- Ability to research, analyze, verify and evaluate information and situations, identify options and recommend appropriate courses of action
- Ability to use computer applications to enter/retrieve data and produce/edit a variety of effective reports and documents
- Willingness to travel throughout the province.

#### COMPETENCIES

- Teamwork: The ability to work co-operatively within diverse teams, work groups and across the organization to achieve group and organizational goals.
- Listening, Understanding & Responding: The ability to understand accurately and respond effectively to both spoken and unspoken or partly expressed thoughts, feelings and concerns of others.
- Service Orientation: The desire to identify and serve customers/clients, who may include the public, co-workers, other branches/divisions, other ministries/agencies, other government organizations, and non-government organizations;
- Planning, Organizing and Coordinating: Proactively planning, establishing priorities and allocating resources

#### SPECIAL REQUIREMENTS

- Required to pass a criminal record check
- Valid BC Class 5 Driver's License

#### WORKING CONDITIONS

- Inspectors are required to inspect licensed sites that are considered hazardous. This includes preparation rooms in funeral homes where human remains are stored and prepared for burial or cremation including washing, dressing, and embalming with chemicals. This also includes public and private film exhibition areas where materials such as used condoms or hypodermic needles are

common. Appropriate vaccinations are required and provided by Consumer Protection BC and protective gear must be used during these inspections.

- Much of the film and video material viewed by an Inspector has content that is sexually explicit and frequently includes sexual and other forms of violence and may involve children. Eligible candidates are subject to a screening test based on this material as part of the selection process.
- Inspectors are frequently required to move and transport records, computers, viewing equipment and seized film product that weighs approximately 40 to 50 pounds.
- Inspectors are required to travel and this may involve frequent absences of several days when cases involve outlying areas.
- Required to work some week-ends and some evenings.

### EXCLUDED MANAGER AUTHORIZATION

I confirm that:		
1) The accountabilities /deliverables were assigned to this position effective January 1, 2018.		
2) The information in this position description reflects the actual work performed.		
3) A copy has / will be provided to the incumbent(s).		
Name: Shahid Noorani	Signature: Shahid Noorani	Date: November 8, 2017