

# 2019 Board Vacancy Notice

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## About Consumer Protection BC

### Who We Are

Consumer Protection BC is the regulator of a variety of industries and specific consumer transactions in the province. Our mandate is to license and inspect our regulated businesses, respond to consumer inquiries, investigate alleged violations of consumer protection laws, classify all general release motion pictures and provide information so consumers can self-assess the fairness of a transaction. Our vision is a province where all citizens of BC are empowered in their transactions as a result of rigorous and consistent business compliance and through the provision of solution-based information.

In the public interest and through the authority delegated by the Province of British Columbia, Consumer Protection BC is responsible for administering three Acts:

- *Business Practices and Consumer Protection Act* [SBC 2004]
- *Cremation, Interment and Funeral Services Act* [SBC 2004]
- *Motion Picture Act* [RSBC 1996]

We are financed primarily through licensing revenues which provides for licensed business and occupations to fully support the annual and on-going cost of regulation.

### What We Do

To deliver consumer protection services throughout British Columbia by:

- License specific businesses and occupations,
- Inspect licensed businesses and occupations to ensure they are in accordance with BC's consumer protection laws,
- Investigate alleged violations of consumer protection laws, using progressive enforcement actions to hold businesses and occupations accountable,
- Provide information so consumers can self-assess the fairness of a transaction,
- Provide solution-based information, resources and tools for consumers affected by unfair transactions,
- Classify all motion pictures exhibited in BC, all adult motion pictures sold in retail stores,
- Regulate certain business transactions including credit reporting, gift cards and elements of specific consumer contracts,
- Provide insight on emerging issues to government to support the development or enhancement of consumer protection laws.

### Who We License

Consumer Protection BC is responsible for regulating the following businesses and occupations:

- Travel agencies, wholesalers and accommodation providers

- Telemarketers
- Debt collection agencies, debt collectors, bailiffs and debt repayment agencies
- Funeral services providers, funeral directors, embalmers, cemeteries and crematoria
- Motion picture retailers, distributors and theatres
- Home inspectors
- Payday lenders

## Governance

### Term

The term of a director is three years from the appointment date to the Board. A director may not serve as a director for more than six consecutive years unless the additional service is as the chair. The Governance & Nominating Committee anticipates the current vacancy will be appointed effective March 1, 2019.

### Time Commitment

The Board is required to meet between four and six times per year, often for one or two full days. Additionally, all Committees meet as required by their Terms of Reference. Directors are expected to allocate an appropriate amount of time to completely review all meeting materials in advance, in addition to the completion of action or other items as required.

### Compensation

Director's compensation consists of three components: a Board retainer, meeting fees, and out of pocket expenses.

Board retainers compensate Board members for all time spent on the Authority's business other than scheduled Board and Board committee meetings where the director is asked to attend by the Authority. The Board retainer compensates directors for activities such as time spent responding to Authority requests for information or advice, meetings under two hours, meeting preparation, industry relations meetings, travel, and continuing education, etc.

Meeting fees are paid for all approved Board and Board committee meetings.

Reasonable out-of-pocket expenses and per diems will be reimbursed at a pre-approved rate.

### Additional Information for Review

The complete Board Manual is available on Consumer Protection BC's website at [www.consumerprotectionbc.ca](http://www.consumerprotectionbc.ca). The Governance & Nominating Committee encourages all applicants to review the complete manual prior to applying.

## Current Vacancy

Based on the current and future needs of the organization, the Governance & Nominating Committee is seeking applicants who hold the following knowledge, skills, abilities and experiences:

- Designated accounting professional
- Experience working with government channels and processes
- Knowledge of Board governance procedures and best practices

Applicants should be able to demonstrate expertise in all or most of the following areas:

- Board experience: membership on Boards, including not-for-profits
- Consumer protection: understanding of consumers and concern about consumer protection issues
- Business operations: experience developing and operating a business
- Partnerships and alliances: have forged partnerships and alliances with organizations/stakeholders
- Strategic planning and risk: strategic planning experience, including the ability to identify opportunities and risks
- Strategic thinking / governance focused: focus on overall governance, not operational details
- Managing different stakeholder perspectives: ability to manage/understand/unify different stakeholder perspectives
- Effective listening and contributing: ability to actively listen, contribute and constructively discuss issues

All applicants should also demonstrate the following competencies:

- Analytical and technical skills: financial acumen, group decision making orientation, process orientation
- Thinking: conceptual thinking, independent thinking, open-minded/information seeking, objectivity
- Personal Style: ambiguity tolerance, effective judgement, initiative, integrity, self-awareness, bias to learn
- Social Style: orientation to resolve conflicts, communication, influence and impact, political astuteness

Please also note that all applicants must be residents of British Columbia, Canada.

## Process for Submitting Expressions of Interest

Qualified candidates are requested to submit a cover letter and resume to the Governance & Nominating Committee via email to the Board Secretary, Amber Brown, at [amber.brown@consumerprotectionbc.ca](mailto:amber.brown@consumerprotectionbc.ca).

Your application should address the following:

- Contact Information
- Knowledge, skills and abilities related to the vacancy requirements listed above
- Previous board experience, reporting to and/or being on a Board of Directors
- Any other information you feel would be useful to the Governance & Nominating Committee

All applications must be received by Sunday, December 23 at 11:59 p.m. to the contact listed below.

Candidates will be shortlisted by the Governance & Nominating Committee and contacted by the Board Secretary.

## Contact

If you have any questions about Consumer Protection BC or the process for submitting an application, please contact:

**Amber Brown**, Board Secretary

[amber.brown@consumerprotectionbc.ca](mailto:amber.brown@consumerprotectionbc.ca)