

# Classification Officer

**Unit:** Motion Picture Classification

**Location:** Burnaby, BC

**Supervisor's Title:** Director of Motion Picture Classification

**Approved Classification:** AO 14

## 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 license 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).

## General

Under the supervision of the Director of Motion Picture Classification, the Classification Officer coordinates and manages the day-to-day administrative and business operations of the Motion Picture Classification team in Consumer Protection BC's Burnaby office. The Classification Officer works independently and carries out a wide variety of operational, financial, business and administrative tasks.

## Nature of Work

Motion Picture Classification is an operational area of Consumer Protection BC. Under the *Motion Picture Act* and Regulations, the Motion Picture Classification team classifies and approves exhibited films and advertising trailers as well as distributed adult videos. With similarities to an administrative tribunal, the team generates sound decisions consistent with administrative law and procedural fairness that mirror evolving community standards and jurisprudence. The team educates consumers, empowers parents and restricts children's access to inappropriate material through transparent and detailed online decision summaries, social media posts, media interviews and direct responses to complaints, comments and questions.

The Motion Picture Classification team provides advice and assistance with regulatory matters, including applications for exemptions, exceptions and fee waivers. The team identifies non-compliance issues and attempts resolution directly with stakeholders or forwards to licensing and compliance teams as appropriate. The Motion Picture Classification team is dedicated to excellent

customer service and regularly reviews and updates policies and procedures. The team distributes invoices to licensees and collects review fees which results in approximately 25% of Consumer Protection BC's annual recoveries. Through an administrative agreement, Motion Picture Classification provides services and information for the province of Saskatchewan.

Under the *Motion Picture Act*, the Classification Officer manages the administration of licensees including fees, payments and deadlines; maintains policies and procedures; assesses exemption applications on their merit determining validity, approving or denying those applications; provides financial analyses and information; and maintains strong working knowledge of the *Motion Picture Act*, Regulations and a significant volume of policies and procedures.

### Position Links

**Director of Motion Picture Classification:** Receives day-to-day functional direction and escalates matters requiring decision or clarification.

**Strategic Services:** Exchanges information and coordinates administrative, financial, human resources, contract administration and systems functions.

**Licensing & Information Officers:** Exchanges information on new licence applications, applicants for licensing exemptions, expired licences and other related issues.

**Licensees & Applicants:** Provides and explains information on related legislation, policies and procedures, responding to inquiries requiring interpretation of law, conditions and exemptions.

### Specific Accountabilities

40% Under the *Motion Picture Act*, manages the administration of licensees including fees, commitments, expenditures, payments and deadlines:

- Uses judgment required to apply structured analysis and interpretation of financial or administrative matters and client behaviour.
- Takes action and applies accepted work methods with flexibility to handle unusual problems.
- Ensures that licensees adhere to financial and submission obligations, terms and conditions.
- Evaluates, with follow-up where necessary, billing and other processes.
- Ensures timely submission of films, KDMs, videos, forms and payments.
- Produces and reviews invoices and ensures they are distributed in a timely fashion.
- Controls time sensitive approval documents for all classified motion picture submissions including feature films, advertising trailers and adult video.
- Maintains and tracks financial accounts related to classification activity.
- Charges review and administrative fees to licensees' credit cards and makes any necessary adjustments or refunds.
- Works with licensees to rectify any account or payment issues.
- Sends warning letters to licensees to inform them of their overdue account status.

- Makes informed decisions on which accounts should be placed on or off hold.
- Determines whether an account should be on draw down or semi-monthly invoicing.
- Manages and determines the urgency of all incoming decal orders.
- Ensures that each decal order is entered, printed and shipped in a timely fashion.
- Explains procedures and legislative requirements to licensees as required.
- Explains the classification process and advises licensees on alternatives regarding classification decisions.
- Ensures that all appropriate documentation is submitted to facilitate a reconsideration.
- Provides analysis to senior staff of complicated licensee accounts as required.
- Coordinates communications and payments for reconsideration requests including explanations of policies and procedures to appellants.
- Maintains statistical data on daily activities and produces routine and ad hoc systems reports.
- Provides information about Consumer Protection BC's classification program and specific requirements in response to inquiries by email, phone or in person at reception.
- Answers often complex inquiries from individuals requiring interpretation of legislation, rules, codes, terms and conditions, and explains application requirements, forms and procedures for different licences or registration application types.

20% Under the *Motion Picture Act*, develops, implements and updates policies, standards, procedures and systems:

- Participates in, or carries out, administrative projects identifying opportunities and strategies for increasing the efficiency of processes, service quality and document processing.
- Works independently and as part of project teams to evaluate, recommend and develop amendments to recording and reporting procedures.
- Recommends and drafts improvements to forms, documents, policies, procedures and other core operational materials.
- Analyzes, interprets and applies legislation.
- Uses judgment required to apply structured analysis and interpretation of financial or administrative matters, policies and legislation.
- Assesses the effectiveness of current administrative policies and suggests, implements and monitors appropriate changes.
- Initiates, maintains and amends administrative policy and procedures material.
- Advises licensees of any changes to policies and procedures.
- Ensures effective delivery of all classification support services.
- Ensures that proper financial tracking controls are in place for deposits, refunds, overpayments and underpayments.
- Monitors decal inventory and ensures all decals are accounted for.
- Monitors and updates classification forms.
- Monitors and updates website information.
- Ensures that all submissions are stored securely and are only released to authorized individuals.

20% Under the *Motion Picture Act*, manages and coordinates exemptions program:

- Acts as primary contact for film festival organizers, answers questions and explains relevant sections of the *Motion Picture Act* and Regulations.
- Makes decision to approve or not approve applications.
- Where refusal is recommended, prepares appropriate supporting materials and correspondence for consideration and use by the Director.
- Receives and processes new and renewal exemption applications by receiving input documents.
- Reviews applications to ensure that all information is complete and analyzes discrepancies or inconsistencies in the information.
- Contacts applicants by mail, phone or email to obtain missing information or correct inaccuracies and validates information by searching and analysing databases such as the Corporate Registry, BC Online or Canada Revenue Agency's charity database.
- Understands, analyzes and interprets legislation, policies and information to determine if any exemptions, fee waivers or licensing orders apply to a particular event or organization.
- Coordinates the classification of submissions with staff.
- Ensures classification activities are exercised in a manner consistent with legislative and regulatory requirements.
- Issues certificates, fee waivers, licensing orders and other relevant documentation.
- Prepares, scans and maintains electronic files of documents and correspondence and retrieves filed materials as required.
- Advises clients of expiry dates, renewal requirements, program functions and other related obligations.

10% Under the *Motion Picture Act*, provides, compiles, gathers and summarizes financial information:

- Calculates and collects any applicable fees, calculates fee overpayments and processes refunds and reconciles financial account information.
- Processes other transactions including adjustments, payments on underpayments and tracks NSF transactions.
- Produces receipts of transactions for both the financial department as well as licensees on request.
- Reconciles deposits with revenue reports and assists in determining and resolving any variances in revenue amounts.
- Uses judgment required to apply structured analysis and interpretation of financial matters.
- Reconciles data conflicts in order to compile and produce effective and accurate reports.
- Produces weekly revenue deposit reports to record and reconcile previous week's deposits.
- Collects monthly statistics on classification fees assessed.
- Collects and enters any cheques or credit card authorizations.
- Ensures that annual decal revenue reports are sent to all adult distributors, who must then submit an accountants report.

- Creates annual Saskatchewan Report to determine the collected revenue for a specified year.

10% Performs other related duties for the entire Burnaby office including, but not limited to, the following:

- Orders supplies.
- Sends and receives mail/courier packages.
- Signs off for accounts payable.
- Coordinates vehicle insurance renewals, parking invoices and bridge toll payments.
- Coordinates building maintenance issues and communications.
- Greets visitors at reception.

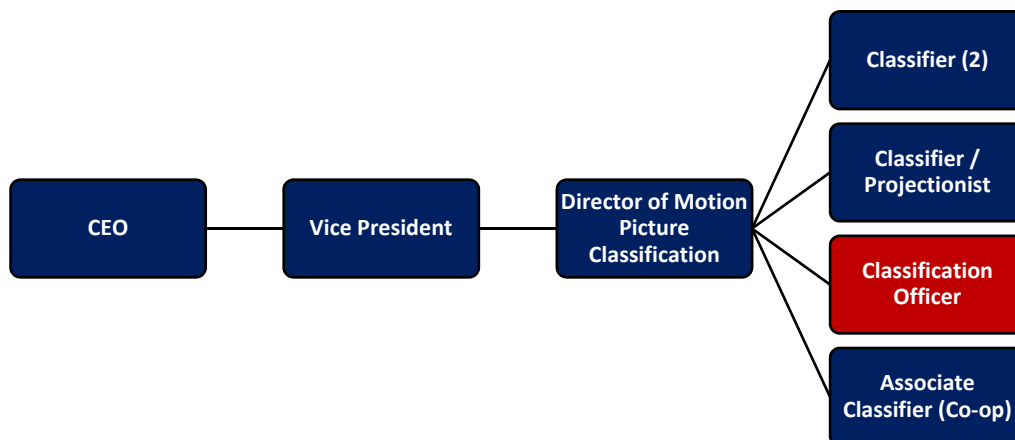
### Financial Responsibility

- Recommends status changes to accounts such as service holds or billing/payment process changes.
- Reviews and identifies necessary corrections to accounts.
- Certifies satisfactory contract performance, for release of payment, requiring discretion as to whether expected results have been achieved.
- Pursues the collection of money owed.
- Initiates and sends out invoices.
- Calculates fee overpayments, processes refunds and reconciles financial account information.

### Special Requirements

- Required to pass a criminal record check

### Organizational Chart



### Selection Criteria

#### Education & Experience

- Undergraduate university degree or an equivalent combination of education and experience.
- Minimum of two-years experience in a high-volume, customer-oriented environment.

- Proven capability and understanding of computers, computer terminology and various software and data base applications.
- Experience receiving, evaluating and processing applications.

### Knowledge

- Knowledge of the statutes administered by Consumer Protection BC, including *the Motion Picture Act* and Regulations.
- Knowledge of general administrative, financial and human resources policies and procedures.
- Knowledge of data and filing systems.

### Skills & Abilities

- Ability to analyze, diagnose and interpret legislation, regulations, conditions and standards.
- Ability to plan and organize; high degree of initiative and judgment.
- Ability to effectively deal with clients with a willingness to exceed expectations.
- Ability to deal with difficult people in hostile situations.
- Ability to perform functions with a minimum of supervision.
- Ability to perform basic mathematical calculations.
- Strong analytical and research skills.
- Good planning and organizational skills.
- Ability to organize workload effectively, efficiently and independently, achieving results within acceptable timeframes.
- Ability to adapt and develop administrative procedures.
- Ability to resolve conflict.
- Ability to prioritize including strong organizational and time management skills.
- Excellent communication skills.
- Ability to work as part of a proactive team.
- Ability to code, process, store, track and retrieve records and information efficiently.
- Keyboarding and computer skills, particularly Microsoft Word and Excel.

### Competencies

- Conflict Management: The ability to develop working relationships that facilitate the prevention and/or resolution of conflicts.
- Problem Solving/Judgment: The ability to analyze problems systematically, organize information, identify key factors, identify underlying causes and uses several analytical techniques to break apart complex situations or problems to reach a solution.
- Service Orientation: The desire to identify and serve customers/clients, who may include the public, coworkers, other branches/divisions, other ministries/agencies, other government organizations and non-government organizations.
- Teamwork: The ability to work cooperatively 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.