

POSITION TITLE:	Licensing & Information Officer	POSITION NUMBER(S):	
UNIT: (e.g., Branch, Area, District)	Operations – Licensing & Information Services	LOCATION:	Victoria
SUPERVISOR'S TITLE:	Manager, Licensing & Information Services	POSITION NUMBER	
APPROVED CLASSIFICATION:	AO14	CLASS CODE:	

PROGRAM

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.

PURPOSE OF POSITION

The Licensing & Information Officer acts as the first point of contact for Consumer Protection BC provides information and assistance to businesses and consumers on their rights, responsibilities and options under the relevant Acts and Regulations administered by Consumer Protection BC. This position provides resolution to complaints where inspection, investigation or complex interpretation of legislation/regulations is not required, and in some cases, provides referrals if the issue does not fall under the laws administered by Consumer Protection BC.

The position also receives, and processes a variety of business licensing applications, processes payments, and provides information about the requirements for the various regulatory programs that Consumer Protection BC delivers.

NATURE OF WORK AND POSITION LINKS

The Operations unit is responsible for responding to consumer and business inquiries on all matters of consumer protection and business regulation. Licensing & Information Officers provides consumers and businesses with information and options regarding their rights and responsibilities under the relevant acts and regulations, including providing early resolution options for complaints. Licensing & Information Officers are required to exercise tact and diplomacy when dealing with clients as issues can be sensitive and confidential. The unit also assists in the resolution of disputes through alternative means such as online dispute resolution (ODR), and assists businesses and consumers with claims processes related to compensation funds.

Operations is also responsible for the registration and regulation of a range of consumer industries, including the inspection and investigation of regulated and unregulated businesses to ensure compliance with legislation, and investigation of complaints and alleged civil and criminal violations of the *Business Practices & Consumer Protection Act*, the *Cremation, Interment and Funeral Services Act*, and the *Motion Picture Act*.

The Licensing & Information Officer receives and provides preliminary review of completeness of new and renewal licence applications. Where complete, applications are accepted and payment processed. The Licensing & Information Officer is required to develop and maintain a strong working knowledge of a variety of different acts and regulations, including (but not limited to) the *Business Practices and Consumer Protection Act*, Travel Industry Regulations, Debt Collection Industry Regulations, Telemarketing Licensing Regulations, *Cremation, Interment and Funeral Services Act* and Regulations, *Motion Picture Act* and Regulations, and any other statutes delegated to the Authority. The position is also required to know applicable parts of other legislation such as the *Business Corporations Act*, *Land Titles Act* and the *Vital Statistics Act*.

Position links include:

1. Consumers: provides information and explanation on rights, responsibilities and options under the relevant acts and regulations; provides information on complaint and claims procedures including providing consumers with self-help early resolution tools;

2. Licence Applicants: requests clarifying/missing information; explains procedures and program or legislative requirements; explains the reasons for refusal to register or renew and advises them on their alternatives.
3. General public: responds to inquiries requiring interpretation and direction relating to applicable programs, terms and conditions, law, policies & procedures.
4. Manager of Licensing & Information Services: escalates complex/unusual case files and/or requests advice and direction.
5. Licensing/Compliance/Enforcement: forwards more complex and more serious issues and complaints and enquiries for action; provides background information on the circumstances surrounding the issue or complaint.

SPECIFIC ACCOUNTABILITIES / DELIVERABLES

1. Provides information, assistance and options to businesses and consumers, by email, by phone, in writing and in person, on their rights, responsibilities and options under the relevant Acts and Regulations. This includes information about specific licensing requirements. Answers often complex inquiries from the public requiring interpretation of legislation, rules, codes, terms and conditions, and explains application requirements, forms and procedures for each licence type;
2. Acts as first contact for complaint resolution for clients where inspection, investigation or complex interpretation of legislation/regulations is not required; interviews the client to determine validity of complaint and whether it applies under the Act/Regulations; informs clients of the basic legal and regulatory frameworks within which the consumer protection mandate falls; interprets the Acts and Regulations and refers clients elsewhere when appropriate; provides information to clients on the inquiry and complaint processes; provides contacts, references and printed material to complainants, where extra-jurisdictional issues are involved.
3. Contacts business against which a complaint has been filed and obtains pertinent information; reviews and evaluates information provided; attempts to resolve disputes through discussions with both parties.
4. Receives and reviews new and renewal licensing and registration applications by receiving input documents and recording moneys received. Reviews applications to ensure that all information, including financial information, is complete. Returns incomplete applications.
5. Enters all required data including basic licensing and complaint information into the applicable information system, verifies accuracy of transcription, and makes corrections. Records and forwards unresolved complaints and issues to supervisor; when time permits. Reports on inquiries responded to, licences processed, and complaints received on a regular basis. Notifies licensing administrators, and compliance and enforcement inspectors, of special cases with involving unique or unusual circumstances.
6. Calculates and collects any applicable fees from applicants, calculating fee overpayments and processing refunds and reconciling financial account information. Distributes large payments across several licensees as required and enters financial transactions into appropriate database fields. Processes partial refunds for certain payments received during the licensing process or for overpayment of fees; processes other transactions including adjustments, payments on underpayments and tracking NSF transactions. Produces receipts of transactions for both the financial department as well as licensees on request.
7. Prepares, scans and maintains electronic files of documents and correspondence as required. Maintains statistical data on daily activities, and produces routine and ad hoc systems reports, (e.g. to track the status of licence or registration expiry dates, program obligations, complaints, penalties, and other program information).
8. Provides webs based technical administrative support to consumers and businesses, assists in the development and implementation of online service delivery features and services for businesses and consumers including intelligent intake processes, online complaint handling, online account management and web based self-service features such as licence application and renewal.
9. Participates in, or carries out administrative projects identifying opportunities and strategies for increasing the efficiency of work processes, service quality and document processing. Works independently and as a part of project teams and committees 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.

FINANCIAL RESPONSIBILITY

Receives licence fee payments and verifies amount of fees tendered is correct.
Calculates fee overpayments, processes refunds and reconciles financial account information.

SPECIAL REQUIREMENTS

Required to pass a criminal record check

EXCLUDED MANAGER AUTHORIZATION

I confirm that:

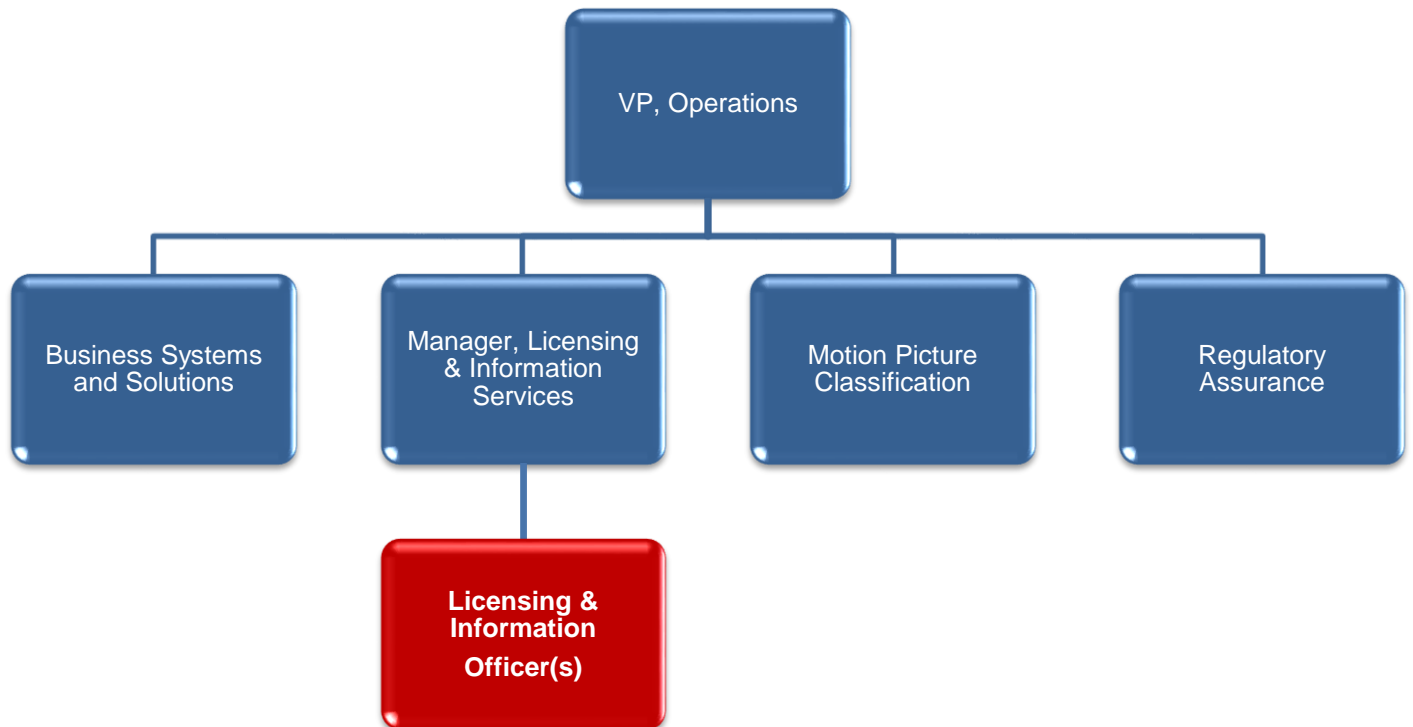
1. the accountabilities / deliverables were assigned to this position effective January 2016.
2. the information in this position description reflects the actual work performed.
3. a copy has / will be provided to the incumbent(s).

NAME:

SIGNATURE:

DATE:

ORGANIZATION CHART



SELECTION CRITERIA

Education/Experience

Completion of a post-secondary education in a related field (e.g. university diploma/degree)

A combination of five years clerical/administrative support experience/education/training.

Experience in handling difficult customers or conflict situations

Experience receiving, evaluating and processing licence or registration applications or similar.

Experience in providing information and services to clients over a variety of platforms including but not limited to email, mail, over the phone or via the internet.

Experience in keyboarding, word processing, data input, spreadsheet and other standard computer applications

Experience in providing web based technical administrative support.

Experience in analyzing, interpreting and applying legislation preferred.

Knowledge

General knowledge of fair and objective principles of administrative law.
Working knowledge of personal computers, data base management programs and standard office business software applications.
Working knowledge of administrative systems and processes.

Abilities/Skills

Ability to identify opportunities to streamline operations and create efficiencies.
Ability to understand and interpret legislation, rules, codes and terms and conditions and explain them in a manner that corresponds to the level of understanding of the client.
Ability to effectively respond to inquiries and complaints in a timely manner while demonstrating excellent interpersonal and conflict resolution skills.
Ability to work under pressure in a demanding atmosphere.
Ability to handle a high volume and often repetitive workload while paying attention to detail.
Ability to learn quickly and retain information in a changing environment.
Ability to establish and maintain positive relationships with a variety of individuals within and outside the organization
Ability to exercise sound analytical and problem-solving skills.
Ability to organize and plan workload; meet deadlines; exercise good judgment and make sound decisions.
Proficient in word processing and spreadsheet applications, as well as familiarity with host and internet based computer applications.
Strong analytics and research skills.

COMPETENCIES

Area 1: Teamwork

The ability to work co-operatively within diverse teams, work groups and across the organization to achieve group and organizational goals.

Area 2: 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.

Area 3: 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.

Area 4: 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.