

POSITION TITLE:	Administration Officer	POSITION NUMBER(S):	1
UNIT:		LOCATION:	Burnaby
SUPERVISOR'S TITLE:	Vice President	POSITION NUMBER:	
SUPERVISOR'S CLASSIFICATION:	ML2	PHONE NUMBER:	
APPROVED CLASSIFICATION:	Administrative Officer R14	CLASS CODE:	

ORGANIZATION SUMMARY

Consumer Protection BC is a not-for-profit corporation whose vision is confident consumers and trusted businesses in a thriving marketplace. We enforce consumer protection laws and strengthen consumer protection in BC by licensing and inspecting specific industries, responding to consumer questions, investigating alleged violations of consumer protection laws and educating consumers and businesses about their rights and responsibilities. The Business Practices and Consumer Protection Authority Act (BPCPAA) first established the Business Practices and Consumer Protection Authority as a not for profit corporation without share capital and consisting of a board of directors. Now doing business as Consumer Protection BC, the BPCPAA continues to provide for the governance of the organization. Consumer Protection BC operates at arm's length from government and administers the Business Practices and Consumer Protection Act, the Cremation, Interment and Funeral Services Act, and the Motion Picture Act.

PURPOSE OF POSITION

Under the supervision of the Vice President, the Administration Officer coordinates and manages the day-to-day administrative and business operations in Consumer Protection BC's Burnaby office. The Administration Officer works independently and carries out a wide variety of operational, business and administrative tasks.

NATURE OF WORK AND POSITION LINKS

The position supports three operation areas in the Burnaby office: (1) Motion Picture Classification (2) Inspections and Case Management (3) Business Practices.

Under the *Motion Picture Act* and Regulations, the Motion Picture Classification (MPC) team classifies and approves exhibited films and advertising trailers as well as distributed Adult videos. MPC generates sound decisions consistent with administrative law and procedural fairness that mirror evolving community standards and jurisprudence. MPC 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 Inspections & Case Management (ICM) team monitors and responds to businesses that violate consumer protection laws in BC. Under a robust inspections program and a highly defined investigations process, the ICM team has statutory powers to take significant enforcement action (e.g. impose administrative penalties and issue compliance orders) to businesses and/or persons that violate the Province's consumer protection laws.

The Business Practices team acts as a focal point for complex and unusual issues related to licensing of all regulated business sectors. The handling of complex licensing issues may result in statutory licensing actions being imposed against businesses; therefore, the work carried out by the BP team needs to be consistent with principles of administrative law and fairness.

Specific position links include:

Vice President: receives day-to-day functional direction and escalates matters requiring decision or clarification.

Regulatory Services: provides administrative support to Motion Picture Classification, Business Practices and Inspection & Case Management.

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

Licensing 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 / DELIVERABLES

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

- 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.
- Ensures timely submission of films, KDMs, videos and forms.
- Controls time sensitive approval documents for all classified motion picture submissions including feature films, advertising trailers and adult video.
- 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.
- Coordinates communications for reconsideration requests including explanations of policies and procedures to appellants.
- 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.
- Manage the Classadmin email inbox and reply or forward to other staff where appropriate.
- Prepare monthly reports for the various jurisdictions.
- IT: IRIS & Website quality control.
- Audit and compliance responsibilities related to unclassified premiers and copy orders.

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 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.
- Ensures effective delivery of all classification support services.
- Monitors decal inventory and ensures all decals are accounted for.
- Monitors and updates classification forms.
- 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 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:

- Uses judgment required to apply structured analysis and interpretation of financial matters.
- Ensures that annual decal revenue reports are sent to all adult distributors, who must then submit an accountant's report.
- Support the Finance & Operations Office with financial tasks related to film classification.

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 building maintenance issues and communications.
- Greets visitors at reception.
- Monthly inspection quality surveys.
- Represent the Burnaby office on multi-department projects and committees for projects such as website enhancements.
- Liaises and coordinates with other departments for shared daily responsibilities such as licensing new distributors, processing pre-payments, etc.

SPECIAL REQUIREMENTS

Required to pass a criminal record check.

PREPARED BY

NAME: Shahid Noorani Vice President	SIGNATURE:	DATE: February 1, 2020
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EXCLUDED MANAGER AUTHORIZATION

I confirm that:

1. the accountabilities / deliverables were assigned to this position.
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 Vice President	SIGNATURE:	DATE: February 1, 2020
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SELECTION CRITERIA

Education and Experience:

- Undergraduate University Degree or an equivalent combination of education and experience.

- Minimum of 2 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.

Abilities/Skills

- 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.

CORE COMPETENCIES

Conflict Management

The ability to develop working relationships that facilitate the prevention and/or resolution of conflicts.

Concern for Order

Reflects an underlying drive to reduce uncertainty in the surrounding environment. It is expressed as monitoring and checking work or information, insisting on clarity of roles and functions, etc.

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. It means focusing one's efforts on discovering and meeting the needs of the customer/client.