

Classifier

Unit: Business Practices & Classification

Location: Burnaby, BC

Supervisor's Title: Director of Business Practices & Classification

Approved Classification: AO 21

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.

Values & Working Environment

At Consumer Protection BC, we believe in accountability to ourselves and each other, in the investment and maintenance of integrity, and in the pursuit of excellence in the delivery of services that ultimately make a positive difference in the lives of British Columbians. These values guide the delivery of our services and employee behaviour – it is expected and required that all employees adhere to these values when governing themselves. Consumer Protection BC is a place where there is respect for all dimensions of diversity, such as age, gender, race, national origin, sexual orientation, disability, indigenous status, gender expression/identity, education, religion and other dimensions that are intrinsic to who we are. As such, discriminatory, bullying or harassing behaviours will simply not be tolerated. We expect the staff at Consumer Protection BC to treat each other and our stakeholders with respect and dignity. In return, you can expect to work in an equal opportunity workplace, where all individuals are supported in a safe environment that is committed to continuous learning and dialogue to become an ally for change.

General

The Classifier is primarily responsible for classifying motion pictures submitted to Consumer Protection BC by licensed distributors. The position makes decisions, independently and as part of a team, by examining motion pictures in the context of the *Motion Picture Act*, Regulations, established guidelines, past precedents, community standards and Consumer Protection BC policy.

Nature of Work

The Classifier role is part of the Regulatory Services department. This department is responsible for ensuring licensing requirements and business practices follow consumer protection laws, including the *Motion Picture Act*. The classification work performed by staff includes classifying motion pictures and advertising trailers before they are publicly exhibited; reviewing adult videos before they are distributed; limiting the access of minors to adult motion pictures; issuing exemptions and fee waivers; processing orders for copies and decals; responding to consumer and industry communications; and contributing to policy development. Throughout their duties, a Classifier will collaborate with other Consumer Protection BC departments.

Position Links

- **Director of Business Practices & Classification:** Keeps Director informed of issues arising from classifications and seeks clarification as required on issues of legislation interpretation and Consumer Protection BC's policies and procedures.
- **Businesses:** Solicits compliance with legislation and ensures stakeholders understand their rights and responsibilities.
- **Public:** Educates and provides information regarding the administration of Act and Regulations

Specific Accountabilities

- Makes fair and reasonable classification and compliance decisions by administering the *Motion Picture Act* and related Regulations for all material submitted for classification.
- Uses independent judgement, knowledge of legislation, relevant policy and community standards to contribute to decisions.
- Ensures classification activities are conducted in accordance with delegated authorities, are exercised in a manner consistent with legislative and regulatory requirements, conform with principles of administrative law and natural justice, and are justified.
- Participates in classification discussions to achieve consensus decisions.
- Takes detailed notes while reviewing motion pictures.
- Visually and audibly focuses on screens of different sizes to scrutinize motion pictures in their entirety even though they may depict intense and prolonged imagery of potentially disturbing, offensive or illegal scenes.
- Uses, and refers to, notes of past motion picture classifications and relevant public feedback regarding similar motion pictures/depictions.
- Identifies and incorporates benchmark motion pictures to be used in classification standards to illustrate specific degrees of evaluation factors or classification levels.
- Diagnoses complex classification issues and adapts classification initiatives and guidelines to address them.
- Reviews voluntarily submissions of retail motion pictures (home video).
- Drafts decision summaries and posts documents to the website in accordance with established policies and procedures.

- Enters data into Consumer Protection BC’s databases.
- Participates in reconsiderations by providing the Director with responses to licensees’ requests or arguments.
- Communicates with distributors and other staff to schedule motion picture screenings.
- Monitors and maintains secure systems for storage and usage of motion pictures.
- Schedules offsite screenings when necessary.
- Responds to questions and provides information to industry, the public and other departments within Consumer Protection BC.
- Receives and tracks feedback from members of the motion picture industry or the public, including explaining the reasons for classification decisions.
- Participates in the development of office policies and procedures.
- Other duties as assigned.

Working Conditions

- Video material viewed by a Classifier may include content that is sexually explicit, violent and may involve children. Eligible candidates are subject to a screening test based on this material as part of the selection process.

Special Requirements

- Required to complete a criminal record check.
- Required to sign Consumer Protection BC’s Standards of Conduct.

Organizational Chart



Selection Criteria

Education & Experience

- Post-secondary education in a related field (e.g., Arts, Public Administration) **and/or** several years’ experience analyzing materials and applying legislation, preferably in an administrative authority capacity **and/or** a combination of formal training and experience.
- Experience providing information to and dealing with a variety of contacts (e.g., business representatives and members of the public) on complex, sensitive or contentious issues.
- Experience in preparing reports or regulatory documentation in a timely and efficient way, using legislation, polices and procedures and past precedents to make decisions.
- Experience in delivering concise and effective verbal and written summaries of complex matters to internal and external stakeholders.

Knowledge, Skills & Abilities

- Ability to organize and manage a high-volume workload while adjusting to changing priorities within time-sensitive deadlines.
- Ability to peer review work of others and provide clear, effective and relevant insight into other's work products.
- Ability to prepare and write summary material to be published in a public forum.
- Ability to reference, interpret and apply legislation, regulations, policies and procedures to recommend an appropriate course of action.
- Ability to maintain confidentiality and focus for long periods without distraction.
- Ability to establish and maintain working relationships with diverse stakeholders to influence compliance.
- Ability to use computer applications to enter/retrieve data and produce/edit a variety of effective reports and documents.
- Ability to write clear, well-reasoned written rationales that demonstrate understanding of applicable legislation and policies.
- Strong knowledge of the principles of administrative law and natural justice.
- Excellent oral and written communication skills.

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 to meet performance targets.
- Flexibility: The ability and willingness to adapt to and work effectively within a variety of diverse situations, and with diverse individuals or groups.
- Analytical Thinking: The ability to comprehend a situation by breaking it down into its components and identifying key or underlying complex issues.