

Licensing & Information Officer

Unit: Licensing & Information Services

Location: Victoria, BC

Supervisor's Title: Director, Analytics, Client Services & Licensing

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.

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 Licensing & Information Officer acts as the first point of contact for Consumer Protection BC and 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

The Licensing & Information Services team handles consumer and business inquiries on all matters of consumer protection and business regulation. The Licensing & Information Officer 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. The Licensing & Information Officer is required to exercise tact and diplomacy when dealing with clients as issues can be difficult and confidential. The unit also assists businesses and consumers with claims processes related to compensation funds.

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

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.

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.

General Public: Replies to inquiries requiring interpretation and direction relating to applicable programs, terms and conditions, law, policies and procedures.

Director and Senior Licensing & Information Officer: Escalates complex/unusual case files and/or requests for advice and direction.

Business Practices and Inspections & Case Management: Forwards more complex and more serious issues, complaints and enquiries for action, advice and direction; provides background information on the circumstances surrounding the issue or complaint.

Specific Accountabilities

- Provides information to businesses and consumers on their rights, responsibilities and options under the relevant Acts and regulations, including specific licensing requirements. This includes answering often complex inquiries requiring interpretation of legislation, rules, codes, terms and conditions, and requirements, forms and procedures for each licence type.
- 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.
- Contacts businesses 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.
- Receives and reviews new and renewal licensing and registration applications by receiving input documents and processing payment. Reviews applications to ensure that all information, including financial information, is complete. Returns incomplete applications.
- Enters all required data 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 performance measures and other data points on a regular basis. Notifies appropriate colleagues of special cases with involving unique or unusual circumstances.
- 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.
- 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.
- Provides web-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.
- 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.

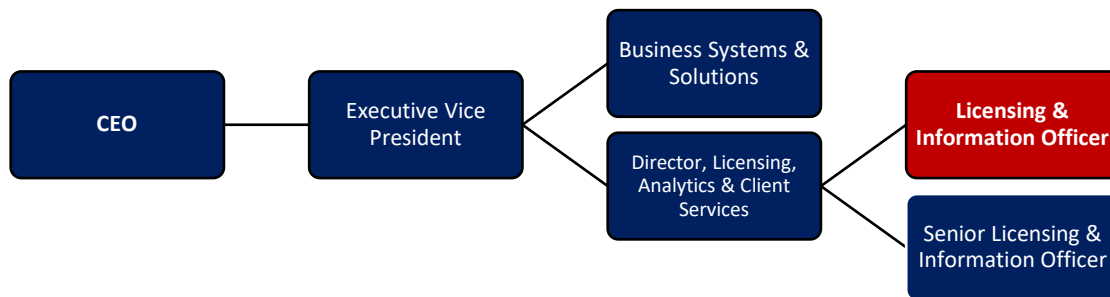
Financial Responsibility

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

Organizational Chart



Selection Criteria

Education & Experience

- Completion of post-secondary training in a related field **and/or** five years clerical/administrative support experience **and/or** a combination of formal training and experience
- Experience in handling difficult customers or conflict situations
- Experience receiving, evaluating, and processing licence or registration applications
- Experience in providing information and services to clients over a variety of platforms including email, mail, telephone, Internet and in-person
- 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 computers, database management programs and standard office business software applications, such as Office365
- Working knowledge of how to support an administrative process to establish efficiency and consistency

Skills & Abilities

- 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 answer inquiries and complaints in a timely manner while demonstrating excellent interpersonal and conflict resolution skills
- Ability to work under pressure in a high volume, repetitive and demanding atmosphere 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, research and problem-solving skills
 - Ability to organize and plan workload to meet required individual and team performance targets all while exercising good judgment and decision-making

Competencies

- **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.
- **Service Orientation:** The desire to assist customers/clients, who may include the public, coworkers, other branches/divisions, other Ministries/agencies, other government organizations and non-government organizations.
- **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.