

Licensing & Information Officer

Unit: Licensing & Information Services

Location: Victoria, BC

Supervisor's Title: Director of Licensing & Information Services

Approved Classification: AO14

Who we are and what we stand for

Consumer Protection BC is a not-for-profit regulator responsible for overseeing certain sectors and specific types of consumer transactions. Our vision is a province where all citizens of BC are empowered in their transactions as a result of rigorous and consistent business compliance and through the provision of information.

We are a small team of dedicated and passionate individuals who champion our corporate values of curiosity, integrity and impact. These employee-chosen values guide the delivery of our services and can be seen in our daily work. We are an equal opportunity employer and workplace, where all individuals are supported in a safe environment that is committed to continuous learning.

What you will be doing

The Licensing & Information Services team handles consumer and business inquiries on all matters of consumer protection and business regulation. The Licensing & Information Officer (LIO) acts as the first point of contact for Consumer Protection BC and provides information and assistance to businesses and consumers with their rights, responsibilities and options under the relevant Acts and regulations administered by the organization.

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 Licensing & Information Officer is often required to exercise tact and diplomacy when dealing with clients as issues can be difficult or confidential.

This role 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.

Specifically, the Licensing & Information Officer will:

- Inform licenced businesses and consumers on their rights, responsibilities and options under the relevant Acts and regulations, including specific or licensing requirements.
- Interpret relevant legislation, rules, codes, terms and conditions, and requirements, forms and procedures for each licence type to determine validity of complaints and whether it applies under the Act/regulations.
- Determine and inform clients of the basic legal and regulatory frameworks within which the consumer protection mandate falls and the organization's inquiry and complaint processes.
- Provide contacts, references and printed material to complainants where extra-jurisdictional issues are involved.

- Contact businesses against which a complaint has been filed and obtain pertinent information as the first point of contact before escalation.
- Review new and renewal licensing and registration applications by receiving input documents, ensuring that all information (including financial) is complete and acting upon incomplete applications.
- Enter and maintain statistical data on daily activities ensuring accuracy of data collection. Produce routine and ad-hoc system reports.
- Record and forward escalated complaints and issues to a supervisor when appropriate. Notify appropriate colleagues of special cases involving unique or unusual circumstances.
- Calculate fee payment, process refunds and reconcile financial account information of licencees. Process receipts of transactions for the finance department or licensees on request.
- Prepare, scan and maintain electronic files of documents and correspondence as required.
- Provide web-based technical administrative support to consumers and businesses, assist in the development and implementation of online service delivery features and services for businesses and consumers.
- Work independently or as part of a team to evaluate, recommend and develop improvements to operational procedures, forms, documents, policies and other core operational work.

What you should know

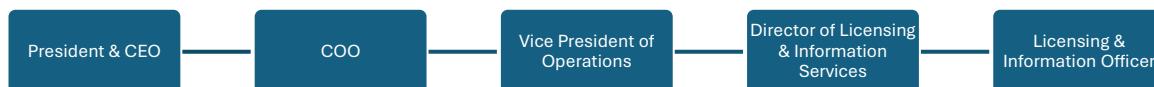
This role has unique working conditions and special requirements you should be aware of:

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

Who you will be working with

- **Consumers:** Provide information and explanation on rights, responsibilities and options under the relevant Acts and regulations; provide information on complaint and claims procedures including self-help and early resolution tools.
- **Licence Applicants:** Request clarifying or missing information; explain procedures and program or legislative requirements; explain the reasons for refusal to register or renew and advise them on alternatives.
- **General Public:** Reply to inquiries requiring interpretation and direction relating to applicable programs, terms and conditions, law, policies and procedures.
- **Director:** Escalate complex or unusual case files; request advice and direction.
- **Other Departments:** Forward complex and serious issues, complaints and inquiries for action, advice and direction; provide background information on the circumstances surrounding the issue or complaint.

Organizational Chart



What we are looking for

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 handling difficult customers and conflict situations.
- Experience receiving, evaluating, and processing licence or registration applications.
- Experience providing information and services to clients over a variety of communication platforms.
- Experience providing web-based technical administrative support.
- Experience analyzing, interpreting and applying legislation preferred.

Knowledge, Skills & Abilities

- General knowledge of fair and objective principles of administrative law.
- Working knowledge of computers, database management programs and standard office business software applications, including Office365.
- Working knowledge of how to support an administrative process to establish efficiency and consistency.
- 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 identify opportunities to streamline operations to 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 establish and maintain positive relationships with a variety of individuals.
- Ability to exercise sound analytical, research and problem-solving skills.
- Ability to organize and plan workload to meet required performance targets.

Values & Competencies

Our corporate values guide the delivery of our services and our everyday work and behaviour:

- **Curiosity:** We seek out information in a fair and balanced approach. We create space for continuous learning and diverse perspectives.
- **Integrity:** We take ownership of and responsibility for our work. We treat others with respect and dignity.
- **Impact:** We empower others by providing resources and education. We strive to make a positive difference.

Our core competencies, those we expect every person at Consumer Protection BC to hold, are:

- **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 identify and serve others, who may include the public, colleagues, other organizations and government.

Position competencies, those we expect the successful candidate in this role to hold, are:

- **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.
- **Information Seeking:** Going beyond the questions that are routine or required in the job.
- **Flexibility:** The ability and willingness to adapt to and work effectively within a variety of diverse situations, and with diverse individuals or groups.