



Motor Vehicle Sales Authority of British Columbia

Job Description

Position Title: Consumer Services Officer
Reports to: Manager, Consumer Services and Professional Development
Supervises: N/A
Location: Burnaby
Effective Date: June 2008

General Position Summary	The Consumer Services Officer (CSO) is responsible for the initial documentation and assessment of complaints made by members of public, industry and other enforcement agencies regarding alleged improper practices and actions in the provincial motor vehicle sales industry. Following initial assessment, the CSO will select the appropriate action, including the referral of complaints to the Compliance Services team, additional inquiries, consumer education and/or the coordination of dispute resolution.
Job Scope	This position works within the Consumer Services area of the organization and has limited authority to provide general information, general advice and/or routine problem solving based on existing legislation, regulation and VSA policies and procedures.
Linkages and Relationships	<i>Internal</i> – The Consumer Services Officer works closely with managers and staff involved in Compliance Services, Consumer Services and the Compensation Fund
	<i>External</i> – The Consumer Services Officer communicates with consumers, representatives of the motor vehicle sales industry and other consumer protection agencies.
Key Accountabilities and Deliverables	<ol style="list-style-type: none">1. Responds accurately to a high volume of complaints from consumers by email, written correspondence, phone calls and in person2. Provides staffing for the Enquiry Line and monitors the corporate website mailboxes3. Coordinates all consumer complaints received personally, as well as those referred by other staff4. Develops the initial file and background material on complaints received5. Communicates with consumers and dealer representatives by telephone and routine correspondence on complaint matters6. Analyzes issues and facts and interprets legislation and policy to determine whether a complaint falls within the jurisdiction of the VSA7. Refers matters that are within the VSA jurisdiction to Compliance Services staff, the Compensation Fund or follows established procedures for dispute resolution8. Assists consumers and dealers to resolve non-VSA jurisdictional disputes, whenever possible9. Supports Compliance Services staff in information gathering, defining issues and customer/dealer communications10. Assists in developing and implementing a comprehensive consumer awareness program

	<p>11. Assists in developing and implementing an alternative dispute resolution program</p> <p>12. Maintains and reports statistical records of consumer services activity</p>
Qualifications	
Education, Certification and Experience	<ul style="list-style-type: none"> • Preferably, has a diploma or degree in public administration, business administration, mediation or has an equivalent combination of education and experience • Has had at least three (3) years of experience in working in a similar capacity receiving, documenting and coordinating consumer complaints in a regulated and complex industry
Knowledge	<ul style="list-style-type: none"> • Has knowledge of the role of regulatory organizations and preferably, has knowledge of the Motor Dealer Act and Regulations and other relevant consumer protection legislation • Has knowledge of conflict-resolution, mediation and arbitration processes • Preferably some knowledge of contract law and the administration of contracts • Preferably, knowledge of the motor vehicle sales industry
Skills and Abilities	<ul style="list-style-type: none"> • Excellent organizational, interpersonal, time-management, analytical, decision-making and written communication skills • Ability to work independently and as a member of a team • High energy, strong attention to detail • Strong computer and writing skills • Excellent judgment to determine materiality and relevance of complaints received and to take appropriate action or direct complaints to relevant parties within VSA • Capacity to remain calm under pressure and to multi-task in stressful situations • Demonstrated capacity to listen impartially and to fairly analyze complaints • Strong capacity to problem-solve and select among a variety of alternatives • Optional: Language skills other than English
Special Requirements	A Criminal Record Check is required for this position.