

JOB DESCRIPTION

Position Title: Licensing Officer

Reports to: Manager of Licensing

Supervises: No supervisory responsibility

Effective Date: February 2008

General Position Summary	The position performs a customer service role by responding to enquiries received by telephone, email, fax and in person, providing specific information to motor dealers, motor dealer salespersons, and others concerning licensing and renewal processes. Position also responds to inquiries and requests from the general public concerning industry licensing as well as the VSA mandate and objectives.
Job Scope	The position receives corporate and regulatory direction, as well as routine supervision from the Manager of Licensing. Often the first point of contact for callers and visitors, the position responds to issues that are typically routine in nature, for which answers and recommended solutions can be found by referring to existing legislation, regulation and policy and procedures. Following a review of documentation and past precedents, complex and contentious issues and problems, for which solutions are not readily discernable, are escalated to other staff of the Authority. The position, using relative independence and discretion, receives and approves applications for licenses and renewals, guides individuals through the licensing processes, and completes all related documentation. Licence denials are escalated to the Manager for review and a hearing.
Linkages and Relationships	<i>Internal</i> – As part of the licensing team, works together as a customer service unit to ensure that the licensing functions are coordinated effectively and that front-line service to the public is delivered in an efficient manner; the position works closely with other staff to resolve issues arising from the licensing processes; and there is some interaction with the Investigators to convey information or ascertain circumstances and issues that may effect the issuance of a license to either a dealership or salesperson.

	<p><i>External</i> – the position has considerable interaction with representatives of motor dealerships and salespersons to respond to questions around licensing and renewals; to a lesser degree with the general public to provide information about the role and function of the VSA and explain the licensing processes; and with representatives of Government and other agencies (e.g., RCMP and police departments, BC Online, ICBC, Equifax) to verify information presented in applications for registration and licensing (e.g., credit checks, lien searches, police records checks).</p>
<p>Key Accountabilities and Deliverables</p>	<ol style="list-style-type: none"> 1. Responds to a high volume of calls, and a lesser volume of in-person visits, ensuring that the VSA is represented in a professional and informative manner. 2. Receives applications for motor dealership and salesperson licensing, and renewals and reviews information to ensure that there are no inconsistencies or discrepancies, following up with applicants, or appropriate agencies, where necessary to obtain or verify information. 3. Enters data into the appropriate computerized program and completes all required forms and documentation, obtaining authorizing signatures where applicable. 4. Calculates and collects fees; calculates fee overpayments and requests refunds. 5. Determines if applicants meet licensing requirements and renewal requirements based on established criteria; approves applications and renewals; and escalates applications where issues or complexities exist or may require hearing for denial. 6. Develops and prepares a variety of monthly, quarterly and ad hoc statistical reports as well as documentation and correspondence related to the licensing and renewal processes; maintains files ensuring confidentiality of all information received, observing and demonstrating good records management practices. 7. Provides general information to the public and potential applicants, explaining application requirements, forms and procedures; distributing forms and information packages; and ensuring that information is provided in a timely courteous and professional manner. 8. Deals appropriately with angry, antagonistic or hostile individuals, referring to the Manager of Licensing when necessary. 9. Performs a variety of clerical/administrative functions in support of the licensing processes.

Qualifications	
Education, Certification and Experience	<ul style="list-style-type: none"> • Grade 12 plus preferred training in office administration • At least three years' experience in a client/customer service environment, including dealing with angry individuals • Experience communicating with a diverse range of individuals, including those for whom English is a second language, and explaining complicated concepts • At least one year's experience in an "application administration environment", assisting individuals through an application or registration process • Experience interpreting, analyzing and applying regulatory and/or policy requirements
Knowledge	<ul style="list-style-type: none"> • Knowledge of web based computer systems and their functions including database search and management
Skills and Abilities	<p><u>Ability to:</u></p> <ul style="list-style-type: none"> • Review, assess, analyze complex documentation • Provide policy and procedural advice to a wide range of individuals with varying degrees of understanding and communications ability • Utilize complex web based systems and software applications, including databases • Use word-processing and spreadsheet applications, as well as email and the Internet • Work independently and effectively under pressure to meet deadlines • Demonstrate sound judgment, emotional stability, empathy, tact and discretion <p><u>Skills:</u></p> <ul style="list-style-type: none"> • Good listening skills and the ability to identify issues and problems expressed by individuals and provide guidance or solutions • Excellent verbal and written communication skills • Excellent client/customer service skills including the ability to deal with angry, distressed or frustrated individual • Good teambuilding skills and the ability to be flexible and adjust to changing priorities
Special Requirements	Subject to a Criminal Record Check