



IDENTIFICATION

Department	Position Title	
Finance	General Manager/Registrar	
Position Number	Community	Division/Region
15-14523	Hay River	Liquor Licensing Board

PURPOSE OF THE POSITION

The General Manager/Registrar is responsible for the day-to-day management of the Liquor Licensing Board (Board) process. This position works within a statutory and policy framework and responsibilities are in accordance with the *Liquor Act*, its regulations, and Board policies and procedures.

The General Manager/Registrar assists the Chairperson of the Board with the planning and organizational development of the Board.

The primary responsibility of the General Manager is for managing, directing, controlling, and monitoring the day-to-day operations of the Board office. The primary responsibility of the Registrar is the completion of statutorily assigned tasks and those delegated from the Board.

The General Manager fulfills the duties of the Executive Secretary to the Board as outlined in the *Liquor Act*.

SCOPE

Located In Hay River, this incumbent has a dual reporting relationship. The General Manager reports to the Director, Policy, Legislation and Communications within the Department of Finance for administrative aspects of the position's duties, and as Registrar to the Liquor Licensing Board for all Board aspects of the position's duties including licensing and compliance.

The Liquor Licensing Board is a quasi-judicial administrative tribunal with regulatory and adjudicative functions. The Chairperson, and up to eight other Board Members are appointed by the Minister of Finance.



The position is accountable for managing the Board Office and its process. The position is accountable for the smooth operation of the Board office and represents the Board as the first contact to the clients such as license holders, applicants, legal professionals, community leaders, and the public.

A high degree of tact, diplomacy and cultural sensitivity are required to interact well with stakeholders. There is often no opportunity to gain assistance internally in deciding on a course of action in a difficult permit issuance case. The position delegates or completes tasks independently as required and takes the lead in preparing application summaries. The position plans and suggests human resources activities to the Chairperson of the Board to ensure that the office is functional during staff absences.

The position develops, manages, and controls the Board's budget in the amount of \$264,800.00. Mismanagement can result in overspending and hardship to the revolving fund.

The position ensures the proper policies; Regulations and the Liquor Act are adhered to, as well as ensuring all compliance and application hearings are conducted within the Board's established Rules of Procedure. The position is responsible for ensuring the technical accuracy of written decisions. The application of incorrect policy or legislation will cause a delay in the hearing of an application or non-compliance allegation and could also result in an erroneous decision being made by the Board. Omitting relevant legislation or quoting. Incorrect legislation or policies may result in a judicial review by the Courts. This in turn may result in substantial legal expenses for the Board, possible costs for the appearing parties and the expense of another hearing. Technically incorrect decisions could result in the improper issuance or denial of liquor licenses and permits. In the case of compliance hearings, business owners could suffer disruption of their business and possible additional legal costs.

The position maintains ongoing communication with Enforcement staff, Minister's offices, applicants, license holders, permit holders, contract permit issuers, Department personnel, community stakeholders, Environmental Health, the NWT Fire Marshal, and Fire Departments, as well as Board Members on various issues, including the interpretation and application of legislation and policy issues. Errors in communication can alienate clients and jeopardize the integrity of the Board.

There is one full-time position (Administrative Assistant) that has a duo-reporting relationship to both the General Manager/Registrar and the Manager of Enforcement.

The General Manager/Registrar is responsible for seven contract permit issuers, with responsibility to issue permits to communities across the NWT and ensure valid permits are issued to applicants. This position is the senior resource to the Liquor Licensing Board, coordinating its administration and serving as the recording secretary for Board meetings and hearing clerk for Board hearings.



RESPONSIBILITIES

The position's primary responsibilities are with respect to liquor licensing and the administration of the Liquor Licensing Board's activities. The position will also perform any duties assigned by the Director, Policy, Legislation and Communications, or the Liquor Licensing Board.

1. Manages the Appeals Tribunal's Operations:

- Oversees the day-to-day activities and workflow of the Board.
- Identifies Board practices and procedures that require resolution or improvement.
- With the direction of the Chairperson, addresses all media inquiries regarding the Board and/or referrers to the Board's Legal Counsel if legal issues are being questioned.
- Prepares briefing notes, letters and responses on the Minister's behalf relating to application/compliance issues.
- Prepares and maintains a yearly budget of \$264,800 for the Board; reviews expenses/costs; verifies monthly variance reports to ensure information, projects needs and expenditures.
- Processes and monitors statutory appointments for Board Members.
- Prepares statistical reports/provides information and responses using the Board's Tracking System and other sources, for the Chairperson of the Board, the Minister, other jurisdictions' licensing agencies and other external parties.
- Assists the Chairperson with the development of the Board's Annual Report.
- May represent the Chairperson and/or the Board; as required, in internal matters or external matters.
- Participates in recruitment and making staffing recommendations as well as participating in the orientation of new Board Members.
- Investigates and responds to complaints received from external parties about service issues, specifically with respect to the preparation and scheduling processes.
- Identifies and analyzes issues and trends and proposes programs to address matters vital to the success of the Board.
- Ensures the Board is aware of their legal responsibilities by providing correct information and documentation to assist them in making decisions on matters before them.
- Conducts operational meetings and brings forward issues for discussion, as well as reports on activities/requirements.
- Ensures the appropriate level of customer service is provided to the license holders and other internal and external contacts/clients.
- Contributes to budget development; setting goals and objectives, and results reports for licensing, enforcement, and Board activities.
- Prepares and is signatory to all; correspondence, subpoenas, Notice of Hearings, and signage suspending licenses on behalf of the Board.



- Ensures the decisions and orders made by the Liquor Licensing Board are enforced.
- Is the designated spending authority for Board members honoraria and travel expenses.

2. Governs the Board's Process within the terms of the *Liquor Act*, Its policies, procedures and guidelines:

- Reviews all correspondence and replies on behalf of the Board. This position also prepares, writes or drafts replies on behalf of the Chairperson.
- Determines with the Board the need for formal decisions on procedural and jurisdictional issues and recommends matters to be put before Legal Counsel.
- Validates issues of compliance to ensure they are relevant and appropriate before the Board.
- Writes and prepares license and permit summaries for the Board by summarizing the issue and the relevant statutory requirements.
- Investigates/research information for the Board as required and deals with inquiries relating to applications and compliance matters.
- Organizes and schedules pre-hearing conferences (PHC) to identify sensitivities, significant data, anomalies, and potential difficulties that may impact each hearing issue. This required coordinating schedules for the Chairperson, Enforcement Legal Counsel, the license holder, and its legal counsel.
- Confirms readiness of the application or hearing file for hearing.
- Recommends legal review, where appropriate.
- Responds to technical questions asked during the hearing by participants.
- Provides expertise to the Panel on matters of policy application and adjudication; acts as a resource person to the Panel and the contract permit issuers in cases where questions of a procedural nature arise.
- Prepares cases for the Board's Legal Counsel, i.e. Judicial Review Applications
- Provides advice on code of conduct and potential conflicts at hearings and meetings.
- Contacts/meets with the Board's Legal Counsel to discuss policies, rules of procedures, and matters under judicial review.
- Acts as Hearing Clerk at compliance hearings.
- Identifies and recommends the need for new or revised policies to the Board's Chairperson.
- Assists in maintaining the independence of the Board by acting as liaison with the GNWT on matters of policy clarification/interpretation and gathering of additional information; acts as a liaison between the Board, applicants, License Holders, representatives and interested parties.
- Informs all interested parties of application/hearing status.
- Ensures the Board is aware of their legal responsibilities by providing correct information and documentation to assist them to make decisions on items before them.
- Ensures the Board is aware of the government's policies and their responsibilities under the *Financial Administration Act* while at the same time being sensitive to their status as an arm's length Board.



- Is the main contact with community governments regarding licensing issues when an application applying for a liquor license.
- Maintains a registry of all Board hearing and application decisions.

3. Other duties:

- Supervises the Administrative Assistant for assigned duties and responsibilities by the General Manager/Registrar.
- Hires, trains, mentors, and sets objectives, monitors performance, identifies training and development requirements and approved leave.
- Other duties as assigned.
- Manages the contract permit issuers by ensuring that the issuer has acknowledged receipt of all applications (proper identification/recording) and entered all matters in the Board's Tracking System.
- Enter and end contracts, trains, sets objectives, monitors performance, and identifies training development requirements.

WORKING CONDITIONS

Physical Demands

This position works in a typical office environment; there are no unusual physical demands. Some travel is required.

Environmental Conditions

The position works in a typical office environment where there are no unusual environmental conditions. Some travel is required.

Sensory Demands

The incumbent is required to read printed materials or materials on computer monitors for extended periods of time. Focused listening spent taking meeting minutes and as Hearing Clerk.

Mental Demands

Interruptions by staff, contractors, License Holders, and general public may disrupt concentration or attention to detailed tasks.

Long periods of mental concentration are required for research, preparation of case summaries, taking minutes at hearings, compilation of statistics and editing decisions.

Clients dealing with the Board may be unhappy with a decision. and they may exhibit hostile, threatening, or emotional behavior. This requires the General Manager to be attentive to the needs and concerns of the client and to respond appropriately.



Clients may have a lack of understanding of the processes or the reasons why a decision was made by the Board, therefore, the General Manager must spend long periods of time communicating information, because the clients are prohibited to speak with the Board panel at any time (except during a hearing).

Work is carried out with competing deadlines which may prove to be stressful.

Board members can be obstreperous and demanding on occasion and this requires firm tact and diplomacy on the part of the General Manager.

KNOWLEDGE, SKILLS, AND ABILITIES

- Ability to interpret and summarize legal statutes and regulations.
- Understanding of regulatory principles and quasi-judicial procedures
- Effective written and verbal communication skills and interpersonal skills (to liaise with the Liquor Licensing Board members, other government Departments/Agencies, licensees, community officials and the general public
- Proficiency in providing oral and written briefing, submissions and reports.
- Knowledge of accounting procedures, management principles and human resource management
- Experience in working with Boards, preferably quasi-judicial boards.
- Ability to deal with community sensitive issues.
- Ability to commit to actively upholding and consistently practicing personal diversity, inclusion, and cultural awareness, as well as safety and sensitivity approaches in the workplace.

Typically, the above qualifications would be attained by:

A university degree in Business Administration or related field, and three (3) years of related work experience, including one (1) year supervisory experience or experience leading a team.

Equivalent combinations of education and experience will be considered.

ADDITIONAL REQUIREMENTS

Position Security (check one)

- ☐ No criminal records check required
- ☒ Position of Trust – criminal records check required.
- ☐ Highly sensitive position – requires verification of identity and a criminal records check

French language (check one if applicable)

- ☐ French required (must identify required level below)
Level required for this Designated Position is:
ORAL EXPRESSION AND COMPREHENSION



Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐
READING COMPREHENSION:

Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐
WRITING SKILLS:

Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐
☐ French preferred

Indigenous language: Select language

- ☐ Required
- ☐ Preferred