



IDENTIFICATION

Department	Position Title	
Infrastructure	Regional Customer Service Officer	
Position Number	Community	Division/Region
33-10625	Hay River	South Slave

PURPOSE OF THE POSITION

The Regional Customer Service Officer (RCSO) manages and implements the South Slave Region's Driver and Vehicle Licensing Issuing Program. The RCSO directly oversees the issuing operations at the Regional Driver and Vehicle Licensing issuing sites in Hay River, Fort Smith and Fort Providence, as well as provides effective customer service and oversight in a busy fast paced environment.

The position specifically has responsibility for providing ongoing regional support and ensuring the effective provision and delivery for driver licensing and vehicle registration services, in accordance with the *Motor Vehicle Acts*, regulations, policies and/or procedures.

SCOPE

Located in Hay River and reporting to the Manager, Finance and Administration, the RCSO is ultimately responsible to ensure that the issuance of Driver's Licenses, General Identification Cards, Registrations and other motor vehicle related documents are issued in compliance with enhanced identity requirements and Territorial Legislation and Procedures. The RCSO assists in protecting against identity theft and other fraudulent activities.

The position has responsibility for ensuring the effective provision of driver licensing and vehicle registration services, in accordance with the *Motor Vehicle Acts*, regulations, policies and/or procedures; these services being delivered through a contracted outlet in Hay River and by a GNWT license issuing agent in Fort Smith.

This position monitors, and audits the regional contract agencies in the performance and obligations of their contract and requires travel to Fort Smith, sometimes with little notice, to provide services in the community when the issuing officer must be away. The driver and

vehicle licensing services generate approximately \$560,000 in revenues on an annual basis.

The offices, especially in Hay River, have high volumes of clients who are trying to obtain identity and other documents which have numerous security requirements attached prior to issuing.

At various times RL&S issuing staff may have to refuse service, and this can cause contentious situations. The RCSO is often required to deal with angry individuals, and mediation is a necessary skill required by the incumbent.

RESPONSIBILITIES

- 1. Manages the daily operation of the Regional Driver and Vehicle Licensing issuing sites by providing training, advice, and support to the licensing agents (GNWT staff and contracted agencies).**
 - Provides advice and support to license delivery staff and contract agencies located in the South Slave Region by phone or in person, on matters relating to the processing of driver and vehicle licensing documents, interpretation of legislation and use of the DRIVES system.
 - Accompanies the Driver Examiner monthly to Fort Providence Issuing Office to perform the issuing of registrations and driver licenses.
 - Assists with the provision of driver examination duties.
 - Provides community license issuing services using a mobile issuing station.
 - Is responsible on the job training including specific training in the use of application software used within the division (i.e. DRIVES).
 - Monitors staff resources to ensure the efficiency of processing of motor vehicle documents in each community.
 - Identifies priorities of driver and vehicle licensing office staff according to the workload on a day-to-day basis.
 - Is responsible for hiring staff, including Casual and Summer Students as required.
- 2. Ensures all legislation, policy, security requirements and procedures are followed and consistently met.**
 - Administers the license issuing contract in Hay River to ensure all contract obligations are met and related GNWT policies, procedures and legislation are followed.
 - Reviews documents found to be questionable as per the fraudulent document review procedures, and provides a decision as to the acceptability of documents in order to provide the decision with regard to acceptance of the document for issuing purposes.
 - Assists in coordinating with RL&S (Road Licensing and Safety) Headquarters formal investigation activities regarding vehicle and identity fraud.
 - Maintains compliance with the *Access to Information and Protection of Privacy Act* regarding client confidentiality.
 - Performs regular audits on the regional issuing agencies ensuring compliance with legislative, financial and contracting standards are met.
 - Maintains and updates manuals containing legislation, policy and procedures. Provides interpretation of legislation to the Issuer Agents, contracted agencies and the general

- public on a daily basis.
- Is responsible for maintaining and storing confidential and secure documents at the Hay River issuing site and for ensuring that they are properly recorded and sent to off-site storage.

3. Supports the Financial and Reporting accountability:

- Responsible for over-rides and fees on client information ensuring that proper policy and procedure has been followed to allow a client service.
- Ensures the collection, recording, and deposit of revenues are in accordance with the *Financial Administration Act*, assists with the monthly reconciliation of Motor Vehicles revenues with the GNWT financial system and accounts, and analyses results against regional budgets and cash flows to ensure regional targets are met. Batches financial documents for data entry into SAM (System for Accountability and Management) and assists in processing invoicing and refunds for licensing services.
- Prepares reports, when required, for the Manager with regard to the operation and the efficiency of the issuing offices. Also, identifies any issues arising of a technical or political nature.
- Constantly tracks data input error rates (rejections), client flow and service issues and assists in the development of new systems/procedures to reduce input errors, improve service and processing times; as well as providing timely response to client requests for information, thus ensuring a high level of customer service.
- Assists in the processing of other various financial documents as directed by the Manager, Finance and Administration.
- Monitors and controls the accountable inventories used by issuing outlets and the South Slave regional office, replenishes inventories as required, and ensures monthly inventory reports are completed and any discrepancies are responded to in a timely manner.

4. Covers the issuing office in Fort Smith, administering the license issuing contract obligations and providing customer service to the general public, as required.

WORKING CONDITIONS

Physical Demands

Physical effort is minimal but is required at times when dealing with inventories, records or equipment.

Environmental Conditions

Work is performed in a general office environment with travel required to regional community license issuing offices.

Sensory Demands

Work requires extensive use of a computer and keyboard, which may result in eyestrain or strain to wrists, hands, neck and back.

Mental Demands

Continuous mental effort and concentration is required to deal with the daily issues associated with contract administration, a complex mainframe computer system, complex legislation, demands for thoroughness, deadlines and time management, the need for accuracy and the need to have answers readily available.

There is a high demand to meet specific deadlines and to change priorities on short notice. Intensity of workloads varies greatly on a day-to-day basis.

Stress can be great when confronted with an irate client, working out a resolution to a complex situation, or with an emergency situation that must be resolved quickly, such as a system malfunction or a failure in communications networks.

This position requires intensive decision making, extended periods of research based on each individual case, and constant follow-up with the Road Licensing & Safety issuing offices staff to ensure policy and procedures are adhered to.

KNOWLEDGE, SKILLS AND ABILITIES

- Proficiency is required in the application of motor vehicles legislation, government financial policies and procedures, and supervisory skills.
- Ability to communicate verbally and in writing to the public, contractors, clients and staff on a variety of financial or technical matters and concerns related to the Road Licensing & Safety programs.
- Highly evolved and proven skills in customer service relations to deal with the public in a diplomatic and timely manner to resolve and conclude issues; skilled in influencing behavior in difficult situations.
- Ability to analyze and evaluate urgent or complex issues, and develop suitable approaches and options for effective delivery of motor vehicle services.
- Ability to understand and apply Government financial directives and procedures related both to expenditures and collection of revenues.
- Ability to understand and interpret the *Motor Vehicles Act* and related regulations.
- Ability to train issuing personnel and audit issuing offices in the delivery of licensing services.
- Ability to work within a team environment and perform complex duties with a minimum of supervision.
- Ability to use a highly secure and complex computer system, (MVIS/DRIVES).

Typically, the above qualifications would be attained by:

1. Completion of a grade 12 high school diploma, plus
2. Two (2) year diploma in social sciences, public education, law, business administration or communications, plus
3. 3 years directly related experience in financial management with staff supervision.
4. Possess a valid Class 5 driver's license.

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