



## IDENTIFICATION

Department	Position Title	
Infrastructure	Client Services Officer	
Position Number	Community	Division/Region
33-11039	Yellowknife	Driver and Vehicle Licensing/North Slave

## PURPOSE OF THE POSITION

The Client Service Officer carries out the client service functions with respect to Driver and Vehicle Licensing programs. This position assesses client requests and issues services in compliance with legislation, policy and procedures while ensuring documents are issued within the Driver and Vehicle Licensing identification framework requirements. In addition to issuing to the public, the position is responsible to assist with inventory control, data entry, revenue collection/reconciliation as set out by the Financial Administration Manual (FAM).

## SCOPE

The position is in Yellowknife and reports to the Manager, Driver and Vehicle Licensing Services, North Slave Region of the Department of Infrastructure.

As a client service provider for the public, commercial clients, Government of the Northwest Territories (GNWT) departments and other governments, this position is responsible for delivering a full range of services that includes driver licences, general identification cards, vehicle registrations, driver abstracts, driver manuals, accident reports, and commercial drivers abstracts for insurance companies. This position also receives and reviews foreign national documents to determine if clients are eligible to obtain services in the Northwest Territories (NWT). This is done in compliance with the *Motor Vehicle Act* (MVA) and Regulations, the *Access to Information and Protection of Privacy Act* (ATIPPA) and the Financial Administration Manual (FAM) as well as national security protocols, policies, and procedures. Timely and accurate review of documents is essential in maintaining integrity in the DRIVES program as well as ensuring clients are served efficiently. The DRIVES system speaks in real time to all other Canadian jurisdictions as well as law enforcement, making the review of documents and the input of the data and its accuracy of the utmost importance.



The Yellowknife Driver and Vehicle Licensing office provides 62% of all issuing services in the NWT and is responsible for an annual revenue of over \$2 million. This office has a high volume of clients (approximately 27,000 annually) requesting identity services that have numerous legislated or regulatory requirements to be met prior to being issued. The Client Service Officer is required to review the documentation provided and determine if the documents meet the criteria to issue a service to the client. The Client Service Officer is frequently required to refuse service due to lack of eligibility, and the position requires the interpersonal skills to communicate to convey sometimes unpalatable information to clients under stress.

## **RESPONSIBILITIES**

### **1. The Client Service Officer is responsible for issuing secure driver's licences, general identification cards, licence plates, motor vehicle registrations, driver's abstracts (both individual and bulk) and sell accident reports, drivers manuals and personalized plates and other inventoried products under the MVA.**

- Determines a client's identity by confirming legal names, birthdates, and proof of residency through a review of documentation received from the client that has been issued by the provincial or federal government or at times other countries.
- Reviews documents and determines their validity as per national/international fraudulent document review procedures and makes decisions as to the acceptability of these documents.
- Verifies and cross references information from other jurisdictions in Canada to confirm a client's eligibility to receive services.
- Verifies valid insurance documents.
- Verifies ownership documents for vehicles.
- Advises a client of a medical status prior to issuance of motor vehicle documents as and when required.
- Declines services due to lack of eligibility.
- Receives applications and makes appointments for driver examinations while verifying the client's eligibility to test prior to booking in accordance with the MVA.
- Determines validity of requests to prevent unauthorized agencies or individuals from receiving or accessing any motor vehicle records except as outlined in the MVA and ATIPPA.
- Reviews and verifies documentation provided prior to issuing a driver's abstract.
- Advises on licensing and registration requirements and assists with providing information to the public, businesses, associations, GNWT departments, and other governments by telephone, fax, email, or in-person.
- Processes personalized plate applications, determines if the plate requested is available, and receives a payment.
- Responsible for issuing in-transit permits to NWT residents and clients visiting from other jurisdictions after determining the client documentation provided is in accordance with the legislation, policies and procedures.



- Processes driver and vehicle licensing documents, interprets policy and use of systems Secure Information Management System (SIMS) and DRIVES.
- Ensures the security of personal information is maintained as per ATIPPA as well as national and international licensing protocols.
- Ensures all records are properly and securely stored daily.
- Ensures all records are properly recorded and prepared for off-site storage monthly.
- Travel to North Slave communities and issue Driver's Licenses, General Identification cards, registrations, and abstracts to the public.

**2. Monitors accountable inventories used at the workstation. Ensures that an inventory audit of the workstation is done monthly.**

- Records inventories as required at their station, ensuring that inventory levels are appropriate for the client demand each day.
- Reconciles the inventory on-hand at their station each month and provides the report to the Supervisor, Client Services.
- Accounts to the Supervisor, Client Services for any inventory discrepancies.
- Advises the Supervisor, Client Services when the general office inventory levels are low.
- Ensures that they are using the inventory and equipment within the authority permitted and in compliance with established procedures.
- Maintains and secures inventory of all controlled assets such as Common Temporary Documents (CTD), licence plates, and drivers manuals.

**3. Carries out the collection, recording and deposit of revenues from the Yellowknife Driver and Vehicle Licensing Office in accordance with the Financial Administration Act.**

- Administers a cash float daily in accordance with FAM ensuring it is accounted for daily, including maintaining security of the float and sales as per office procedure
- Reports any discrepancies in the cash float to the Supervisor, Client Services immediately upon discovery and provides detail where required for any overage/shortage.
- Reconciles the daily sales to the Moneris and cash, while verifying that all totals balance with a daily report and the cash float.
- Receives payment in cash, debit and credit cards for services.
- Responsible for the accurate calculation of fees for all services provided.

**4. Required to perform initial troubleshooting for various job tools and data systems.**

- Operates DRIVES, SIMS, Microsoft Office, and Microsoft Word formats.
- Operates various biometric gathering and computer systems.



## **WORKING CONDITIONS**

### **Physical Demands**

No unusual demands.

### **Environmental Conditions**

No unusual demands.

### **Sensory Demands**

Use of sight and hearing simultaneously is required to observe customer behaviour and manage interactions appropriately.

Exposure to camera flash daily.

### **Mental Demands**

Travel required 3 – 4 times a year for 2-3 days at a time.

The position is required to meet regular deadlines and has a lack of control over volume of client-driven workflow and/or technical issues with equipment.

The position will be confronted with dissatisfied clients on an approximately weekly basis, and there is the potential to be approached with work issues when recognized outside of work hours while in the community.

## **KNOWLEDGE, SKILLS AND ABILITIES**

- Ability to learn the application of motor vehicles legislation, government financial policies and procedures.
- Client service skills, including the ability to resolve situations diplomatically
- Ability to learn computer equipment and systems to enable initial trouble shooting and resolution of system/software errors
- Knowledge of administering expenditures and collections of revenues.
- Ability to collect, balance and reconcile revenue at a fast pace with a low error rate.
- Ability to understand information in a regulatory environment and convey information to the public.
- Ability to work in a fast-paced environment and to respond to and resolve complex issues in a timely manner.
- Ability to maintain confidentiality of records and converse tactfully with representatives of various agencies as well as the public.
- Organizational and time management skills.
- Knowledge of Q-flow, DRIVES and SIMS and word processing software.

- Knowledge of the MVA and related provisions.
- Ability to organize and prioritize tasks effectively.
- Problem-solving skills and ability to detect inconsistencies.
- Ability to proofread written documents to identify and correct errors.
- 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:**

Grade 12 with a minimum of two years related experience in a customer service.

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