



IDENTIFICATION

Department	Position Title	
Infrastructure	Bilingual Client Program Officer	
Position Number	Community	Division/Region
33-11045	Yellowknife	Compliance and Licensing/HQ

PURPOSE OF THE POSITION

The Bilingual Client Program Officer is responsible for administering all program activities and records management with respect to driver and vehicle licensing programs for compliance with legislation, policy, and procedures. This position evaluates the effectiveness of a performance and audit program to confirm compliance with the driver license and identification framework, identifies areas for improvement, and initiates the required corrective action.

SCOPE

The Department of Infrastructure (INF) is highly decentralized in the delivery of its programs and services and is responsible for territory-wide government programs such as the planning, design, project management, construction, acquisition, operation and maintenance of government infrastructure, including airports, buildings, ferries, highways and bridges, and to promote the development and increased use of energy efficient technologies. The department is also responsible for the provision of motor vehicle and mechanical/electrical/elevator regulatory safety services to the public, the provision of petroleum products to communities that are not serviced by the private sector, environmental assessment and remediation, property management, disposal of surplus property and goods, fleet management, and the marine transportation of cargo to Northwest Territories (NWT) communities.

The Compliance and Licensing (C&L) Division is responsible for providing compliance and enforcement activities in accordance with twenty-five acts and regulations in addition to various pieces of federal legislation, designed to improve commercial vehicle and driver fitness and the protection of highway infrastructure. The effectiveness of our educational, enforcement, monitoring and inspection programs motivates and facilitates safe operators, thereby securing safer highways for residents, industry, and visitors in the NWT.

Located in Yellowknife and reporting to the Manager, Driver and Vehicle Licensing Programs,



the Bilingual Client Program Officer administers the driver and vehicle licensing program and is the first point of contact for the general public and for the regional and community contracted issuing offices with respect to program delivery, policy and legislative requirements and compliance, program procedures, and training. As part of the Driver and Vehicle Licensing Programs team, the position creates and uses innovative methods to maximize program effectiveness and efficiency and assist in the development and implementation of program and service delivery and quality improvements.

RESPONSIBILITIES

- 1. Supports the delivery of an effective driver licensing and vehicle licensing and registration programs.**
 - Under the direction of the Manager, Driver and Vehicle Licensing Programs, confirms all driver and vehicle licensing services are available within all regions of the NWT.
 - Verifies regional offices manage and maintain program equipment, accountable inventory, user access, operational manuals and that use of equipment is within the authority permitted and in compliance with divisional, departmental, and GNWT policies, procedures, and legislation.
 - Identifies training and standards development needs of and provides training to regional and HQ staff and community contractors in DRIVES, SIMS and related systems.
 - Confirms that the criteria and performance measures for the regional issuing functions are complied with to maintain a consistent and accurate approach to business processes.
 - Identifies, recommends, and develops requirements for new policy and procedures as well as amendments to existing policy and procedures.
 - Responds, both verbally and in writing, to enquiries from regional staff, issuing sites, and clients with respect to the program, legislation, policy, and procedures.
 - Provides ongoing support to regional staff, issuing sites, and clients with respect to client and vehicle license issuance problems, directs enquiries to appropriate C&L or departmental staff, and coordinates contact with other jurisdictions, as required as part of the programs.
 - Works with divisional and regional staff as well as with working groups to introduce and implement new program initiatives.
 - Coordinates program changes, such as the development or amendment of procedures and testing of new enhancements on the DRIVES system and other internal systems.
 - Carries out supervisory duties – by ensuring that all Driver's Licenses and General Identification Cards that are issued meet the requirements before being released for production.
 - Works with the issuing sites or with the product contractors to resolve any issues that are found with the cards.
 - Verifies the Interprovincial Records Exchange (IRE) Database to ensure that all clients who are issued a driver's license have a clear record with no outstanding fines or



suspensions in other Jurisdictions including reviewing and applying the Conviction Equivalency Table.

- Administers the driver and vehicle licensing program for compliance with the *Criminal Code*, the *Motor Vehicle Act* (MVA) and Regulations, as well as the *Access to Information and Protection of Privacy Act* (ATIPP Act).

2. Supports records management and data entry of the Compliance and Licensing Division.

- Administers electronic and manual internal mechanisms (e.g. DRIVES software), which facilitate the exchange or storage of program data, ensuring the accuracy and integrity of the associated data.
- Confirms no errors in the process occur that could jeopardize the integrity and security of the licensing program.
- Reviews driver license and *Criminal Code of Canada* conviction information from provincial and territorial courts for input into the DRIVES system.
- Reviews documentation to ensure it is legislatively compliant and that the client information is accurate prior to electronic entry on the driver record.
- Reviews data entry by RCMP Operational Communications Centre (OCC) Telecommunication staff for Driver's License suspensions to ensure accuracy and compliance to legislation.
- Maintains vehicle impound records by performing data entry of vehicle impound information and drafting correspondence to communicate impoundment to the registered owner.
- Notifies Manager on areas of concern regarding the electronic capture of C&L related data and makes recommendations for new systems or enhancements that would improve the usefulness of data, specific to the program.
- Maintains accident database records by receiving, maintaining, and entering detailed accident report information into the DRIVES system.
- Reviews requests for confidential accident reports from clients and ensuring that the requests comply with the MVA, ATIPP Act and associated policy and procedures.
- Communicates with driver and vehicle licensing agencies in other territories, provinces, and states with respect to the legal exchange of client information.
- Maintains, and reviews data to confirm compliance prior to entry, that driver files located on DRIVES include demerit point letters, suspensions and convictions, offence tickets, and Order of Prohibition conviction notices from courts located within North America. Processes requests from foreign nationals for driver licensing and verifies their status in Canada with Immigration, Refugees and Citizenship Canada, ensuring that all requests comply with the MVA and associated policy and procedures.
- Generates demerit point and medical expiry notification letters, Order of Prohibition increase letters, lost/stolen and confirmation Driver's License letters, Driver's License



expiry increase letters, denied status in Canada and status check extension letters, including the administration of mailing out of the letters and filing.

- Processes requests from the Maintenance Enforcement Program Administrator for client suspensions and/or reinstatements to confirm that the requests comply with the *MVA* and associated policy and procedures.
- Processes driver merit course reduction applications for compliance with procedures prior to entry into DRIVES.
- Data enters Accident Reports, Administrative License Suspensions, Vehicle Seizures, Order of Prohibitions, Summary of Offence Tickets, Maintenance Enforcement Program Suspension and Reinstatements, RCMP and MED request for information for NWT and out of jurisdiction requests.
- Provides assistance in the tabulation and formation of reports based on the extraction of raw data from internal systems.

3. Administers the NWT Alcohol Ignition Interlock program.

- Works directly with clients on enrolments into the NWT Alcohol Ignition Interlock Program (IIP).
- Works directly with out-of-jurisdiction clients and when required, out-of-jurisdiction registries on approvals and enrolments into the NWT Alcohol Ignition Interlock Program.
- Arranges for driver testing and restriction code(s) placed in client files.
- Enters and creates approved interlock client files.
- Reviews client files to ensure program compliance and assists clients at the end of the program date to exit the interlock program.
- Works with Interlock Service Providers to enroll approved clients into the IIP, providing confidential client data to the service facility for enrollment into the program list and vehicle details for installation of the interlock device.
- Reviews the downloading data received from the interlock service provider to ensure the client is program compliant during participation in the IIP.

4. Evaluates all driver medical reports submitted by medical professionals to confirm that the client meets the standards as approved and accepted pursuant to the *Motor Vehicles Act* and regulations.

- Reviews driver medicals as submitted to the division by clients and medical professionals.
- Provides recommendations to the Deputy Registrar of Motor Vehicles.
- Confirms accurate collection and recording of medical information for the decision processes respecting drivers whose medical fitness to operate a motor vehicle may be in question.



- Effectively communicates with external health care professionals to contribute to the accurate and efficient medical evaluation of those drivers who may be suffering medical problems.
- Reviews all driver medicals to ensure all required information is identified.
- Assesses and evaluates all driver medical reports in accordance with the medical guidelines approved and accepted under the MVA, Canadian Medical Association (CMA), and CCMTA Medical Standards for Drivers and the Registrar of Motor Vehicles.
- Confirms client records are kept within professional and legal guidelines in a confidential, concise, and accurate manner.
- Drafts correspondence to clients and or medical professionals requesting further information relating to a driver medical.
- Maintains a bring forward system on driver medicals with respect to follow-up issues and expiry dates.
- Works with Driver Examiners and clients to set up driver eligibility examinations at the request of the client's physician.

5. Supports compliance of program standards and procedures and provides quality assurance functions.

- Provides quality assurance services for driver and vehicle licenses issued.
- Identifies and develops position manuals, training manuals, policy, and procedures manuals in consultation with divisional and regional staff.
- Evaluates the effectiveness of a performance and audit program to confirm compliance with the driver license and identification framework and identifies areas for improvement or initiates required corrective action.
- Consults with regional staff, management, and members of the general public.
- Conducts performance and audit reviews at regional offices to measure performance, compliance with policy, procedures and legislation to confirm that inventory is accounted for.
- Develops audit review reports based on the facts and findings of the audit and makes recommendations for corrective action.
- In consultation with the Manager, directs responses to the Regional Managers for follow-up.
- Uses internal DRIVES user monitoring reports as a tool in the identification of risk areas to be reviewed.
- Provides reports to the Manager, Regional Managers and Director on Program issues as required.

6. Provides technical service support.

- Receives technical support helpdesk calls for the online client services.
- Works with IT Operations to resolve any technical issues that arise.
- Troubleshoots client error messages that occur.



- Performs the daily online cash out reconciliation and refunds when necessary.
- Attends regular meetings with IT Operations to discuss and resolve any ongoing issues that are being reported, review Program or system updates, and provide feedback from the public regarding the website.

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

No unusual conditions.

Sensory Demands

No unusual demands.

Mental Demands

A level of stress is expected when communicating with difficult clients in-person, online or via the telephone. This position will encounter antagonistic and confrontational situations and people when there is disagreement with government policies, procedures, or legislation, and in situations where licenses have been suspended or cancelled. These situations sometimes result in political escalation.

Travel time is estimated at 8 days a year.

KNOWLEDGE, SKILLS AND ABILITIES

- Ability to interpret policies, procedures, acts, and regulations.
- Knowledge of the justice system, including rules of evidence, court procedures and enforcement authority as it relates to driver and vehicle enforcement and convictions.
- Ability to read, understand and interpret legislation respecting driver convictions, suspensions, and prohibitions pursuant to the Criminal Code of Canada and the MVA and regulations.
- Knowledge related to the issuance of driver and vehicle documents with respect to the MVA and regulations.
- Knowledge and awareness of driver and vehicle registration issues.
- Knowledge of confidentiality and access to information best practices and issues.
- Ability to assess operational requirements and recommend solutions.
- Ability to work in teams in a cross-cultural environment.
- Ability to communicate verbally and in writing to the public, industry, stakeholders, and other agencies on a wide range of technical matters using non-technical language.



- Interpersonal skills to effectively deal with issues that may arise with customers in a customer service environment.
- Knowledge of the impacts of colonization, and institutional and structural racism and biases, to society and in particular Indigenous people.
- Ability to write clear and concise documentation that identifies the issues, gives a clear understanding of the topic, and fulfills statutory requirements.
- Ability to develop clear reports that are based on fact and evidence.
- Ability to train individuals or groups and to provide clear, concise information and instructions.
- Knowledge of MS operating systems and MS Office software.
- Interpersonal skills to deal with staff, external stakeholders, and potentially hostile members of the public in a professional manner.
- Ability to manage work deadlines effectively.
- 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 Diploma in Public Education, Business Administration, Criminal Justice or Communications and one (1) year experience in motor vehicle licensing and issuing.

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