



IDENTIFICATION

Department	Position Title	
Infrastructure	Licensing Agent	
Position Number	Community	Division/Region
33-13528	Inuvik	Beaufort Delta Region

PURPOSE OF THE POSITION

The licensing Agent provides customer service functions for the issuance of Driver and Vehicle Licensing documents; maintains official records and provides information to authorized individuals and agencies and administers a variety of tasks related to inventory control, data entry and revenue collection/reconciliation as set out in the Financial Administration Act.

SCOPE

This position is located in Inuvik and reports to the Regional Manager, Finance and Administration.

The Licensing Agent is responsible for delivering a full range of motor vehicle services (i.e., Driver Licenses, General Identification Cards, Vehicle Registration, Driver Abstracts, Driver Manuals, etc.) in compliance with Acts, Regulations, security protocols, policies and procedures. Timely and accurate review of documents is essential in maintaining the integrity of the programs.

This position is responsible for administering and marking the written portion of driver examination services. The Licensing Agent will train and guide Issuing Agent positions in the Beaufort Delta region.



RESPONSIBILITIES

1. The incumbent is responsible for issuing high security Driver Licenses, General Identification Cards, License Plates, Motor Vehicle Registration, and Validation Tags under the Motor Vehicles Act which requires:

- Ensuring clients identity by confirming legal names, birthdates and proof of residency through documentation supplied to the client.
- Checking for valid insurance, ownership of vehicles, and identity of the client.
- Verifying medical status prior to issuance of motor vehicle documents as required.
- Reviewing documents found to be questionable in accordance with national and international fraudulent document review procedures and verifying authenticity of documents.
- Operating various high tech biometric gathering and computer systems.
- Verifying and cross-referencing information from other jurisdictions to confirm client's eligibility to receive services.
- Declining service based on non-adherence to policy and procedures.
- Accurately calculating and collecting fees for all services provided.
- Performing daily reconciliation of revenue (i.e., Data entry of deposits into government accounting system, daily bank deposits, and ensuring that there are sufficient denominations of change in the Petty Cash Float).
- Responsible for the Inuvik Issuing Office Petty Cash Float.
- Accountable for maintaining inventory of License Plates, Temporary Driver's License (TDL) and Driver Manuals.
- Receiving applications and making appointments for driver examinations and ensuring client eligibility in accordance with the Motor Vehicle Act.
- Administering and overseeing the written examination for all classes of driver licensing (Marking and reviewing the examination with the client).
- Ensuring that no unauthorized agencies or individuals receive or have access to any motor vehicle records except as outlined in the Motor Vehicle Act.
- Issuing driver abstracts and conducting record searches for individuals and authorized agencies for a prescribed fee.
- Providing licensing and registration information to the general public. Businesses, associations and government agencies by telephone, fax or in person.
- Maintaining records filing system for the prescribed time frames, creating labels and preparing records for storage in accordance with Administrative and Operational Records Classification Systems (ARCS and ORCS).
- Accepting orders and prescribed fees for personalized license plates, and accident reports, and ensuring requires are submitted in accordance with established acts and regulations, policies and procedures.
- Submitting a report of inventories on a monthly basis.



- Training and ongoing support to Issuing Agents and privatized positions in communities in the Beaufort Delta region.
- Provide support for Online Services to the public for the Beaufort Delta Region.
- Follow up with clients to resolve issues because their documentation may have been put on hold or rejected.

2. Perform other duties as assigned such as:

- Receiving and processing reports of highway conditions and updating on the GNWT website.
- Maintaining confidential documents.
- Acting as the EnRoute Card Coordinator.

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

No unusual demands.

Sensory Demands

No unusual demands.

Mental Demands

The incumbent experiences concentrated attention to detail, and lack of control over work pace because of irregularities in workflow. This position requires the incumbent to manage public demands and difficult clients on a regular basis and often involves complaints or derisive comments that may also occur outside of work hours.

Some travel will be required to communities in the Beaufort Delta to provide issuing services.

KNOWLEDGE, SKILLS AND ABILITIES

- Capable of comprehending the Motor Vehicles Act, policies and procedures.
- Ability to interact the public in a tactful manner.
- Data entry and basic computer skills.
- Ability to type at 40 words per minute (WPM) accurately.
- Knowledge of general office etiquette regarding administering legal documentation to members of the public.



- Ability to troubleshoot computer equipment, systems and software within a timely manner to ensure continuity of service.
- Knowledge of government financial directives and procedures relating to both expenditures and collection of revenue (Knowledge of System for Accountability and Management, SAM an asset).
- Ability to interpret complex legislation and explain it to the public tactfully influencing compliance.
- Ability to work in a fast-paced environment requiring the incumbent to multitask and both quickly respond and resolve complex issues in a timely manner.
- Ability to maintain confidentiality of records.
- Ability to interact tactfully with representatives of various agencies as well as the general public.
- Ability to carry out driver exams as required.
- Ability to collect, balance and reconcile revenue both promptly and accurately.
- Capable of working with minimal supervision.
- Verbal and written communication skills necessary for interaction with the public, issuing agents, and private sector.
- 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 grade 12 diploma with 2 years of related experience.

Equivalent combinations of education and experience will be considered.

ADDITIONAL REQUIREMENTS

Experience conducting driver exams considered as asset.

Possession of a Class 5 driver license is a requirement for this position.

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