



IDENTIFICATION

Department	Position Title	
Education, Culture and Employment	Inspection and Collections Officer	
Position Number	Community	Division/Region
71-1135	Yellowknife	Labour Development and Standards, Employment Standards Officer

PURPOSE OF THE POSITION

The Inspection and Collections Officer is appointed as an Inspector by the Minister and is responsible for assessing and enforcing compliance with and providing advice and interpretation on the Employment Standards legislation of the Northwest Territories (NWT). The Officer also administers the Employment Standards collection function from, and payout of wages to, third parties in accordance with the *Employment Standards Act* (the Act).

SCOPE

The Inspection and Collections Officer position is located in Yellowknife and reports to the Manager, Employment Standards, who is the Employment Standards Officer appointed under the *Employment Standards Act*. The position is one of four staff in the unit, including two Inspectors and one Information Officer.

The Inspection and Collections Officer performs 3 - 4 payroll inspections per week and manages approximately 200 collections files including opening an estimated 50 - 100 new files each year and closing approximately the same number annually. The Inspection and Collections Officer administers the collections function of the Employment Standards office for the whole Territory.

The work has a direct impact on employers and employees in the Northwest Territories. Through the inspection of payroll records, if the Officer finds that an employer has failed to pay wages to an employee, they may determine the amount of wages owing. The Inspection and Collections Officer administers third party demands on businesses, institutions, organizations or persons, to attempt to collect wages owing to employees. The incumbent also has the legislative authority to conduct workplace inspections for the purposes of obtaining evidence if they believe an offence under the *Act* has been committed.



The Inspection and Collections Officer holds an appointment as a Commissioner of Oaths for the purpose of swearing legal documents

RESPONSIBILITIES

1. Performs inspections and audits payroll records to ensure compliance with the *Employment Standards Act*.

- Performs workplace inspections and payroll audits proactively and reactively for the purpose of ensuring compliance with the legislation.
- Identifies infractions and performs payroll calculations to determine amounts owed.
- Obtains employer agreements to correct employment standards deficiencies within specified time periods and monitors the implementation of such agreements.
- Makes recommendations to the Employment Standards Officer to post bonds against repeat non-compliant employers.
- Requests orders for non-compliance and recommends prosecutions to Employment Standards Officer.
- Prepares information/evidence for prosecution or civil suits.
- Drafts legal documents.
- Works to improve operating procedures and suggests revisions to legislation.

2. Provides technical information and advice to employers and employees about the *Employment Standards Act* in order to improve compliance.

- Meets with employers/employees to obtain firsthand knowledge of the community employment environment.
- Visits new businesses to share information about the requirements under the Act.
- Ensures employers and employees are kept informed of changes in legislation.
- Meets with employers or employees to discuss needs and concerns related to the Act.
- Provides information about employment legislation and policies including interpretations and rulings on particular circumstances at worksites.
- Discusses remedies to particular problems with employers and union representatives.
- Tailors information sessions and conducts seminars to high schools, employers, and members of the public on the provisions and intent of NWT employment law.
- Conducts and facilitates presentations at trade shows to provide a forum where attendees can get immediate answers to specific concerns.
- Conducts targeted initiatives to ameliorate areas of concern in private industry.
- Develops promotional material of the services offered by Employment Standards and contributes content for the Employment Standards section of the department's website.
- Verifies compliance of employer applicants to the Northwest Territories Nominee Program (NTNP) and, where compliance issues are identified, works with employers to rectify them.



- Liaises with Employment and Social Development Canada (ESDC), Immigration, Refugees and Citizenship Canada (IRCC), Workers' Safety and Compensation Commission (WSCC), Band offices and other Government of the Northwest Territories departments to ensure consistency of information about services.

3. Administers Employment Standards collection action to obtain and make payments owed to individuals in accordance with the *Employment Standards Act*.

- Reviews new claims to determine appropriate collection action.
- Assess if an order should be issued and provide recommendation to the Employment Standards Officer.
- Enforces orders issued by the Employment Standards Officer and orders from other jurisdictions as part of reciprocal agreements.
- Prepares correspondence on collection issues.
- Submits files on confirmed orders to the Supreme Court.
- Prepares, proofreads, and maintains files of writs, seizure requests and satisfaction documents.
- Prepares documents associated with the collection of funds.
- Manages approximately 400 files including opening an estimated 50 - 100 new files each year and closing approximately the same number annually.
- Deposits funds collected into Employment Standards Trust Accounts.
- Prepares cheques (to employers/employees) for signature by two officers.
- Informs Employment Standards staff of collection activity and enters information into the Labour Information Management System (LIMS).
- Prepares regular reports on clients.
- Contacts the Public Trustee when clients who have received cheques are unable to be located.
- Recommends ways to improve the operations of collection services.
- Locates debtors.
- Communicates with parties of an order to explain complexities and timelines of the order.
- Negotiates settlement and recovery schedules with debtors.
- Investigates the assets of debtors.
- Initiates legal record and file searches.

4. Administers accurate financial information management and record keeping systems.

- Maintains financial records for trust accounts including running balances, and monthly bank reconciliations.
- Keeps client and collection records current and accurate.
- Maintains records of all orders sent out and where money collected is sent.
- Maintains a bring-forward, diary and limitation date record keeping system.



- Develops and maintains written administration procedures.
- Maintains records of legal fees for collection, outstanding judgments of orders submitted to the Supreme Court.

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

The incumbent is required to visit a variety of worksites including industrial sites, construction sites, camps and garages, and may be exposed to a variety of smells and sounds, and the need to follow safety protocols.

Sensory Demands

No unusual demands

Mental Demands

The incumbent may be required to work with angry, hostile individuals as often as daily. As the position involves dealing with parties in conflict, there may be express or implied threats.

The Officer may be approached by clients outside of regular work hours.

Travel of up to one week 2 - 6 times per year to NWT communities.

The environment is stressful as there are multiple demands and deadlines as well as a frequent need to shift attention from case to case.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of and/or the ability to acquire an understanding of the rules of evidence and some knowledge of Small Claims, Territorial and Supreme Court Rules and procedures with respect to the filing of orders, Writs of Execution, Garnishee Summons, Affidavits, Orderly Payment of Debt, etc.
- Knowledge of and/or the ability to acquire knowledge of provisions of the *Bankruptcy and Insolvency Act*, *Creditor's Relief Act*, and the *Territorial Court Act*.
- Knowledge of and/or the ability to acquire knowledge of NWT and national employment standards and enforcement and investigative procedures.
- Ability to acquire and apply knowledge of the NWT's *Access to Information and Protection of Privacy Act*.



- Knowledge of general accounting practices and principles, and computerized accounting systems.
- Knowledge of northern community life and cross-cultural issues.
- Skills relating to conducting presentations and training seminars.
- Able to work in a computerized work environment with relevant skills such as operating systems, word processing, worksheets, scheduler, internet and email.
- Communication skills and the ability to adapt communication styles to multiple cultural environments.
- Critical thinking and decisions-making skills.
- Interpersonal, negotiation and conciliation skills.
- Attention to detail including proofreading skills.
- Problem solving, research and analytical skills.
- Organizational skills in a complex environment.
- Ability to use electronic case management and information management systems.
- Ability to interpret, monitor and enforce legislation and case law.
- Ability to work effectively with people in cross-cultural situations.
- Ability to maintain composure in a multiple demands and deadlines environment.
- Ability to work with minimal supervision and as a team member.
- 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 business, commerce, accounting or related diploma, and one (1) year of payroll / auditing / bookkeeping experience, and one (1) year of collections or accounts receivable experience.

Equivalent combinations of education and experience will be considered.

ADDITIONAL REQUIREMENTS

A Class 5 Driver's License.

Position Security

- 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