

JOB DESCRIPTION

BCGEU

1. Position No. 81036, 81165	2. Descriptive Working Title Compliance Analyst		3. Present Classification AO 2
4. Department Compliance	5. Branch/Section Licensing & Consumer Services	6. Proposed Classification	Date Mar 2017; Revised May 2021
7. Position No. of Supervisor 81201	8. Descriptive Work Title of Supervisor Manager, Compliance Case		9. Classification of Supervisor Excluded Management
10. Job Summary:			

Reporting to the Manager Compliance Case (Case Manager), the Compliance Analyst works closely with compliance investigation staff in ensuring that residential builders within the Province of British Columbia operate in compliance with the *Homeowner Protection Act* (the “Act”) and any regulations (the “Regulations”) enacted under the Act. He/she/they analyzes data from various sources to identify areas and individual instances of risk for non-compliance, and liaises with local, regional and provincial government officials, warranty providers, and others to identify matters requiring further interaction/investigation. The incumbent performs an administrative role with respect to de-enrollments, Owner-Builder Authorizations, Licensed Residential Builders with outstanding new home inventory, and compilation of Information Letters; responds to Compliance related tips; assists with collection on outstanding monetary penalties; and conducts research and gathers information and documents for legal proceedings, including Reports to Crown Counsel and applications for injunctions. He/she/they assists Crown Counsel and Licensing & Consumer Services (LCS) Counsel in legal proceedings and provides written and oral testimony in quasi-criminal hearings. The position is also responsible for special compliance projects, including project planning, coordination and reporting.

11. Duties:

1. Receives complaints regarding alleged cases of residential builders’ non-compliance with the Act and *Regulations*, conducts preliminary research and investigation and, where necessary, forwards file to Compliance Investigator with recommendations and supporting documentation
2. Provides advice and information regarding the LCS’ policies and procedures and the application of the Act and Regulations to residential builders, owner builders, municipal officials, realtors, lending institutions, building associations and other interested parties, including other governmental agencies.
3. Liaises with local, regional and provincial government officials, particularly building departments, and identifies areas requiring further interaction by Compliance Investigators or the Case Manager.
4. Analyses data to identify areas and individual instances of risk for non-compliance, including reviewing LCS data for trends and anomalies, reviewing owner-builder sub-trades lists, making comparisons of building department information and statistics with LCS data, reviewing building permit information on substantial renovations, and reviewing health permits and other data in non-permit areas. Makes recommendations on the basis of risk management to the Case Manager regarding findings.
5. Conducts or coordinates title search research in order to identify trends or instances of owner-builder exemption abuse.
6. Coordinates special compliance projects such as file audits, by assuming responsibility for project planning and logistics, coordinating the receipt, logging and distribution of information to and from project team members, preparing project templates, gathering and synthesizing information, updating project results and preparing reports

7. Assists with de-enrollment follow-up process, including working closely with Compliance Investigators and Licensing staff, warranty providers and municipal authorities, to ensure that all de-enrolled files are either closed as not proceeding or replaced with home warranty insurance or applicable exemption before proceeding.
8. Assists with determining whether expired Licensed Residential Builder files have any outstanding inventory of new homes and follows-up on the same.
9. Receives incoming Compliance related tips and forwards the same to Compliance Investigators or Case Manager, as appropriate.
10. Follows up on LCS Registration Forms, including Owner Builder Authorizations, that have been altered or appear to be fraudulent
11. Coordinates the production of Information Letters issued by the LCS to individuals for alleged non-compliance of the Act and Regulations. Monitors and tracks the progression of all files for which an Information Letter has been issued and provides regular status reports to the Case Manager.
12. If files are not resolved through the issuance of Information Letters, assists in gathering information and legal documents for further action, including Compliance Orders, Monetary Penalties, Reports to Crown Counsel and applications for injunctions.
13. Monitors, tracks, and reports on the progress/status of all compliance related files, including Information Letters, Compliance Orders, and Monetary Penalties.
14. Attends consumer/contractor shows/exhibitions for the purposes of providing information about the LCS and its programs.
15. Assists Crown Counsel and LCS counsel as necessary in legal proceedings by providing supporting documentation, managing files and conducting title and corporate searches.
16. Assists LCS in the collection of outstanding monetary penalties.
17. Performs other related duties that do not affect the nature of the job, including participating on project task teams or assisting with special assignments.

STAFFING CRITERIA

1. Position No. 81036, 81165	2. Descriptive Working Title Compliance Analyst	3. Present Classification AO 2
4. Education, Training and Experience		

Diploma in legal administration, law enforcement, criminology, business administration, or relevant discipline.

Considerable experience in a regulatory and compliance environment, involving the research and analysis of data, conducting of file investigations, and preparation of information and documents for administrative and legal proceedings.

Or an equivalent combination of education, training and experience acceptable to the employer.

5. Knowledge, Skills and Abilities

Core Competencies:

- Personal Effectiveness
- Communication
- Results Oriented
- Teamwork
- Service Oriented

Sound knowledge and understanding of the theories and practices of investigative research, administrative law and legal proceedings, both civil and criminal

Sound knowledge of the *Homeowners Protection Act* and its Regulations, and of BC Housing's programs and policies with respect to increasing consumer protection for homebuyers

Sound knowledge of the residential construction industry, including its business practices and the municipal building and permitting process

Ability to interpret legislation, including the application of such legislation to diverse fact patterns

Ability to exercise sound judgment and demonstrate tact and discretion in difficult, potentially hostile and confrontational situations

Ability to work independently as well as function effectively as part of a team

Strong file management and report writing skills, including the ability to gather supporting documentation and prepare draft Reports to Crown Counsel.

Strong communication skills, with ability to communicate effectively and efficiently both verbally and in writing to diverse audiences

Strong analytical, research and problem-solving skills

Strong organizational skills, and ability to meet deadlines and adapt to changing priorities

Excellent computer skills and proficiency with applicable software programs

6. Occupational Certification
