

1. Position No. 80323, 80784, 80794, 80796, 81109, 81307, 81397	2. Descriptive Working Title Licensing Officer		3. Present Classification AO1
4. Branch Licensing & Consumer Services	5. Department Licensing	6. Work Location Hybrid-Site Central	Date December 2016; Revised April 2021; May 2022
7. Position No. of Supervisor 80891	8. Descriptive Work Title of Supervisor Manager Licensing		9. Classification of Supervisor Excluded Management
10. Job Summary:			

Reporting to the Manager Licensing, the Licensing Officer is responsible for processing new builder licence, builder licence renewal and owner builder applications in accordance with the Homeowner Protection Act. He/she/they reviews applications for completeness and accuracy, gathers information through person and/or telephone interviews, and performs land title and corporate searches through BC Online. The incumbent uses judgment to ensure applications meet the requirements of the Homeowner Protection Act, and provides a file summary and recommendation for the review of the Registrar or the Registrar's delegate. The position responds to enquiries from government officials, warranty companies, current and potential builders, realtors, lawyers/notary publics and the general public regarding the legislation and policies respecting the issuance of builder licences and owner builder authorizations.

11. Duties:

1. Processes applications for new builder licences, builder licence renewals, disclosure notices and owner builder authorizations; assesses accuracy and completeness and enters information into the licensing database.
2. Performs various searches in the licensing database for possible matches and reviews for past compliance activity, information relevant to the current application, and outstanding inventory. Conducts searches using other database resources such as BC Online. Ensures relevant details are recorded on the new application in the licensing database.
3. Gathers information through email, and in-person or telephone interviews for incomplete applications and requests additional documents as required. Uses open-ended questions in interviews to investigate potential areas of non-eligibility. Thoroughly documents relevant correspondence and conversations in the licensing database. Identifies areas for future follow-up and creates diary tasks as required.
4. Assesses applications to ensure they meet the requirements of the Homeowner Protection Act, consulting with a Senior Licensing Officer or Manager regarding interpretation of the Act where required. Refers more complex applications and matters of potential non-compliance to a Senior Licensing Officer or Compliance Investigator as appropriate.
5. Prepares a file summary identifying all facts of the file relevant to the adjudication of the application. Analyzes consequences of various options, makes an appropriate recommendation in accordance with the Act, Licensing & Consumer Services (formerly HPO) policy and past precedents, including correspondence advising applicant of decision, and presents to the Manager for review and decision.
6. Follows up on any additional information requested by management and follows up with the applicant by ensuring delivery of the correspondence once a decision has been made. As required, assists applicants in understanding decisions and conditions of their approval or denial, and explains alternative options and procedures for appeal.

7. Investigates and assists in the resolution of licence and owner builder suspensions and cancellations, closed builders with outstanding inventory, and de-enrolments. Refers complex situations or files with non-compliance to a manager or the compliance team as appropriate.
8. Ensures high levels of customer service are maintained by ensuring all applications are processed in a timely manner and that customer enquiries are returned promptly in accordance with departmental guidelines.
9. Employs excellent time management skills and utilizes task list in LIMS (Licensing Information Management System) to ensure that duties are performed in a timely manner. Advises the Manager Licensing of issues regarding workload including both challenges and opportunities to assist with other departmental needs.
10. Follows-up with builders for any outstanding payments. Advises the Manager Licensing of payments that are not collectible after the prescribed period per the Act or departmental guidelines.
11. Ensures that data integrity, audit standards and good judgment are maintained in all processes and procedures including processing of files and entering information in the licensing database. Remains current with any changes in the Act and regulations, Licensing & Consumer Services (Homeowner Protection) programs and initiatives, and policies and procedures, audit standards, and LIMS upgrades.
12. Responds to enquiries and provides information to stakeholders regarding the Act and regulations, requirements for the provision of builder licences and owner builder authorizations, and the use of online services. Ensures a steady flow of information to facilitate compliance with the Act.
13. Recommends changes to procedures and enhancements to computer applications to improve efficiency and effectiveness. Participates in user testing of the licensing database and portals by performing assigned testing and providing feedback on issues. Assists with the documentation of department procedures.
14. Identifies workplace issues and ensures that the Manager Licensing is kept informed.
15. Maintains statistics and prepares reports as requested
16. Performs other related duties that do not affect the nature of the job, including participating on project task teams or assisting with special assignments.

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4. Education, Training and Experience		

College diploma in a relevant discipline such as business administration.

Sound experience in the review and processing of applications within a regulatory/compliance environment, requiring knowledge and understanding of applicable legislation and policy.

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

5. Knowledge, Skills and Abilities		
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Core Competencies:

- Personal Effectiveness
 - Communication
 - Teamwork
 - Results Oriented
 - Service Oriented
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- Some knowledge and understanding of the philosophies, principles and practices governing the processing of applications in accordance with provisions of applicable legislation and policies
 - Some knowledge of the Homeowners Protection Act and regulations, and of BC Housing's programs and policies with respect to increasing consumer protection for homebuyers
 - Excellent computer skills and good knowledge of a number of software programs.
 - Excellent communication and interpersonal skills, ability to work well in communicating with the public, and ability to exercise discretion, tact and diplomacy in dealing with inquiries
 - Excellent writing skills with regards to professional business correspondence
 - Good research and analytical skills
 - Good organizational skills, ability to meet deadlines and adapt to changing priorities
 - Ability to exercise high degree of accuracy, consistency and attention to detail
 - Ability to work independently as well as function effectively as part of a team
 - Ability to use good judgment with fair and consistent application of policy

6. Occupational Certification:		
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