



IDENTIFICATION

Department	Position Title	
Infrastructure	Client Program Officer	
Position Number	Community	Division/Region
33-5650	Yellowknife	Compliance and Licensing

PURPOSE OF THE POSITION

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

SCOPE

Located in Yellowknife and under the direction of the Manager, Driver and Vehicle Licensing Programs, this position supports the driver and vehicle licensing program as the first point of contact for the Regional/Contracted issuing programs and the general public with respect to legislation, program procedure and training for issuing sites/issuers. As part of the Driver and Vehicle Licensing Programs team, the position creates and utilizes innovative methods to maximize program effectiveness and assist in the development and implementation of appropriate solutions. This position ensures 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. This function requires regular consultation with regional staff, management and members of the general public.

The incumbent provides quality assurance for drivers licenses issued. The role also reviews driver medicals as submitted to the division by clients and medical professionals and provides recommendations to the Deputy Registrar of Motor Vehicles. Accurate medical information is integral and essential for the decision processes respecting drivers whose medical fitness to operate a motor vehicle may be in question. Effective communication between the Division

and external health care professionals contributes to the accurate and efficient medical evaluation of those drivers who may be suffering medical problems.

This position is guided by the *Criminal Code of Canada*, the *Motor Vehicle Act* (MVA) and Regulations, as well as, the *Access to Information and Protection of Privacy Act* (ATIPP). The incumbent 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. Errors in the process can jeopardize the integrity and security of the licensing program.

RESPONSIBILITIES

1. Supports the delivery of an effective driver licensing and vehicle registration program by:

- Ensuring all driver and vehicle licensing services are available within all regions of the Northwest Territories (NWT);
- Ensuring 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 policies and procedures;
- Providing complete training (including identification of training needs and standards development) to regional and HQ staff in DRIVES, SIMS and related systems;
- Ensuring that the criteria and performance measures for the regional issuing functions are complied with to ensure a consistent and accurate approach to business processes;
- Identifying, recommending and creating requirements for new policy and procedures as well as amendments to existing policy and procedures to the Program Manager;
- Responding, both verbally and in writing, to enquiries from regional staff, Issuing Sites and clients with respect to legislation, policy and procedures;
- Providing ongoing support to regional staff, Issuing Sites and clients with respect to client and vehicle license issuance problems, directs inquiries to appropriate Compliance and Licensing (C&L) staff and coordinates contact with other jurisdictions, as required;
- Working with divisional and regional staff as well as with working groups to introduce and implement new program initiatives;
- Coordinating program changes, such as the development or amendment of procedures and testing of new enhancements on the DRIVES system and other internal systems;
- Working with clients to enroll into the NWT Alcohol Ignition Interlock Program. Working directly with NWT clients, out-of-jurisdiction clients and when required, out-of-jurisdiction registries where offences occurred on the approval and enrollment process into the NWT Ignition Interlock Program;
- Arranging for driver testing and restriction code(s) placed in client files. Entering and creating approved interlock client files, reviewing client files to ensure program compliance and assisting clients at the end of the program date to exit the interlock program;
- Working with Interlock Service Provider (Alcolock Canada Inc.) to enroll approved clients into the NWT Ignition Interlock Program (IIP), providing confidential client data

to the service facility for enrollment into the program list and vehicle details for installation of the interlock device;

- Supervisory Review - Ensuring that all driver's licenses and General Identification Cards that are issued meet the requirements before being released for production. Working with the issuing sites or with the product contractors to resolve any issues that are found with the cards;
- Verifying 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.

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

- Reviewing driver license and Criminal Code conviction information from provincial and territorial courts for input into the DRIVES system. Reviewing documentation to ensure it is legislatively compliant and that the client information is accurate prior to electronic entry on the driver record;
- Reviewing the downloading data received from the interlock service provider to ensure the client is program compliant during participation in the IIP;
- Reviewing data entry by RCMP (Royal Canadian Mounted Police) OCC (Operational Communications Centre) Telecommunication staff for driver's license suspensions to ensure accuracy and compliance to legislation;
- Maintaining vehicle impound records by performing data entry of vehicle impound information and drafting correspondence to communicate impoundment to the registered owner;
- Reporting to the Program Manager on areas of concern with regard to the electronic capture of Compliance and Licensing related data and making recommendations with regard to new systems or enhancements that would improve the usefulness of data, specific to the program;
- Maintaining accident database records by receiving, maintaining and entering detailed accident report information into the DRIVES system;
- Reviewing requests for confidential accident reports from clients and ensuring that the requests comply with the MVA, ATIPP and associated policy and procedures;
- Communicating with driver and vehicle licensing agencies in other Territories, Provinces and States with respect to the legal exchange of client information;
- Maintaining driver files located on DRIVES with respect to demerit point letters, suspensions and convictions by receiving summary offence ticket information and Order of Prohibition conviction notices from courts located within North America. Reviewing data prior to entry to ensure compliance;
- Processing requests from foreign nationals for driver licensing and verifying their status in Canada with Citizenship and Immigration Canada. Ensuring that all requests comply with the MVA and associated policy and procedures;;
- Generating 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;
- Processing requests from the Maintenance Enforcement Program Administrator for client suspensions and/or reinstatements and ensures that the requests comply with the MVA and associated policy and procedures;
 - Processing driver merit course reduction applications with entry into DRIVES and ensuring compliance with procedures;
 - Data Entry – A Data Entry – Accident Reports, Administrative Licence 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;
 - Providing assistance in the tabulation and formation of reports based on the extraction of raw data from internal systems.
- 3. 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 by:**
- Reviewing all driver medicals to ensure all required information is identified;
 - Assessing and evaluating 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;
 - Ensuring client records are kept within professional and legal guidelines in a confidential, concise and accurate manner;
 - Drafting correspondence to clients and or medical professionals requesting further information relating to a driver medical;
 - Maintaining a bring forward system on driver medicals with respect to follow-up issues and expiry dates;
 - Working with Driver examiners and clients to set up Driver eligibility examinations at the request of the client's physician.
- 4. Supports compliance of program standards and procedures by:**
- Identifying and developing position manuals, training manuals, policy and procedures manuals in consultation with divisional and regional staff;
 - Conducting performance and audit reviews at regional offices to measure performance, compliance with policy, procedures and legislation, ensures that inventory is accounted for;
 - Developing audit review reports based on the facts and findings of the audit and makes recommendations for corrective action. In consultation with the Program Manager, directs responses to the Regional Managers for follow-up;
 - Utilizing internal DRIVES user monitoring reports as a tool in the identification of risk areas to be reviewed;
 - Providing reports to the Program Manager, Regional Managers and Director on Program issues as required.

5. Provides technical service support by:

- Receiving technical support helpdesk calls for the online client services;
- Working with DOTIS to resolve any technical issues that arise;
- Troubleshooting client error messages that occur;
- Performing the daily online cash out reconciliation and refunds when necessary;
- Attending regular meeting with DOTIS to discuss and resolve any ongoing issues that are being reported or to go over Program or system updates. This also helps to bring feedback from the public regarding the website.

WORKING CONDITIONS

Physical Demands

Minimal physical effort is required as part of an office working environment.

Environmental Conditions

Work is performed in a general office environment with occasional travel required.

Sensory Demands

The incumbent is subject to long periods of concentrated focus while working with computer programs.

Mental Demands

There is a high demand to meet deadlines and adapt to workload changes on short notice. Stress may be increased when communicating with difficult client's in-person, online or via the telephone. Continuous concentration is required to work with the daily issues associated with a complex motor vehicle system, demands for thoroughness, deadlines and time management, and need for accuracy.

KNOWLEDGE, SKILLS AND ABILITIES

- 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.
- Proven 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 issues.
- 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.

- Ability to write clear and concise documentation that identifies the issues and gives a clear understanding of the topic.
- 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.
- Proven 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 and to multitask.

Typically, the above qualifications would be attained by:

- A two (2) year Diploma program in the field of Public Education, Business Administration, Criminal Justice or Communications, or;
- Five (5) years of experience in a motor vehicle licensing and issuing environment, or;
- An equivalent combination of experience and education.
- Successful completion of a medical terminology course would be considered an asset.

ADDITIONAL REQUIREMENTS

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 applies)

- ☐ 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

Aboriginal language: Choose a language

- ☐ Required
- ☐ Preferred