

**Job Class Profile:**            **Licensing Auditor**

**Pay Level:**                      **CG-33**                      **Point Band:**                      **718-741**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	6	5	2	4	4	4	4	1	3	
Points	280	83	13	19	120	87	83	21	32	738

## **JOB SUMMARY**

The Licensing Auditor performs auditing and compliance work relating to the administration of the Lotteries Licensing Program and Trade Practices in the Province.

### **Key and Periodic Activities**

- Assesses the system of financial control for a variety of business types through consultation with officials of the organization and identifies areas of weakness in the system to judge the degree of audit coverage required.
- Performs financial audits of lottery licencees by examining financial and internal control procedures and verifying the financial reports of income, expenses and disbursements to charitable groups.
- Performs trust account audits on real estate companies, property management firms, automobile dealers and collection agencies.
- Performs compliance audits on lottery licencees and mortgage brokers to ensure that the audited organization is adhering to relevant legislation, regulations and approved accounting practices and procedures.
- Prepares reports outlining audit determinations, violations of applicable legislation and recommended courses of action.
- Meets with audited organizations to review audit findings and recommendations, legislation and the preparation and maintenance of accounting records and procedures.
- Liaises and consults with police on matters of mutual concern; gathers relevant data and supporting information for litigation, initiates legal action and attends and gives evidence in court.
- Conducts searches at the Registry of Deeds and Companies to verify incorporation, identify Directors and obtain conveyance and mortgage information on real estate and mortgage transactions.
- Recommends changes and improvements to customized computer systems and audit programs.

## **SKILL**

### **Knowledge**

#### **General and Specific Knowledge:**

- In-depth knowledge of the Insurance Act, Insurance Adjusters, Agents, and Brokers Act, Real Estate Trading Act, Mortgage Brokers Act, Automobile Dealer Act, Consumer Protection Act as well as all related regulations, policies, and rules.

- Extensive knowledge of the enforcement powers contained in the acts that the Division administers, as well as Criminal Code.

**Formal Education and/or Certification(s):**

- Minimum: Undergraduate Degree in Commerce, Business Administration or related field with major course work in accounting and/or auditing.

**Years of Experience:**

- Minimum: 3-4 years experience.

**Competencies:**

- Ability to apply generally accepted auditing and accounting principles.

**Interpersonal Skills**

- A range of interpersonal skills are used to listen to information from others, ask questions to gather information, provide routine and complex information/direction to others, conduct formal interviews, gain the cooperation of others to complete work, deal with angry or upset people, and provide expert advice or counselling to others.
- The most significant and frequent contacts are with: (1) various agents and brokers (or their external accountants or auditors) with regards to filing of required information, requests for further information, or to arrange audit dates. (2) Supervisor/manager regarding work assignments, non-compliance issues, and the review of audit reports. (3) Employees within the immediate work area with regard to licensing issues, responding to queries from insurance companies, agent/broker, etc.

## EFFORT

**Physical Effort**

- The demands of the job do not result in fatigue, requiring periods of rest.
- There is a constant requirement for fine finger precision work and sitting when using a computer to create and maintain various databases, generate reports, etc. Majority of work is done while sitting and includes reviewing financial information, communicating by telephone or email or correspondence, and preparing reports. There is freedom to get up and move about.
- Occasionally the work requires driving and lifting objects up to 25 lbs. Driving is required to get to and from a client's place of business to conduct examinations or an accountant's office to review/discuss information and there may be occasional lifting of files or boxes of files/documents.

**Concentration**

- **Visual** concentration is regularly required for the examination of audit documentation and while driving to and from audit sites.
- **Auditory** demands are occasionally required while gathering information from clients during audits sometimes in noisy environment.
- The maintenance of audit data requires **exact results and precision** as well as **eye-hand coordination**.
- **Higher than normal levels of attentiveness** are occasionally required when visiting unfamiliar sites.

**Complexity**

- Work tasks are highly technical, diverse, and involve a wide variety of situations and

responsibilities.

- Problems may be addressed through the application of standardized solutions/processes or may require that practical solutions be found.
- Legislation is complex requiring responsibility for interpreting and administering the Insurance Companies Act, the Insurance Adjusters, Agents and Brokers Act and Regulations, the Real Estate Trading Act and Regulations, and the Mortgage Brokers Act and Regulations, etc.
- When addressing typical challenges or problems the above noted acts and regulations may be referenced, as well as communication with the manager or staff.

## RESPONSIBILITY

### Accountability and Decision-Making

- Work tasks are moderately prescribed or controlled.
- Work is generally performed independently however management will review summary reports and areas of potentially contentious issues. The supervisor/manager is advised of serious non-compliance issues (i.e. deficient trust account). Without formal approval, letters are prepared addressing issues of non-compliance, interpreting policy, recommending an examination, recommending cancellation of a license, imposing license conditions, and recommending changes to reporting structures. During on-site examinations, professional judgment is used in deciding on which areas to concentrate and which audit procedures to follow.
- Supervisory approval is required for the commencement of an examination, changes to the financial reporting requirements, and administrative vs. quasi-criminal approach to gathering evidence where there are reasonable grounds to believe that an offense has been committed.
- Discretion and judgement are used to interpret and apply guidelines when determining the audit procedures to be carried out, extending or shortening an audit, the number of records to audit, and the level of reliance to be placed on the work of the company's auditors.
- During an on-site examination there will be full access to the books and records and an individual can be required to testify or produce documents. However the rules regarding evidence gathering change when there are reasonable grounds to believe than an offense has been committed. In such a case, the subject of the examination must be advised of his rights and must obtain a warrant from a judge to seize anything that will provide evidence of an offense. A high degree of discretion and judgment is exercised in determining if reasonable grounds exist.

### Impact

- Impacts generally affect the immediate work area, outside the organization, on clients/general public.
- Work activities impact processes, information, finances, and corporate image.
- An error in the way evidence is gathered will result in the Department not being able to charge a person with an offence under an Act, not getting a conviction when charges are laid, and a person not being charged for violating a provincial statute. In addition, if a trust account deficit was overlooked, government will miss an opportunity to take measures to have it corrected before it gets to a more serious stage such as bankruptcy.
- Legal action can be taken against the Province by individuals who have suffered a financial loss because the Department failed to carry out it's monitoring and examination functions.
- The majority of work is completed independently however management reviews summary reports and areas of potentially contentious issues.
- Identification and resolution of errors normally occurs within a month of problem identification.

For example, failure to monitor or detect funds being withdrawn from a trust account may result in financial loss to the consumer or an insurer. This will likely be detected by the consumer when s/he realizes the loss.

#### **Development and Leadership of Others**

- No requirement to supervise but would be expected to provide advice or guidance to others.

### **WORKING CONDITIONS**

#### **Environmental Working Conditions**

- There is no requirement for to follow unusual safety precautions or use safety equipment.
- When performing audits outside the office, there is a possibility of occasional exposure to any of the following depending upon the location of the audit: distracting noise, dirt/dust, glare, fumes, limited lighting or ventilation, isolation, awkward workspaces, physical dangers or threats, adverse weather, and travel.