

**Job Class Profile:           Liquor Establishment Inspector****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	4	6	4	5	4	4	4	2	6	
Points	187	100	25	24	120	87	83	43	64	733

**JOB SUMMARY**

The Liquor Establishment Inspector performs complex, sensitive, and specialized techniques in the enforcement and administration of the provincial Liquor Control Act, Smoke Free Environment Act, and other related regulations.

**Key and Periodic Activities**

- Inspects, evaluates, and recommends for licensing all premises that are involved in the sale and distribution of alcohol. When conditions dictate, orders the closure of such premises.
- Investigates complaints of violations to the Liquor Control Act, Liquor Licensing Regulations, and the Smoke Free Environment Act 2005.
- When serious violations occur, writes reports on findings to the Board of the Newfoundland and Labrador Liquor Corporation (NLC). Such reports may be disclosed as evidence in the Supreme Court.
- Recommends and issues warnings, requests for changes or improved reporting, suspension of licenses, and seizure of products.
- Imposes sanctions including suspension of sale and consumption orders against licensees who are found guilty by the Board of the Newfoundland and Labrador Liquor Corporation.
- Performs general inspections on a random basis of all premises which hold liquor licenses.
- Provides presentations with respect to the Liquor Control Act, Liquor Licensing Regulations, and Smoke Free Environment Act 2005.
- Provides guidance to licensees and their staff as to regulations and responsibilities.
- Meets with organizers of special events (i.e. festivals) many of whom are unfamiliar with liquor service rules and regulations to ensure compliance of site regulations and to provide guidance.
- Liaises with other enforcement agencies (i.e. Fire Commissioner's Office and Police agencies), and where appropriate, initiates joint force inspections where a high probability of violation is likely to exist.
- Provides advice to businesses considering adding a liquor license, and to the police as it relates to the Liquor Control Act.
- Removes alcohol product, placards premises under Board ordered suspensions, and seizes contraband product for testing.
- Provides testimony at Board Hearings where penalties against the licensee may be ordered.
- Takes statements from persons directly and indirectly involved in matters which may require attendance at Board Hearings.

### Key and Periodic Activities

- Audits and examines purchase and inventory as they relate to alcohol product in a licensed premise. Performs field tests of suspected contraband using refractometer testing equipment or takes samples for further laboratory testing.
- Conducts door to door surveys to determine extent of opposition to a new liquor license.

## SKILL

### Knowledge

#### General and Specific Knowledge:

- Knowledge of, and ability to provide advice on, the Liquor Control Act, Liquor Licensing Regulations, and the Smoke Free Environment Act 2005.

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

- Minimum: Graduation from an accredited police college, school or institution.

#### Years of Experience:

- Minimum: 4 to 5 years experience.

#### Competencies:

- Self defense.
- Ability to draft, proofread, format and edit highly details formal reports and documents.
- Calibration of refractometer.
- Prepare statements and conduct analysis and assessment of purchase records and inventory.
- Operation of a vehicle during day and night, and in adverse weather conditions.
- Computer proficiency with A/S 400 system, NLC Intranet, and ReqLogic.

### Interpersonal Skills

- Interpersonal skills are used to listen to information from other people, ask questions to get information, provide routine and complex information to others, conduct formal interviews, promote a service or idea, coach and mentor, facilitate or moderate sessions/meetings, gain cooperation from others to complete work/address issues/solve problems, deal with angry/upset people on the phone or in person, provide expert advice, and resolve disputes between people.
- Communications occur with employees in the immediate work area, within the Newfoundland and Labrador Liquor Corporation, supervisors/managers, customers/clients/general public, departmental executives, and professional associations.
- Work requires providing expert advice, asking questions of staff or licensees, and listening to those responses. Responses must be evaluated and often requires detailed explanation of the rules under the Liquor Control Act. Work also involves diffusing volatile situations that often arise from dealing with people who are upset/angry and/or who are under the influence of drugs/alcohol. Work involves conducting formal interviews with witnesses to an incident where alcohol over-service may have been a factor resulting in someone's death. As well, the Newfoundland Liquor Corporation often introduces new programs which require that the message and rules behind these programs be explained to staff and licensees.
- The most significant and frequent contacts are with: (1) licensees and the general public; (2) other provincial agencies such as the Office of the Fire Commissioner, the RNC or federally with the RCMP; (3) other employees within the department to ensure licenses are issued and suspended as per Board orders in a timely manner.

## EFFORT

Physical Effort
<ul style="list-style-type: none"> <li>— The demands of the job regularly result in considerable fatigue, requiring periods of rest.</li> <li>— There is a regular requirement to lift objects up to 50 lbs.</li> <li>— Work requires constant sitting, driving, and awkward or cramped positions or body moments (bending, kneeling, stretching).</li> <li>— Use of fine finger precision work, maintaining physical balance, standing, and walking is regularly required.</li> <li>— Physical demands are required when doing inspections as the movement and inspection of varying weights and dimensions is required. There is a requirement to be placed in small or confined spaces or in awkward or cramped positions in back rooms and store rooms. Objects often have to be lifted and moved when checking for contraband. Depending on the geographic region that work is performed in there could be significant amounts of driving to conduct inspections.</li> </ul>
Concentration
<ul style="list-style-type: none"> <li>— <b>Visual</b> alertness is required when using flashlights in low light settings when conducting investigations; scanning environments to observe small things that might indicate contravention is taking place such as color shading on liquor bottles which might indicate tampering. Visual concentration to surrounding environment is required particularly in lounges where patrons could intervene verbally or physically and driving to and from locations on night shifts.</li> <li>— <b>Auditory</b> concentration is required to work in locations such as clubs where music is loud and there are large numbers of patrons under the influence of alcohol. Licensees often have to shout to be heard over the noise or at times in an attempt to intimidate.</li> <li>— <b>Other sensory demands</b> (e.g. detection of stale or fresh tobacco smoke smells which may indicate infractions of the Smoke Free Environment Act. Also may have to smell containers to determine if beer or liquors are inside. Touching ID's will indicate whether it is an authentic document.); exact results and precision (e.g. precise readings and calibration of the refractometer. Exact results and evidence are required to prove violations and are used in disciplinary hearings against licensees.);</li> <li>— <b>Eye/hand coordination</b> (e.g. self defense against people under the influence of alcohol, and when driving.);</li> <li>— <b>Higher than normal levels of attentiveness and alertness to the health and safety of others</b> (e.g. when working alone in areas where people are under the influence of drugs/alcohol, or when driving at night or in poor weather conditions. When observing for continued service to an intoxicated individual or dealing with intoxicated individuals or groups to ensure public safety.)</li> <li>— <b>Time pressures/deadlines/interruptions:</b> Corporate, Board policy, and legislation dictate mandatory deadlines and time pressures. Search warrants and complaints also dictate deadlines. When complaints are received against a licensee all other planned activities may have to be postponed to investigate the complaint.</li> <li>— <b>Lack of control over the work pace:</b> Pace of work is based on compliance with legislation and is controlled by outside influences. For example, investigations may continue beyond regular scheduled work hours if patrons are observed entering a lounge after closing. Surveillance may continue until early morning.</li> </ul>
Complexity
<ul style="list-style-type: none"> <li>— Work tasks are different and related allowing for use of similar skills and knowledge. Tasks may range from those which have no guidelines or procedures to diverse tasks involving a wide</li> </ul>

variety of situations and responsibilities. Challenges and problems range from simple with obvious solutions to those that must be defined and practical solutions found.

- Typical challenges/problems involve licensee non-compliance with legislation. Work involves identifying the infraction at the time it is occurring, which may require a joint force inspection and may require providing education/instruction to the licensee regarding the infraction for further compliance. In some cases compliance is only gained through a Board Hearing and having the licensee appear for possible disciplinary action/suspension of license.
- When addressing typical challenges or problems reference may be made to policy and procedures, general guidelines, the Liquor Control Act and Regulations, Smoke Free Environment Act, colleagues in other government or regulatory agencies such as the police or Fire Commissioner's Office, Department of Health, and co-workers.

## RESPONSIBILITY

### Accountability and Decision-Making

- Work tasks are generally not prescribed or controlled. While day to day tasks are performed using discretion, if unusual action is required it is usually assigned and monitored by the supervisor.
- Without formal approval decisions can be made regarding suspension of licenses in life safety situations, reinstatement of suspended licenses, seizure of products, pre-licensing inspections, special event set-ups.
- Some suspensions will be discussed with the supervisor before action is taken. Any activity that may require the temporary suspension of a license requires supervisory or executive approval. Search warrants require supervisor approval.
- A high level of discretion and judgement are required while conducting undercover operations in licensed establishments or during joint force operations.

### Impact

- Impacts generally affect the immediate work area, within the organization, outside the organization, on clients/general public.
- Work activities impact processes, information, finances, health and safety, and corporate image.
- Work can include joint force inspections with police and the Fire Commissioner as well as departmental staff. When an inspection is taking place, work is being performed as a representative of the Newfoundland Liquor Corporation. Licensees being targeted are impacted through inspections by an interruption in their business. Sales would be stopped which would also affect the patrons inside the establishment. There is a direct impact on the health and safety of the general public, licensee and staff.
- Errors may have a significant impact on the immediate work area, department, processes, information, health and safety, and corporate image. Erroneous information on the corporate database could have far reaching implications to more than just one area. There is potential for loss of sale and revenue, litigation, loss of limb/life, damaged corporate image, and loss of faith in the system/corporation. Poor inspections can endanger health and safety of others. Another example of an error is if a routine inspection fails to identify and rectify a missing or improperly illuminated exit sign, and a fire occurs, the possibility of loss or life or serious injury is very high.
- Consequences and/or errors are normally identified and resolved within a week of identification.

### Development and Leadership of Others

- Not responsible for the direct supervision of employees.
- Provides on the job training for new inspectors and students and give clarification and guidance. Delegates and allocates tasks for security at special events and may also provide input towards staffing and recruitment. Provides formal classroom training to employees of the NLC and to outside clients.
- During joint forces operations, may function as a team leader and organizes and coordinates other colleagues during these operations.

## WORKING CONDITIONS

### Environmental Working Conditions

- Required to follow safety precautions and wear safety equipment including: hard plate torso protective armour to reduce risk from edged weapons, impact resistant sunglasses for outside events, slash proof gloves, and protective footwear. Specialized training in self defense and officer safety is required.
- There is a limited likelihood of minor cuts, bruises, abrasions or minor illnesses, injuries or occupational illness resulting in partial or total disability given the protective equipment and self defense training. However, there is a significant risk for physical altercations inside or outside licensed premises.
- There is constant exposure to physical threats/dangers as work results in contact with persons who are under the influence of drugs and or alcohol. Some of those individuals and some staff or licensees are confrontational. Risk of physical altercations is high within the establishment or when leaving. Patrons of some lounges are known to carry weapons including knives and firearms.
- Regularly exposed to unusual distracting noise, dirt/dust/filth, limited lighting, awkward or confining spaces, and travel.
- Occasionally exposed to dust, dirt, garbage, glare, fumes, body fluids and waste, odours, wet/slipper surfaces, temperature extremes, and adverse weather conditions.
- When inspecting lounges or other venues the sites are often low lit with loud music. Inspections occur in storage rooms and in confined spaces. While working alone there may be a requirement to deal with persons under the influence of drugs/alcohol. Some environments are extremely dirty with foul odors and possible exposure to body fluids or infectious contaminants.