

Job Class Profile: Regional Support Supervisor**Pay Level: CG-34 Point Band: 742-765**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	4	5	2	4	4	4	5	5	3	
Points	187	83	13	19	120	87	103	107	32	751

JOB SUMMARY

The Regional Support Supervisor is responsible for administrative and technical work in coordinating all aspects pertaining to over-the-counter applications, permits, licenses and approvals.

Key and Periodic Activities

- Provides full service motor vehicle registration services (i.e. takes inventory, receives stock, deals with car dealerships, signs legal documents, etc).
- Provides full service vital statistic services (i.e. issues marriage licences, birth certificates, death certificates, etc). Orders and verifies all certificates and documentation for staff.
- Processes highway signage applications (i.e. allows tourist related signs (i.e. art gallery, museum, food establishment, bed and breakfast, etc.) to be erected on highways).
- Provides Government Service Centre referrals (i.e. provides comments on all applications concerning Government Service Centre policies).
- Administers and corrects all classes of vehicle licence exams for the public (i.e. Class 01, 02, 03, 04, 05I, 06I, 08, 09).
- Supplies wildlife licences to all businesses and vendors for the entire region (i.e. orders are processed at the beginning of the season and when the season is over extra licences are returned for credit).
- Performs field inspections as well as deals with complaints of illegal activity by the general public. Creates a file, takes photos of illegal act, measurements, written statements, documentation and post signage where required.
- Performs periodic inventory checks and returns all necessary mail to Motor Registration Division (i.e. batches, old vehicle plates, printer ribbons, inspection books (general and commercial).
- Packages, documents and mails all unsold wildlife licences back to the Wildlife division (i.e. salmon, trout, coyote and small games licences every three months).
- Orders supplies for front lobby displays (i.e. pamphlets, brochures, road user guides, tourist guides, air brake manuals, residential tenant's acts, etc.).
- Performs periodic field inspections to compile a list of illegal highway signs for removal.

SKILL**Knowledge**

General and Specific Knowledge:

- Specific knowledge of Government Services, Acts, and Regulations (i.e. Motor Registration Act, Electrical Codes, Vital Statistics Legislation, etc).

Formal Education and/or Certification(s):

- Minimum: 2 year post-secondary diploma (Engineering Technology)

Years of Experience:

- Minimum: 2-3 years

Competencies:

- Writes simple letters, memos and other documentation.
- Provides advice to others on how to solve a problem or address an issue.
- Proof-reads, edits and formats a variety of documents.
- Strong research and analytical skills.
- Repairs and calibrates machinery.
- Uses various computer software programs such as spreadsheets, word processors, mathematical programs, presentation, and databases.

Interpersonal Skills

- A range of interpersonal skills are used to perform activities such as listening to information, complaints or issues from people, asking questions to get information, providing information and direction, resolving complaints, communicating complex information, dealing with upset or angry people and gaining the cooperation of others to complete work assignments and solve problems/issues.
- Communication occurs with employees within immediate work area, department, supervisors/managers, other municipalities, and clients on a daily basis.
- Most significant contacts are Motor Registration Division, Urban and Rural Planning Division and the general public.

EFFORT**Physical Effort**

- Work demands do not result in considerable fatigue requiring periods of rest.
- Regularly required to lift objects, supplies, etc. weighing less than 10 lbs.
- Work provides the opportunity to occasionally stand and walk within the office environment.
- Constantly required to perform fine finger/precision work while sitting performing work on a computer related to issuing licenses.
- Occasionally required to bend, stretch, etc., to retrieve and return files, salmon tags, motor vehicles plates, etc.

Concentration

- **Visual concentration** is constant while entering information into master inventories, processing batch reports, and responding to referral requests.
- **Auditory concentration** is constant while listening to the public in a noisy environment.
- **Repetition requiring alertness** is evident when entering data and issuing certificates.

- Occasionally impacted by **interruptions and multiple time pressures/deadlines** with a **lack of control over work pace**. Examples include: inventory counts; revenues and refunds; voids and replacements, etc.
- **Eye/hand coordination** is required for data entry and to take license plate pictures.
- **Exact results and precision** are required when performing inventory counts, entering personal information, and processing licenses.

Complexity

- Work typically involves a series of activities that are quite different but allow for the use of similar skills and knowledge.
- Complexity of work varies but work involves the provision of administrative and technical work in coordinating over-the-counter applications, permits, licenses and approvals. Provides full-service motor vehicle and vital statistics services to the general public, processes highway signage applications, administers vehicle license exams, etc.
- The most typical challenge or problem is dealing with clients in the Motor Registration Division by explaining the process of registering a previously owned vehicle.
- Policies, procedures and guidelines exist to assist and address issues and challenges.

RESPONSIBILITY

Accountability and Decision-Making

- Work tasks and activities are highly monitored and controlled.
- Decisions can be made when dealing with over-the-counter approval or refusal of permits, annual leave approval, interpretation of policies, acceptable documentation, etc.
- Requires supervisor's approval for purchases beyond delegated authority.
- Work tasks involving Crown land referrals, signage in protected areas, or the releasing of confidential information are completed using discretion and independent judgment.

Impact

- Impacts generally affect immediate work area, department or group, outside the department/organization, clients, and general public.
- Work activities impact processes, systems, information, and finances.
- Inaccurate reporting may result in a permit refusal and result in a financial cost to the individual requesting the permit or processing an application for a permit.
- In the event of a mistake or error the consequence is directly felt on the department and the public. Mistakes or errors are typically identified and resolved within 24 hours.
- Legislation, policies, and procedures are in place to mitigate errors and or impacts.

Development and Leadership of Others

- Typically responsible for direct and ongoing bargaining unit supervisory activities for a medium size work group of employees (5 to 10 employees).
- Performs role as team leader and offers technical advice for departmental committees.

WORKING CONDITIONS**Environmental Working Conditions**

- Required to wear safety equipment (i.e. safety vest, boots, hard hat) when performing inspections or investigations of reportedly illegal acts occurring.
- Typically no unusual adverse environmental conditions exist.