

Job Class Profile: Trade Practices and Lottery Licensing Officer**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	5	5	2	4	4	4	4	3	2	
Points	233	83	13	19	120	87	83	64	21	723

JOB SUMMARY

The Trades Practices and Lottery Licensing Officer performs responsible, administrative, licensing, enforcement, consultative, and promotional work in ensuring adherence to governmental policy and legislation with regard to the province's trade practices and lotteries licensing program.

Key and Periodic Activities

- Evaluates and investigates applicants for the various licenses administered by the division. This includes conducting searches at the Registry of Companies to verify incorporation, reviewing Articles of Incorporation through the Canada Revenue Agency and Industry Canada to verify charitable and/or federal not-for-profit status of various organizations.
- Consults and meets with other government agencies, sport governing bodies, etc., to ensure pre-licensing requirements are satisfied including compliance with regulations concerning educational requirements of applicants, examination, bonding, and insurance coverage requirements, where applicable.
- Performs daily review and evaluation of applications and issuance for charitable gaming, collection agencies, private investigation and security services/agencies/agents, agency licenses for direct selling, and consumer reporting agencies.
- Performs considerable consultation, advice, and assistance to various groups seeking licensing.
- Issues refusals or deferral of application where applicable and informs applicants in writing of the reasons and recourse options.
- Initiates and/or participates in meetings with license applicants to advise of options pertaining to licensing requirements and to determine the most effective method of operation including the establishment of appropriate business plans, development of proper marketing strategies and lease agreements, and to review regulations.
- Participates in meetings with other government officials to discuss or devise policy concerning amateur sport and recreation certification, and the criteria for licensing and operation of lottery schemes by volunteer fire departments, arts, cultural, and other organizations.
- Assigns charitable gaming applications to regional staff. Provides daily advice and direction to regional staff concerning licensing and enforcement matters. In the absence of the manager reviews work of regional staff and provides system override when necessary.
- Liaises and consults with the police, when required, regional offices, other provincial government departments, professional associations, charitable, religious, and non-profit organizations, federal and municipal governments, and licensing authorities in other jurisdictions on a regular basis.
- Participates in the ongoing review and monitoring of legislation. This is accomplished through discussion with superiors and through research and study of legislation of other jurisdictions.

Key and Periodic Activities

- Participates in inspections to ensure licensees are in compliance with regulations. Prepares reports as required.
- Reviews Collection Agency Letters to ensure compliance with regulations. Responds in writing with reasons and recourse options.
- Facilitates public presentations to charitable, religious, sport, and recreational organizations pursuant to the Lotteries Control Program.
- Responds to business enquiries concerning promotional contests and advises of Criminal Code sanctions.

SKILL

Knowledge

General and Specific Knowledge:

- In-depth knowledge of Part VII of the Criminal Code Provisions, the Private Investigation and Security Services Act, the Collections Act, the Consumer Protection and Business Practices Act, and internal policies and procedures.

Formal Education and/or Certification(s):

- Minimum: Undergraduate Degree in Public Relations, Business Administration, or a related field.

Years of Experience:

- Minimum: 4-5 years experience.

Competencies:

- Strong communication and analytical skills.
- Ability to work independently.
- Ability to use various computer programs (i.e. Excel, Word) and different databases to complete licensing and receipting of fees.
- Ability to write detailed letters, reports, and conditions for suspensions/refusals/deferrals.

Interpersonal Skills

- Interpersonal skills are used to listen to information from other people and give advice or proper direction, ask questions to get information, provide routine and complex information to others, promote a service/idea, deal with angry people, gain the co-operation of others to complete work, and instructing/training.
- The most significant and contacts are with clients regarding charitable gaming, consumer and private investigations; employees within the division including regional offices regarding day to day activities; and other government departments and associations.

EFFORT

Physical Effort

- The demands of the job do not result in considerable fatigue, requiring periods of rest.
- There is an occasional requirement to lift objects less than 10 lbs., such as office supplies or files.
- Driving, standing, and walking are required occasionally to perform duties.
- Fine finger precision work when using a computer is required on a constant basis as the majority

of work is performed using a computer and answering the telephone.

Concentration

- **Visual** concentration is constantly required for the majority of work including entering data into several databases, receipting, preparing letters, and conditions of license. Reviewing and responding to correspondence and emails.
- **Auditory** concentration or strain is experienced regularly as a result of listening carefully to clients by phone or in person as dialect or language may be an issue.
- **Repetition** requiring alertness occurs when using processes which are similar for different licensing schemes.
- **Time pressures/deadlines** are experienced on a regular basis as most applications are time sensitive and some organizations receive items or have fundraising opportunities with little or no notice.
- **Lack of control over the work pace and interruptions** are experienced occasionally as certain times of the year are challenging
- **Eye/hand co-ordination** is used for typing and accuracy in the transfer of information to the databases.
- **Exact results and precision** is constantly required to ensure applications meet the specified guidelines and that licenses are correct based on data entered.

Complexity

- Work tasks are diverse involving a wide variety of responsibilities and situations. Tasks are generally different but related.
- Challenges/problems are generally resolved by following procedures and guidelines.
- A typical problem or challenge that occurs is when an application is missing information or licensing requirements are not met. It could be as simple as a signature, event information, bond, ticket or fee not included with the application. This causes delays and requires contact with the applicant either by phone or correspondence to remedy the situation.
- When addressing typical challenges or problems reference can be made to manuals, guidelines, policies, procedures, acts, regulations, and advisors/manager.

RESPONSIBILITY

Accountability and Decision-Making

- Work tasks are somewhat prescribed or controlled.
- Work is performed independently on day to day tasks with discretion and judgement exercised within established policies and procedures.
- Do not require formal supervisory approval for the following: addressing overdue financial reports or balances which remain unpaid, requiring sensitivity and judgement on a case by case basis; the classification of group meetings required criteria; amendments and conditions to certain licenses; the refusal of certain groups/applications for licensing purposes; assigning work to regions; and issuing of licenses.
- Supervisory approval is required for policy changes and computer system issues, however, can perform an override to the charitable gaming systems in the absence of the manager.
- Discretion and judgement are exercised when setting appropriate conditions for licensing. Some charitable gaming applications are not thoroughly defined, requiring independent thought and interpretation of the regulations and rules.

Impact

- Generally has impact (positive or negative) on the immediate work area, the organization, and on clients/general public.
- Resources impacted include processes and systems, and information. Work is assigned to regional offices and some of this work may be time sensitive. If the work is not assigned or if it is duplicated, there may be an impact on the immediate work area as well as on clients. Additionally, there is an expectation to provide support, advice, and make decisions with and on behalf of staff. All aspects of licensing impacts the clients.
- Data entry errors or typos (i.e. transposing data) could occur and may not be during one of the process stages of the data base. This may affect licensing causing delays and frustration for the client. Errors rarely happen. Generally proofreading detects this type of error and it can be corrected easily before the client receives the information.
- Errors/mistakes are normally identified and resolved within 24 hours of identification.

Development and Leadership of Others

- Not responsible for the supervision of staff.
- On a daily basis, co-ordinates, assigns and reviews work of regional staff. Also provides advice, feedback, and explanations work processes.

WORKING CONDITIONS**Environmental Working Conditions**

- Safety precautions and equipment are not required.
- There is no likelihood of minor cuts, bruises, illnesses or injury.
- Occasional exposure to unusual/distracting noise from open office working environment, computer glare, and travel.