

# JOB DESCRIPTION

## Benchmark Job #252

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Ministry: Transportation and Highways  
Branch: Office of the Superintendent of Motor Vehicles (OSMV)  
Location: Victoria

Working Title: **Team Leader, Intake Services**  
Level: Range 14  
Classification: Administrative Officer

### PRIMARY FUNCTION

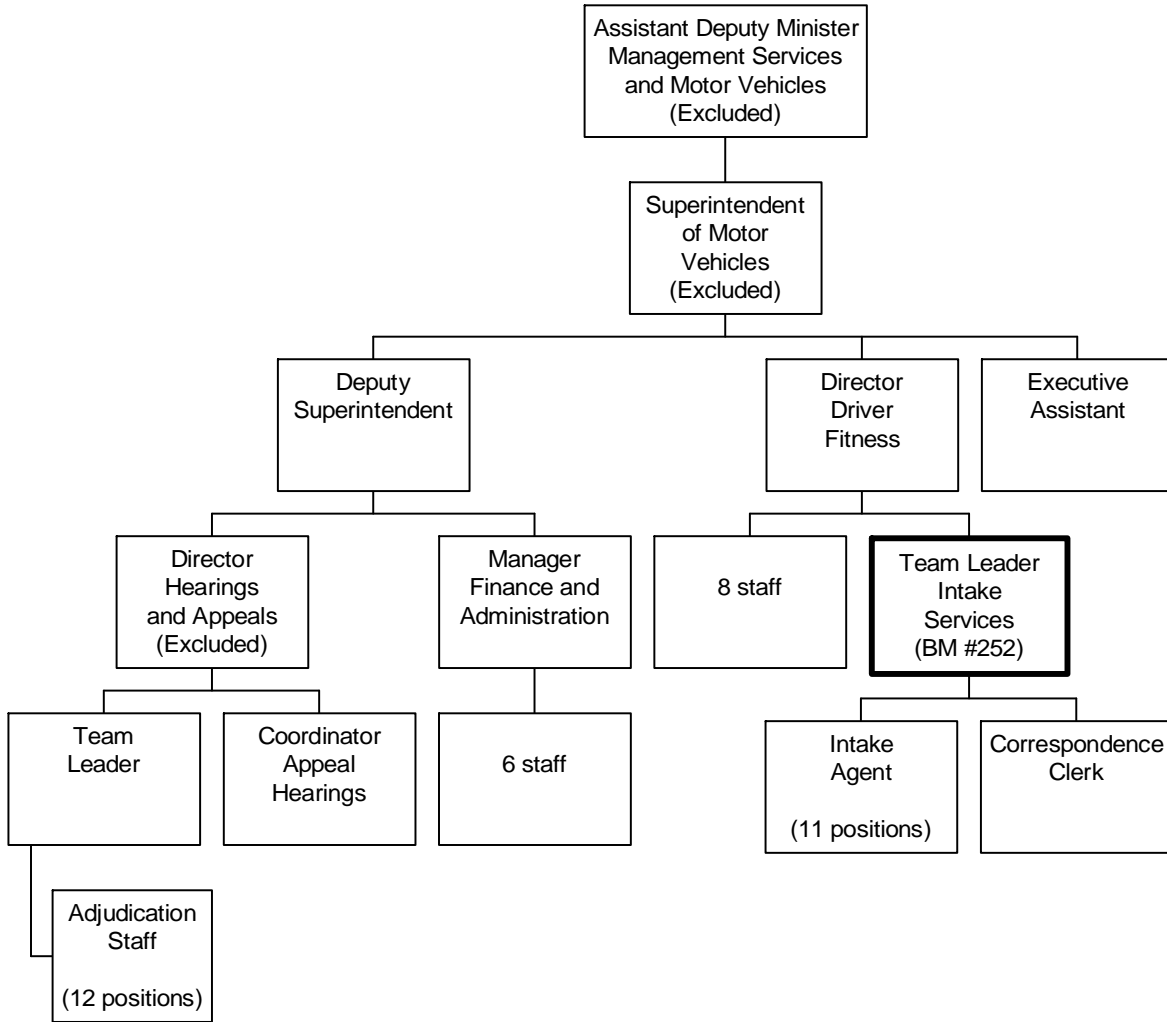
To administer the operations of the Intake Section which reviews documents to identify drivers whose driving record indicates a possible lack of fitness or ability to safely operate a motor vehicle and restricts or cancels licenses.

### JOB DUTIES AND TASKS

1. Administers intake services for the Administrative Driving Prohibition, Vehicle Impoundment, driver fitness and driver improvement programs
  - a. develops Intake Services procedures, updates procedures manuals and ensures staff are compliant with operational procedures for the unit
  - b. provides advice and assistance in the interpretation and application of program services and policies to OSMV staff, driver service centres, government agents and others
  - c. confirms or varies, in unclear cases, first level decisions made by Intake Agents to ensure decisions are in accordance with program policies
  - d. responds to questions received from clients, legal representatives, etc., referred by Intake staff
  - e. responds to individual client circumstances such as releasing impounded cars to persons other than the owner, with the owner's documented approval
  - f. performs public speaking at meetings and committees regarding program and branch policies and standards
  - g. reviews program and budget management reports and recommends budget reallocations
  - h. prepares activity and usage statistics and other reports
2. Supervises staff (12 FTEs)
  - a. supervises administrative support staff, including hiring and training
  - b. plans, assigns and reviews work
  - c. sets work priorities and standards
  - d. conducts formal appraisals of work performance
  - e. monitors hours of work, leave and attendance, and authorizes leave of absences, vacation, schedules and overtime
3. Ensures maintenance of computer systems and equipment
  - a. monitors the consistent and accurate input of data to OSMV systems
  - b. identifies problems, limitations or inefficiencies with the information systems and discusses solutions with Information Systems Branch and ICBC staff
  - c. tests new software applications and computer equipment
  - d. maintains information systems network security by ensuring user identification and systems accesses are properly set up, recorded and maintained
  - e. arranges for the purchase, repair and maintenance of office furniture, equipment, supplies and telephones for the unit

ORGANIZATION CHART  
Benchmark Job #252

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## REASON FOR CLASSIFICATION

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Job Title: Team Leader, Intake Services

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
1	<p><b>JOB KNOWLEDGE</b> Understand the goals and objectives of the Administrative Driving Prohibition, Vehicle Impoundment, driver fitness and driver improvement programs to administer these sections of the Motor Vehicle Act and resolve cases escalated by subordinate staff.</p>	F	190
2	<p><b>MENTAL DEMANDS</b> Judgement to apply analysis and interpretation of sections of motor vehicle legislation and choose an approach using a combination of accepted administrative procedures to confirm or vary decisions made by Intake Agents and respond to individual client circumstances.</p>	E	150
3	<p><b>INTERPERSONAL COMMUNICATIONS SKILL</b> Persuasion required to use basic counselling skills to determine and explain employee performance problems with workers and provide advice for improvement.</p>	D	45
4	<p><b>PHYSICAL COORDINATION AND DEXTERITY</b> Moderate coordination and dexterity required to input information into computer and use word processing software to produce correspondence with some speed to process cases.</p>	C	15
5	<p><b>RESPONSIBILITY FOR WORK ASSIGNMENTS</b> Guided by general procedures or instructions, selects alternative courses of action to supervise office operations and staff, develop new office procedures and confirm or vary, in unclear cases, first level decisions made by Intake Agents.</p>	D	75
6	<p><b>RESPONSIBILITY FOR FINANCIAL RESOURCES</b> Moderate financial responsibility to authorize staff overtime.</p>	D	22.5
7	<p><b>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION</b> Significant responsibility to monitor security of information systems network by setting up, recording and maintaining user identification and systems access.</p>	D	22.5

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FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
8	<b>RESPONSIBILITY FOR HUMAN RESOURCES</b> Responsibility to supervise administrative support staff and appraise employee performance (12 FTEs).	DG	23
9	<b>RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS</b> Significant care and attention to determine drivers' abilities to operate a vehicle to protect the safety of the public.	D	25
10	<b>SENSORY EFFORT/MULTIPLE DEMANDS</b> Focused requirement to frequently balance telephone calls, questions from staff and managers and interruptions.	C	12
11	<b>PHYSICAL EFFORT</b> Moderate physical effort to frequently focus visual attention to computer screens to produce a variety of correspondence and reports.	C	12
12	<b>SURROUNDINGS</b> Exposure to regular contact with clients who are unpleasant, angry, demanding or unpredictable, as a result of vehicle license prohibition and vehicle impoundment decisions.	B	4
13	<b>HAZARDS</b> Limited exposure to hazards from frequent keyboarding.	B	4

**Total Points: 600**

**Level: Range 14**