

Ministry: Transportation and Highways
Branch: Motor Vehicle Branch
Location: Various

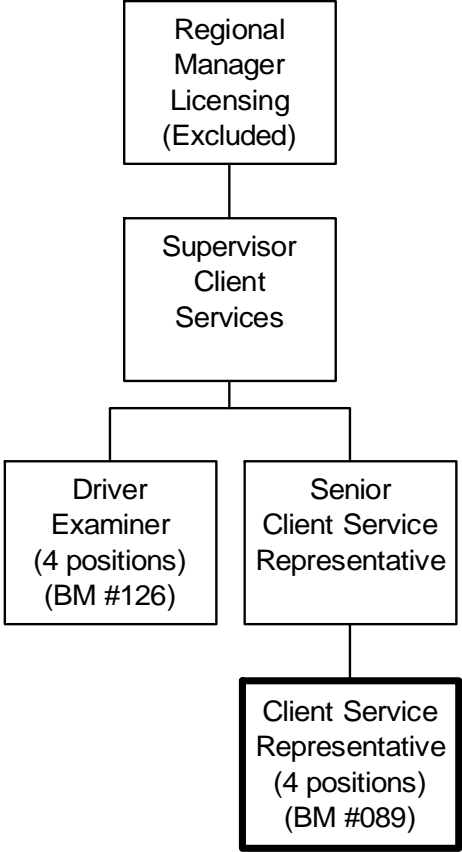
Working Title: **Client Service Representative**
Level: Range 9
Classification: Clerk

PRIMARY FUNCTION

To process applications for various classes of drivers licences.

JOB DUTIES AND TASKS

1. Updates client/driver/BC Identification (BCID) files regarding drivers' examinations and licences and identifies driving restrictions
 - a. enters information on databases for original driver's licences, BCID cards and client information
 - b. renews driver's licences and issues duplicate driver's licences; photographs applicants
 - c. explains licence requirements to applicants
 - d. explains the ICBC point premium billing system procedures to applicants
 - e. processes upgrades and downgrades in licence classes
 - f. obtains information from visual function and medical fitness questions for all driver's licences and identifies driving restrictions
 - g. distributes written knowledge tests and conducts optical examinations for various driver's licences, each with their own set of requirements, and determines pass or fail and explains results to applicants
 - h. answers and responds to public enquiries and requests for information from general public, business community, government agencies and community agencies
 - i. schedules road test appointments by telephone or in person
 - j. checks for liens and encumbrances on motor vehicles
 - k. issues driver's licences dependant on road test results received from Driver Examiner
2. Receives and processes outstanding debts in accordance with statutory requirements and revenue collection rules of various ministries
 - a. checks every licence and permit applicant against outstanding accounts list of fines owed
 - b. informs applicants on the amount and reason of the debt including referring applicant to the appropriate area for further information or adjustment to debt
 - c. processes client disputes by notifying Provincial Court of disputes and requesting court date
 - d. receives payments of debts for fines owed to ministries by cash, certified cheque or money order and issues a receipt, updates driver's licence record and delivers payment and receipt to cashier
3. Issues temporary permits for restricted use within the province
 - a. determines which temporary operating permit is required by applicant by referring to appropriate procedures
 - b. calculates and collects appropriate licence and insurance fees and issues valid permit
 - c. checks outstanding account listings
 - d. forwards funds collected and receipts to cashier
4. Performs other related duties
 - a. assumes the duties of cashier on a rotational basis including receiving and reconciling office accounts, money from license fees, ICBC debts and ticket fines
 - b. signs for goods received and maintains records of office inventory
 - c. maintains Motor Vehicle Licence statistics
 - d. provides informal orientation to new employees to the workplace



REASON FOR CLASSIFICATION

Benchmark Job #089

Job Title: Client Service Representative

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
1	<p>JOB KNOWLEDGE Know a variety of clerical functions and understand how they relate to the driver licencing program to test applicants, issue driver's licences authorized by the Driver Examiner and receive and process outstanding debts owed in accordance with statutory requirements and the ministries' revenue collection rules.</p>	D	100
2	<p>MENTAL DEMANDS Judgement to recognize known differences and determine the priority of tasks to check licence information for accuracy and completeness and determine driving restrictions based on customer responses for six classes of driver's licences.</p>	C	60
3	<p>INTERPERSONAL COMMUNICATION SKILLS Discretion required to exchange information needing an explanation of driver and vehicle licencing regulations with clients and public and of reason for failure of written and optical tests.</p>	C	30
4	<p>PHYSICAL COORDINATION AND DEXTERITY Moderate coordination and dexterity required to use computer to enter client information with some speed to quickly process clients.</p>	C	15
5	<p>RESPONSIBILITY FOR WORK ASSIGNMENTS Guided by specific procedures, using written instructions, changes the order of completion to meet immediate requests or demands to issue licences authorized by the Driver Examiner, answer enquiries and receive and process outstanding debts.</p>	B	30
6	<p>RESPONSIBILITY FOR FINANCIAL RESOURCES Some financial responsibility to collect and record money from licence fees, ICBC debts and ticket fines and to reconcile intake for office.</p>	C	15
7	<p>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION Some responsibility to access and update information relating to motor vehicle licences.</p>	B	10

REASON FOR CLASSIFICATION

Benchmark Job #089

Job Title: Client Service Representative

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
8	RESPONSIBILITY FOR HUMAN RESOURCES Limited responsibility for human resources to provide informal orientation to the workplace to new employees.	A	5
9	RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS Limited care and attention to occasionally calm clients of the motor vehicle driver licensing office.	B	10
10	SENSORY EFFORT/MULTIPLE DEMANDS Focused requirement to frequently balance telephone calls, clients at reception, keyboarding and questions.	C	12
11	PHYSICAL EFFORT Moderate physical effort to frequently stand at counter to provide service to clients.	C	12
12	SURROUNDINGS Exposure to crowded office setting with background noise almost always.	B	4
13	HAZARDS Limited exposure to hazards from frequent keyboarding.	B	4

Total Points: 307

Level: Range 9