

Category C - Client Service Representative

PURPOSE

To process licensing transactions for clients at a Driver Licensing Centre.

JOB REQUIREMENTS

Knowledge/Technical Skills

- of acts, regulations, policies, procedures and guidelines related to licensing to process transactions
- of computer applications to enter, retrieve, analyze data, perform job functions and procedures and edit a variety of reports
- of procedures related to cash handling and revenue transactions
- to operate digital photo and vision testing equipment
- of corporate departments and the Office of the Superintendent of Motor Vehicles in order to refer clients to the appropriate resource

Analytical/Problem Solving Skills

- to determine whether requirements for driver's licence renewals, duplicates and BCID cards have been met
- to assess the validity and acceptability of standard identification and experience documents and when to refer these documents for further review
- to determine whether applicants should be referred to a medical authority as a result of visual function and medical fitness information
- to determine pass/fail on knowledge and vision tests
- to perform arithmetic calculations in balancing cash

Communication/Interpersonal Skills

- to explain to unsuccessful applicants what is necessary to meet driver licensing requirements
- to deal with hostile, distraught, ESL, demanding, confused and/or frustrated individuals
- to respond to a variety of enquiries from the general public, business community, government and community agencies on issues related to driver licensing
- to explain licensing policies and procedures to clients and new staff

Organizational Skills

- to work efficiently in order to keep pace with the continuous nature of the work

Physical/Concentration Skills

- to stand/sit for prolonged periods
- to maintain precision and attention to detail when entering information on line
- to maintain concentration while dealing with interruptions
- to listen intently in order to ascertain nature of transactions

Work Environment

- occasional exposure to angry, hostile, verbally abusive clients

Must meet the Canadian Border Service Agency security clearance requirements of the Enhanced Driver License Program

If performing the follow-vehicle driver responsibilities, must hold a minimum of a valid class 5 BC driver's licence.

The above requirements would typically be met through completion of high school and a few years of practical related experience including dealing face to face with the general public in a customer service role.

TYPICAL RESPONSIBILITIES

Driver's Licenses

Accesses driver information on database and updates as required. Determine eligibility for appropriate license and validity of licenses from out of province/country. Verifies identification and checks for outstanding accounts. Collects fees, takes photo and issues renewal or duplicate driver's licence.

New Drivers

Sets up information on line, verifies identification, obtains parental consent as required, and collects fee. Explains Graduated Licensing Program. Administers vision and knowledge tests for all classes of driver's licence and determines pass/fail. Issues Learner's Licence.

British Columbia Identification (BCID) Cards

Processes BCID card by verifying identification, setting up and maintaining information records online, collective fee and photographing applicant.

Fines, Fees and Debt Payments

Checks records for outstanding accounts and advises client of money owing. Accepts and records payment and issues receipt. Determines eligibility and advises client on requirements for payment plan. Records and processes client disputes and appeals. Collects various fees.

Enquiries

Responds to enquiries and requests for information related to driver licensing from members of the general public, business community, government and community agencies. Refers enquiries to the appropriate department if necessary. Performs the greeter/reception functions as required.

Cash Handling

Balances daily cash, completes office transmittal batch slip and prepares bank deposits for pickup.

Miscellaneous

Processes change of address, conducts lien searches, prints driver abstracts. In certain locations, may be requested to assist the Driver Examiner by driving a follow-vehicle during motorcycle testing.

Performs other related duties that do not affect the nature of the job.