

Inspector

Unit: Inspections & Case Management

Location: Burnaby, BC

Supervisor's Title: Director of Compliance or Vice President of Regulatory Affairs

Approved Classification: AO24

Who we are and what we stand for

Consumer Protection BC is a not-for-profit regulator responsible for overseeing certain sectors and specific types of consumer transactions. Our vision is a province where all citizens of BC are empowered in their transactions as a result of rigorous and consistent business compliance and through the provision of information.

We are a small team of dedicated and passionate individuals who champion our corporate values of curiosity, integrity and impact. These employee-chosen values guide the delivery of our services and can be seen in our daily work. We are an equal opportunity employer and workplace, where all individuals are supported in a safe environment that is committed to continuous learning.

What you will be doing

The goal of inspections work, primarily by performing in-person and remote inspections across the province, is to educate businesses about their responsibilities under consumer protection law and to appropriately respond to instances of non-compliance. When voluntary compliance with a business cannot be achieved or the incident of non-compliance is considered serious in nature, the Inspector will prepare an evidence-based report for regulatory action to be taken.

Specifically, an Inspector:

- Responds to complaints about licensed and other regulated businesses received from various channels by exercising powers to request information and records, conducting interviews and attending businesses.
- Works collaboratively with complainants and businesses, maintaining positive relationships to resolve issues and, where possible, achieve compliance.
- Documents work in a case management system, including business information, communications, inspection findings, resulting actions and other details to support Consumer Protection BC's ongoing efforts to be a data-driven organization.
- Prepares detailed, formal reports to businesses regarding outcomes of inspections, including violations and subsequent enforcement actions; prepares other reports and briefs necessary for internal meetings.
- Plans, coordinates and executes small and large-scale inspection activities, which may include being a project lead or collaborating with other agencies, and may be complex or high profile in nature.

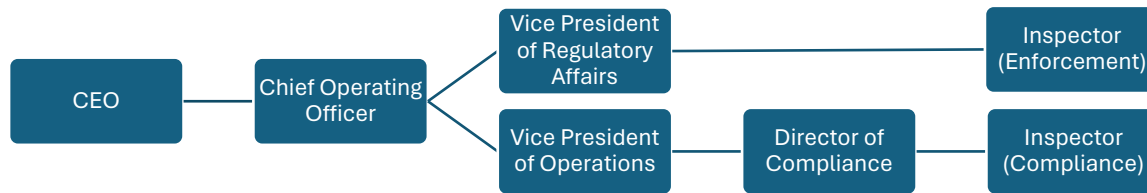
- Completes work within the authority afforded to an Inspector under various acts and regulations. This includes reviewing business, financial and banking records, ensuring facilities have required equipment or infrastructure in place, reviewing business activities and communications with consumers, interviewing involved parties and witnesses, conducting open-source reviews, collecting evidence and performing in-depth analysis of business contracts to confirm required contents and consumer rights are respected.
- Delivers to businesses a variety of enforcement-based documents, including hearing notices, notices of license suspension or revocation, and other Orders of the Director.
- Uses delegated inspection powers to perform warrantless searches of businesses, demand production of records, seize records, make inquiries into the business or conduct of a person and, where operationally appropriate, impose administrative penalties and issue remedial orders.
- Provides guidance and information to businesses, the public and other regulatory or enforcement bodies on Consumer Protection BC policies and how best to comply with or administer the legislation and regulatory framework and minimize enforcement action.
- Related to enforcement of the *Motion Picture Act*, seizes unapproved or undocumented films, which may include viewing films to determine compliance status.
- Provides evidence at administrative hearings related to alleged infractions.
- Helps train new Inspectors and actively works to spread knowledge and expertise throughout Consumer Protection BC.
- Other duties may be assigned.

Who you will be working with

In addition to working with your team, Inspectors are expected to build positive relationships with:

- **Supervisor:** Keeps supervisor informed of issues arising from work performed and seeks clarification on issues of legislation interpretation, application of administrative law principles and Consumer Protection BC's policies and procedures.
- **Other departments:** Collaborates and communicates openly with other Consumer Protection BC departments, holding our values of curiosity, integrity and impact in mind.
- **Law enforcement and other regulatory agencies:** Assists with inspections and protective programs afforded to consumers; provides advice and information.
- **Businesses:** Solicits compliance with legislation; conducts inspections and ensures stakeholders understand their rights and responsibilities.
- **Public:** Provides information regarding the administration of Acts and Regulations.
- **Financial institutions:** Communicates with officials to obtain confidential banking information about a business through the drafting of Inspection Orders.
- **Legal counsel:** Works with legal counsel to prepare cases in response to applications for judicial review or in civil proceedings.

Organizational Chart



What you should know

This role has unique working conditions and special requirements you should be aware of:

- Inspectors are required to inspect sites that are considered hazardous, including: preparation rooms in funeral homes where human remains are stored and prepared for burial or cremation (including washing, dressing and embalming with chemicals); public and private film exhibition areas where materials such as used condoms or hypodermic needles are common. Use of personal protective equipment is required and provided.
- Video material viewed by an Inspector has content that is sexually explicit and frequently includes sexual and other forms of violence and may involve children. Eligible candidates may be subject to a screening test based on this material as part of the selection process.
- Inspectors are frequently required to move and transport records, computers, viewing equipment and seized film products that weigh approximately 40 to 50 pounds.
- Inspectors are required to travel in BC with frequent absences of several days. Some weekend and evening work is required.
- Required to complete a criminal record check.
- Inspectors must maintain a valid BC Class 5 Driver's License as a condition of employment.
- Required to sign and adhere to Consumer Protection BC's Standards of Conduct.

What we are looking for

Education & Experience

- Post-secondary education with a focus in public administration, criminology or other related disciplines and/or several years' experience conducting inspections, preferably in a compliance/enforcement environment, and/or a combination of training and experience.
- Experience working with, interpreting and applying legislation.
- Experience dealing with a variety of contacts on complex, sensitive or contentious issues.
- Experience dealing with people who may be confused, angry or hostile and conveying information they may not want to hear.
- Experience preparing reports and documentation in a timely and efficient way.
- Experience in delivering concise and effective verbal and written summaries of complex matters to diverse individuals and groups.
- Experience administering quasi-judicial hearings and crafting complex determinations with findings, including issuance of orders and penalties.

Knowledge, Skills & Abilities

- Strong knowledge of the principles of administrative law and natural justice.
- Excellent oral and written communication skills, particularly in conveying complex and technical information.
- Skill in conducting interviews to obtain accurate, complex and relevant information.
- Skills in researching, analyzing, verifying and evaluating information.
- Ability to organize and independently manage a high-volume workload while adjusting to changing priorities with time-sensitive deadlines.
- Ability to peer review work of others and provide relevant insight into other's work products.
- Ability to prepare and write case summary material to be published in a public forum.
- Ability to reference, interpret and apply legislation, regulations, policies and procedures to recommend an appropriate course of action.
- Ability to establish and maintain positive working relationships with diverse interest holders.
- Ability to defuse volatile situations using tact, persuasiveness and diplomacy.

Values & Competencies

Our corporate values guide the delivery of our services and our everyday work and behaviour:

- **Curiosity:** We seek out information in a fair and balanced approach. We create space for continuous learning and diverse perspectives.
- **Integrity:** We take ownership of and responsibility for our work. We treat others with respect and dignity.
- **Impact:** We empower others by providing resources and education. We strive to make a positive difference.

Our core competencies, those we expect every person at Consumer Protection BC to hold, are:

- **Teamwork:** The ability to work cooperatively within diverse teams, work groups and across the organization to achieve group and organizational goals.
- **Listening, Understanding & Responding:** The ability to understand accurately and respond effectively to both spoken and unspoken or partly expressed thoughts, feelings and concerns of others.
- **Service Orientation:** The desire to identify and serve others, who may include the public, colleagues, other organizations and government.

Position competencies, those we expect the successful candidate in this role to hold, are:

- **Planning, Organizing and Coordinating:** Proactively planning, establishing priorities and allocating resources to meet performance targets.
- **Information Seeking:** Going beyond the questions that are routine or required in the job.
- **Flexibility:** The ability and willingness to adapt to and work effectively within a variety of diverse situations, and with diverse individuals or groups.