

1. Position No. 80840	2. Descriptive Working Title Legal Assistant		3. Present Classification Excluded Support
4. Branch Licensing & Consumer Services	5. Department N/A	6. Proposed Classification	Date JAN 2014 Revised July 2020
7. Position No. of Supervisor 80774	8. Descriptive Work Title of Supervisor Vice President & Registrar, Licensing & Consumer Services		9. Classification of Supervisor Excluded Mgmt

SCOPE OF THE ORGANIZATION

The British Columbia Housing Management Commission (BC Housing) is a crown agency of the provincial government and is responsible for providing a range of housing programs for British Columbians. BC Housing, together with its partners, works across the housing continuum to: ensure the most vulnerable have housing and support options that provide stability and maximize independence; increase the supply of affordable and supported housing options for people with low and moderate incomes; administer rent assistance programs; oversee the management of provincial housing properties and programs; support strong non-profit and Indigenous housing sectors; and provide a licensing system in which residential builders achieve a high bar of professionalism. BC Housing has an annual budget of \$1.45 billion in 2019/20 and assists more than 110,400 households in over 300 communities throughout the province. BC Housing seeks sustainable housing solutions that are supported by excellence in service delivery and research, and that take into account social, financial and environmental impacts.

In 1998 the Province passed the *Homeowner Protection Act* with a mandate to increase consumer protection for homebuyers and help bring about an improvement in the quality of residential construction in British Columbia. The Licensing & Consumer Services Branch is responsible for licensing residential builders and building envelope renovators province-wide, administering owner builder authorizations, and monitoring the performance of the third-party home warranty insurance system underwritten by the private sector. The Branch manages all compliance activities, ensuring the conduct of formal investigations, issuance of compliance orders, assessment of monetary penalties, and preparation of documents for civil injunctions as appropriate. The Branch serves buyers of new homes and people arranging for new homes to be built, homeowners (particularly owners of homes covered by home warranty insurance), developers, residential builders and building envelope renovators. In undertaking its activities the Branch works closely with warranty providers, building officials, industry and related consumer associations, governments including local governments and Canada Mortgage and Housing Corporation (CMHC), educational institutions, research organizations, architects, engineers, property managers, the legal community and the real estate community.

POSITION SUMMARY

Reporting to the Vice President & Registrar, Licensing & Consumer Services, the Legal Assistant is responsible for assisting the Vice President in carrying out the statutory function of the Registrar by facilitating the Registrar's review of decisions, coordinating the Registrar's response to appeals, monitoring the application of administrative fairness to all regulatory processes, carrying out confidential and sensitive research assignments, and preparing reports and briefing notes regarding a variety of issues pertaining to the residential builder licensing and home warranty insurance schemes administered under the *Homeowner Protection Act*. The position is also responsible for performing executive administration functions and managing the smooth and efficient operation of the office of the VP.

MAJOR RESPONSIBILITIES

1. Assists the VP in carrying out the statutory function of the Registrar by facilitating the Registrar's review of decisions. Receives and acknowledges all requests for review under the *Homeowner Protection Act*, logs the request into the database, assembles all evidence necessary to review the requests, including gathering more evidence from the applicant and seeking input and information from other staff as required. Prioritizes files for the Registrar and answers enquiries pertaining to the requests. Prepares correspondence once a decision is made, including assisting with drafting reasons, and ensures decision is communicated to applicant as well as other staff as required. Produces monthly and quarterly reports on the status of requests for review.
2. Assists the Registrar in responding to appeals files with the Appeal Board by gathering and filing materials, liaising with legal counsel, and keeping records of all materials received pertaining to the appeal cases.
3. Assists the Registrar in ensuring that the principles of administrative fairness apply to all regulatory processes within the Branch, acting as a liaison with Branch managers as required.
4. Carries out confidential and sensitive assignments and projects involving the research and evaluation of issues and preparation of briefing materials and reports with respect to the administration of the *Homeowner Protection Act* and its regulations, including reviewing the legislation, conducting legal and policy research, and assisting the Registrar with stakeholder consultations and submissions to government regarding needed revisions.
5. Processes requests for section 219 covenants for rental exemptions by providing information and materials, liaising with requestor including legal counsel, preparing documents for Registrar's signature, logging exemptions in database, providing new home registration forms upon completion, and processing request to subdivide or stratify land or remove covenant for Registrar's signature.
6. Prepares briefing notes and other documentation for the Vice President, gathers information and prepares drafts of submissions, presentations and other materials for the Executive Committee, Board and government, and prepares correspondence for the signature of the VP, some of which is sensitive or confidential.
7. Responds to various requests from Corporate Communications and the Executive Office for information related to Branch regulatory activities, often responding in an urgent or time sensitive manner. Coordinates various data requests, including liaising on FOI requests
8. Manages the flow of information between the VP and managers of the Branch. Working closely with the VP, assesses current and emerging issues and priorities and provides feedback and recommendations regarding the management of high profile, urgent or sensitive matters; facilitates the completion of projects and activities by the managers and, on behalf of the VP, ensures the Branch fulfils its commitments and effectively responds to urgent or critical situations.
9. Fosters productive working relationships with a broad variety of stakeholders, including officials of provincial and federal ministries, elected officials, the building industry, consultants and external legal counsel.
10. Plans, organizes and coordinates forums, retreats and other important meetings including establishing agendas, coordinating the preparation and distribution of materials, and organizing venue, speakers, travel and accommodation; attends meetings as required.
11. Performs executive administration functions for the VP including maintaining confidential files; managing calendar and time commitments, organizing schedules and travel arrangements, and processing travel expense claims
12. Performs other related duties that do not affect the nature of the job, including conducting special studies, making presentations and participating in task force, project teams and committee work.

ORGANIZATION

There are six positions reporting to the Vice President & Registrar Manager: Director Security & Emergency Services, Deputy Registrar Compliance, Deputy Registrar Licensing, Deputy Registrar Registration & Consumer Services, Manager Administration and Legal Assistant.

No positions report to the Legal Assistant.

QUALIFICATIONS

Education, Experience and Occupational Certification

Community College diploma in commerce or business administration supplemented by formal legal assistant courses.

Considerable experience as a legal assistant, including administrative law or tribunal experience, and experience in conducting research and preparing reports. Considerable experience in performing executive administration functions.

Or an equivalent combination of education, training and experience acceptable to the Employer.

Knowledge, Skills and Abilities

Core Competencies:

- Personal Effectiveness
- Communication
- Results Oriented
- Teamwork
- Service Oriented

Considerable knowledge and understanding of Legal Assistant work practices and processes within a regulatory environment

Considerable knowledge and understanding of the Branch's policies, programs and operating requirements

Ability to read and understand legislation

Ability to apply high standards of grammar, spelling, punctuation and accuracy, and proficiency in the use of legal terms

Ability to assess issues, conduct research and prepare briefing materials, reports and correspondence

Ability to exercise judgment, diplomacy and tact in dealing with the varied day-to-day issues associated with the office of the VP and Registrar

Ability to liaise effectively with Branch and Commission staff and facilitate the completion of various activities on behalf of the VP

Ability to work under pressure, meet deadlines and exercise good judgment in dealing with matters of a confidential nature

Ability to foster strong working relationships with governments, industry representatives and other stakeholders to accomplish objectives

Excellent communication, interpersonal, organizational, analytical, problem solving, time management and expediting skills

Proficient in the use of computer systems with strong computer skills.