



## Job Specification

**Position Title:** INTERNATIONAL REGISTRATION PLAN SECRETARY  
**Job Code:** OPSEU - Office Administration 09, 09OAD  
**Job ID:** 11393

### Purpose of Position:

To provide timely information/customer service when responding to the public/external stakeholders via telephone in person/in writing, with respect to driver licensing, driver improvement, vehicle licensing including the International Registration Plan (IRP). To provide secretarial and related administrative/clerical services for the Coordinator and staff within the Field Services Office.

### Duties/Responsibilities:

1. Receiving, processing and issuing all IRP permit applications within established legislation/policies/procedures and forwarding to the Group Leader for authorization; resolving client problems by researching the transaction i.e. by obtaining copies of original records; contacting other offices, ministries or agencies and explaining findings to clients and advising of additional documentation required or correcting records; resolving special/complex IRP and vehicle licensing problems such as questionable Vehicle Identification Numbers and/or identifying complex problems related to IRP license procedures that contravene Ontario regulatory legislation and escalating to the IRP Office/notifying the Carrier Safety Enforcement Branch.
2. Providing front line customer service by receiving and responding to calls/clients and providing pertinent information and assistance regarding driver licensing and special permits (e.g. age restrictions, test requirements, demerit point system, driver control, reinstatement fees, classified system, probation program, license exchange, vehicle licensing, etc).
3. Maintaining/accessing/interpreting information from manual and/or program specific database systems such as: Correspondence Information Tracking System (CTIS); Licensing Control System (LCS), IRP (WebProrate software) in order to enter driver and vehicle information and/or respond to specific client problems/requests.
4. Calculating and collecting the appropriate fees (i.e. cash, cheques, credit cards, money orders, etc.) reconciling daily fees collected against stock and financial system and preparing the bank deposit.
5. Providing work processing services by typing a variety of correspondence such as letters, memoranda, reports, charts and correspondence from hand-written drafts, and proofreading to ensure accuracy, grammar, spelling and punctuation.
6. Composing routine correspondence ensuring attention to proper grammar and business format such as preparing general and ministerial correspondence on behalf of the Coordinator, preparing statistical summary reports related to IRP, preparing meeting agendas, travel itineraries, etc.
7. Performing a variety of clerical tasks including maintaining appointment calendars, coordinating appointment schedules, arranging for travel, accommodations, meetings, conferences/luncheons, updating manuals/lists.
8. Establishing an/or maintaining sections filing system and bring forward system, containing letters, memoranda, reports, minutes, employees or clients files; tracking/maintaining monthly statistics for management information system.
9. Receiving, opening, sorting and distributing incoming mail and, where necessary, attaching relevant files/background information before distribution.

### Knowledge:

Job requires knowledge of administrative/office procedures and guidelines such as procedures for routing correspondence, expense claims, establishing and maintaining file system, ordering office supplies, updating inventory and assets control. Job requires the ability to acquire knowledge of the Driver and Vehicle program area to respond to general inquiries both orally and in writing and knowing where or to whom enquiries should be referred.

Job requires knowledge and understanding of vehicle licensing legislation, policies and practices (i.e. Highway Traffic Act) to resolve client problems by researching transactions, checking and correcting fee calculations, credit for refunds, deferred payments, Licensing Control System (LCS) credit, adding/deleting vehicles within various fleets, etc. for inter-jurisdictional carriers and providing assistance to carriers in the completion of documents and the application of IRP procedures and process.

Job requires knowledge of specialized IRP program requirements, policies and procedures and related legislation, used in vehicle registrations (provincial sales tax exemptions, Retail Sales Tax applications, Articles of Incorporation, Fuel Tax Act, Multi-Jurisdictional Vehicle Tax etc.) in order to determine the applicants ability and eligibility to be registered and to accurately complete complex IRP transactions by analyzing supporting documentation and calculating fees for inter-jurisdictional carriers.

Job requires knowledge of the functions of the related areas (Vehicle Licensing Offices, other agencies) to provide comprehensive information needs/processes to clients and obtain copies of records to meet OPS quality service standards in providing timely and accurate customer service.

Job requires knowledge to operate office equipment such as photocopier, facsimile, etc; Knowledge of Microsoft Outlook, Word, Excel, PowerPoint and Lotus Note to produce a variety of correspondence, reports/documents as well as, to carry out the daily functions of the office; access and enter information into various system databases.

**Skills:**

Job requires reasoning skills to determine what matters should be given priority when performing a variety of different tasks with conflicting deadlines and the ability to prioritize work based on knowledge of subject matter or by discussing with the Coordinator. Job requires reasoning skills to identify and resolve discrepancies relating to expense claims by referring to administrative procedures/guidelines.

Job requires analytical/reasoning skills: to issue IRP registrations and other related transactions, assess confidentiality and legality of documents and to recommend whether release of it within Freedom of Information and the Protection of Privacy Act guidelines (FOIPPA); to identify the nature of a problem, whether precedent exists on which to base a conclusion and whether to consult another ministry or refer to Coordinator/Group Leader in order to formulate a response; to determine the most effective way to present material when typing correspondence, reports, charts/tables and to resolve problems by using different layout format of software packages.

Job requires analytical/research/problem-solving skills to identify and resolve routine problems, (i.e. Faulty/fraudulent transactions, outdated/conflicting information) based on working knowledge of IRP and vehicle licensing policies and procedures and in turn recommend corrective actions such as denying permit or reporting to Group Leader/Coordinator.

Job requires mathematical skills to ensure accuracy in fee and percentage calculations for various taxes, payments, balancing revenues and preparing/reconciling daily bank deposit documents.

Job requires communication skills, including tact and diplomacy to deliver customer services in a timely and accurate manner, explain specific detailed matters to resolve client problems, composing routine correspondence and registration form letters and documents and to assess the appropriateness of methods to deal with distressed/abusive/complaining customers.

Job requires the ability to organize own workload to ensure that assignments are accurately completed within established deadlines.

Job requires consulting skills to effectively liaise with government offices and external clients.

**Freedom of Action:**

Job requires working under general supervision of the Coordinator and in accordance with related legislation, established policies/procedures and methods determines the appropriate course of action to take in order to achieve assigned objectives, referring those issues of a more complex or sensitive nature or issues requiring further investigation (i.e. Ambiguous legislation) to Coordinator/Group Leader for resolution.

Position refers extremely irate clients and non-standard matters to Coordinator/Group Leader for resolution.

Job has access to administrative procedures and guidelines to make decisions relating to the format and routine of Ministers letters and briefing notes. Job requires determining what information is confidential and whether or not it should be divulged when responding to inquiries. Job has the freedom to schedule appointments/meetings for the manager. Job requires determining when matters should be referred to the manager.

Position is accountable for the accuracy and integrity of own work (including cash balance) and to explain/verify errors to Coordinator/Group Leader; work is randomly reviewed for quality control.