

# TOWN OF GIBSONS

## JOB DESCRIPTION

JOB TITLE: ICBC CLERK 1  
DEPARTMENT: Administration  
REPORTS TO: Director of Corporate Administration  
REVISED: May 2016  
Approved by:   
Chief Administrative Officer  
  
Director of Corporate Administration

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### JOB SUMMARY

The ICBC Clerk I reports to the Director of Corporate Administration and is responsible for:

1. Performing all aspects relating to ICBC and Driver Service Customer Service and Sales.
2. Maintaining all filing systems for ICBC, Driver Services and General Office information.

The position requires an organized, people oriented individual with strong reception and telephone skills. The ability to work in a stressful environment with frequent interruption is also required.

### TYPICAL DUTIES

#### GENERAL OPERATIONS:

1. Responding to enquiries and providing requested information to customers at the counter and by telephone.
2. Reviewing all completed ICBC and Driver Services documents for quality control.
4. Maintaining office, bulletin board and customer information area in a clean, neat and orderly fashion.
5. Familiar with all ICBC and Driver Services Licensing Operational Manuals, Issuing Memorandums, Licensing Circulars and Information Bulletins
6. Performs other duties as assigned by the Director of Corporate Administration.

**DRIVER SERVICES OPERATIONS:**

1. Ensures that transactions are completed in accordance with the procedures as outlined in the Driver Services - Licensing Operational Manual.
2. Performs all duties related to issuing Special Operating Permits.
3. Performs all duties related to the issuance of required documentation and sale of stock under the Commercial/Private Vehicle Inspection Program to Licensed Facilities only.
4. Performs all duties related to Ticket Disputes.
5. Performs all duties related to payment of Motor Vehicle Provincial fine payments under the Motor Vehicle Act, the Motor Vehicle Regulations, Motor Vehicle Provincial Fine payments under the Liquor Control and Licensing Act, and Federal Contraventions under the Province's Offence Act.
6. Performs all duties related to the Issuance, Cancellation and Reinstatements of British Columbia Driver's Licence licences, Driver's Abstracts and BC Identification Cards as covered in the Licensing Operations Manual
7. Performs all duties related to Lien Searches.
8. Performs all duties related to the Driver Improvement Program Policies and Guidelines directed by the Office of the Superintendent of Motor Vehicles.
9. Performs all duties related to the Daily Revenue Close Out, Deposit Call In, Daily Settlement of Point of Sale Debit/Credit Machine, Separation and Preparing Documents for Processing. Makes deposits & calls in corresponding deposits as covered in the Cash Handling Manual.

**ICBC OPERATIONS:**

1. Performs all duties as outlined by the ICBC Agency Guide and ICBC Procedures Manual regarding Security, Inventory and Stock Handling procedures.
2. Performs all duties related to the collection of Driver Penalty Point Premiums and Recovered Funds.
3. Performs all duties related to the issuance of Temporary Operating Permits.
4. Performs all duties related to the issuance of ICBC Autoplan and Special Coverage Insurance as provided by ICBC Autoplan Procedures manuals.

5. Performs all duties related to returning Surrendered British Columbia and Out of Province plates to ICBC.

#### **REQUIRED EDUCATION/TRAINING**

1. Completion of Grade 12 education or equivalent.
2. Computer experience with emphasis on accurate key boarding skills at a minimum speed of 50 words per minute.

#### **DESIRED QUALIFICATIONS/ABILITIES**

1. Ability to deal tactfully with the public, in person and on the telephone, in a courteous and helpful manner.
2. Must be able to work efficiently and effectively in a manner which results in the completion of essential tasks on time.
3. Ability to communicate effectively, orally and in writing, with the public, staff and supervisors.
4. Strong understanding of and commitment to customer service and public relations.
5. Completion of ICBC Autoplan Essentials and or Autoplan Basics for Brokers course.

#### **REPORTING RELATIONSHIPS**

1. Reports to the Director of Corporate Administration.