



Job Description: ICBC Clerk

DEPARTMENT: Administration
REPORTS TO: Director of Corporate and Legislative Services
APPROVED BY:
LAST REVIEWED: January 2020

Director of Corporate Services

Chief Administrative Officer

JOB SUMMARY

The ICBC Clerk reports to the Director of Corporate and Legislative Services and is responsible for:

- Performing all aspects relating to ICBC and Driver Service customer service and sales.
- Maintaining all filing systems for ICBC, Driver Services and General Office information.
- Acting as the ICBC Agent during periods of leave of the incumbent when so appointed.

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

GERNERAL OPERATIONS:

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

DRIVER SERVICES OPERATIONS:

- Ensures that transactions are completed in accordance with the procedures as outlined in the Driver Services - Licensing Operational Manual.
- Performs all duties related to the issuance and sale of stock under the Commercial/Private Vehicle Inspection Program to Licensed Facilities only.
- Performs all duties related to ticket disputes.
- Performs all duties related to payment of Motor Vehicle Provincial fine payments under the Motor Vehicle Act, the Motor Vehicle Regulations, and non-Motor Vehicle Provincial Fine payments under the Liquor Control and Licensing Act, and Federal Contraventions under the Province's Offence Act.
- 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.
- Performs all duties related to the Driver Improvement Program Policies and Guidelines.
- Performs all duties related to the Revenue Closeout, Settlement of Point of Service Debit/Credit. Makes deposits & calls in corresponding deposits as covered in the Cash Handling Manual.

ICBC OPERATIONS:

- Ensures that transactions are completed in accordance with ICBC Agency Guide and ICBC Procedures Manual regarding security, inventory and stock handling procedures.
- Performs all duties related to the collection of Driver Penalty Point Premiums and Recovered Funds.
- Performs all duties related to the issuance of Temporary Operating Permits.
- Performs all duties related to the issuance of ICBC Autoplan and Special Coverage insurance as provided by ICBC Autoplan Procedures manuals.
- Perform all duties related to the returning Out of Province and British Columbia surrendered Plates.

REQUIRED EDUCATION/TRAINING

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

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- Completion of ICBC Autoplan Essentials course and or Autoplan Basics for Brokers, in addition to obtaining optional ICBC Autoplan Educational Courses.
- A minimum of 3 years' experience with ICBC, Insurance and Driver Service background.

DESIRED QUALIFICATIONS/ABILITIES

- Ability to deal tactfully with the public, in person and on the telephone, in a courteous and helpful manner.
- Must be able to work efficiently and effectively in a manner which results in the completion of essential tasks, on time.
- Ability to communicate effectively, orally and in writing, with the public, staff and supervisors.
- Ability to exercise initiative and judgement in carrying out duties with a minimum of supervision.
- Strong understanding of and commitment to Customer Service and public relations.

REPORTING RELATIONSHIPS

Reports to the Director of Corporate and Legislative Services.