



Land Title and Survey Authority of British Columbia

Job Description

Position:	Examiner of Title Trainee
Classification:	Grid 11, Level 1 & Grid 14, Level 2
Division:	Operations
Department:	Customer Operations
Organization Unit:	Kamloops, New Westminster, Victoria

POSITION SCOPE

The principal function of the work unit is to interpret and administer the *Land Title Act* and other statutes relevant to ownership of land and to ensure reliability and security of title. Land Title and Survey Authority of British Columbia Offices maintain records of all real property transactions and issue certificates of title for each parcel of land.

POSITION PURPOSE

Under the general direction of the management team and with support from appointed mentors, the Examiner of Title Trainee (Trainee) position is expected to bridge the gap between established (although declining) clerical duties and responsibilities and increasingly complex examination duties.

Following a prescribed competency based training program, the Examiner of Title Trainee will progress in two stages through a blended learning plan. This will consist of a mix of reading, eLearning modules, classroom learning, demonstrations and practical exercises with live applications and support from a mentor.

In order to successfully achieve the Examiner classification, Trainees must demonstrate competency in all components of the training. Level one of the program focuses on the highest volume applications including Form A Transfers, Form B Mortgages and Form C Charges and Release. Level two shifts focus to more complex applications including survey package examination. By the end of the training, the Trainee must be able to meet or exceed a prescribed productivity standard of 50 to 60 units per hour while meeting the goals of the training program.

The Examiner of Title Trainee is required to devote some of their own time to prepare themselves for examinations and to complete the program with self-study and reading materials such as:

- Land Title Practice Manual
- LTSA Examiner and Survey Training Manuals;
- *Land Title Act* and Regulations;
- *Strata Property Act* and Regulations;
- ASTRA Procedure Manual & Guides;
- Other Federal and Provincial Statutes and Regulations.

JOB DUTIES AND RESPONSIBILITIES

1. Initially, trainees are required to work through most functions of the Front Counter. This will vary with the operational needs of the local office and the volumes of work in the system and includes:
 - Opening, logging and distributing mail and restrictively endorsing cheques;
 - Assigning serial numbers to documents and plans and calculating applicable fees; capturing tombstone data for documents and plans;
 - Conducting a preliminary check of documentation to ensure it is properly filled out;
 - Preparing and scanning documents, verifying the documents are original or original certified copies, and that they meet established scanning criteria;

2. Provide customers, including professionals and the public, with a variety of general information and specific Land Title services, products, and procedural requirements by:
 - Producing and delivering a variety of Land Title legal documents and certificates;
 - Producing legal notices (e.g. Caveats, Judgments and Certificates of Pending Litigation) resulting from document registration;
 - Creating notices and documentation to provide customers with feedback on the status of applications
 - Utilizing the ASTRA system to look up a variety of information such as property indices, titles, documents and other records requested by clients;
 - Processing refunds to LTSA clients;
 - Locating the documentation on the system or files, producing copies by printer or copier and preparing for mail or pickup and calculating the appropriate fee;

3. Process a variety of documentation including:
 - Examining and registering applications in accordance with the training plan;
 - Processing document withdrawals;
 - Examining requests for corrections to ensure information is complete and accurate, calculating applicable fees and processing according to established procedures;
 - Receiving documents being resubmitted by clients as a result of a defect or other factors and distributing them according to established office procedure.

4. Perform general clerical duties as needed:
 - Perform data entry functions ;
 - Carry out routine filing of Land Title documents;
 - Generate various system reports;
 - Type routine correspondence and perform general office duties as required;
 - Determine fees and handle payment transactions for over the counter services;
 - Carry out minor maintenance on office equipment;
 - Monitor and order supplies as required;
 - Other duties as required.

Performance Standards and Expectations

Employee's Responsibility:

- Perform all job duties and responsibilities in a professional and accurate manner at all times. It is the employee's responsibility to become fully conversant with all aspects of the position as described in the job description;
- Trainees must meet the expected performance standards for each level as well as pass the qualifications/knowledge based examinations in order to advance through the program.
- Attend work on a regular basis, on time and ready to start work at the beginning of your shift start time;

- Work diligently to contribute to a positive work environment, adhering to standards within the *Code of Business Conduct and Ethics*. Every employee is responsible to ensure they have read, understood and abide by these terms and conditions of employment;
- Recognize your role in team work, collaboration in a customer centric organization, and its importance to LTSA employees and clients;
- Ensure open and respectful communications with everyone at all times;
- Identify needs, request additional information or training requirements to your supervisor as you become aware of them;

Employer's Responsibility:

- Ensure standards for a respectful workplace are maintained, monitored and any issues addressed immediately;
- Ensure all employees understand the standards and expectations required of them and apply all workplace rules in a fair, respectful, timely and consistent basis;
- Respond to requests for training within policy guidelines and provide advice and guidance, where required, in a timely manner;
- Provide an internal mechanism through HR where difficult issues between employees and supervisors can be voiced in a confidential and expedient manner;
- Ensure a process that includes a training component is in place to hold employee performance planning and development meetings aimed at achieving a high performance organization;
- Ensure a process where respectful communication results when employees are advised of the reasons behind decisions that do not support an employee request.

QUALIFICATIONS

Education/Experience:

- Post-secondary degree or diploma in business, law or office administration preferred; or
- A minimum of Secondary school graduation or equivalent, plus a minimum of three years of clerical or office administration experience; or an equivalent combination of education and training in business, law or office administration;
- Experience producing detailed documents requiring a high degree of accuracy;
- Experience providing/obtaining information and responding to enquiries from the public; and
- The following would be an asset:
 - An understanding of real property and conveyancing practices and legal terminology
 - Experience working with documents to ensure compliance with laws, regulations and procedures.

Knowledge, Skills and Abilities:

- Able to identify, analyze and interpret technical data with strong attention to detail;
- Customer focused – skilled at dealing with a variety of clients - the general public, professionals, and government agencies - with professionalism, diplomacy, and good judgment;
- Thorough knowledge of office administration practices and related technology;
- Competent user of MS Office Suite (MS Word, Excel, Outlook) and databases;
- Able to communicate clearly and concisely, both orally and in writing;
- Strong sense of initiative with ability to organize workload effectively, efficiently and independently;
- Solid work ethic – able to achieve results while taking into consideration changing priorities, deadlines, volume and available resources;
- Able to listen, follow instructions and produce high quality work in accordance with processes and procedures;

- Able to exercise independent thinking and decision making with sound judgment;
- Strong interpersonal skills with ability to work collaboratively with peers, colleagues and customers;
- Comfortable in a changing business environment, easily adapts to changing technology and processes;
- Keen business sense with ability to analyze and solve problems.