

JOB DESCRIPTION

Job Title:	<i>Manager, Registration Services</i>
Reports to:	<i>Vice President Operations</i>
Grade Level	5

The Travel Industry Council of Ontario (TICO) is an organization mandated by the Ontario government to administer the Ontario *Travel Industry Act, 2002* and Ontario Regulation 26/05 which governs all of the approximately 2,300 travel retailers and travel wholesalers registered in Ontario. In addition, TICO administers an industry-financed Travel Compensation Fund.

This **full-time position** offers a unique opportunity for an individual to join an organization of approximately 30 individuals where quality work/life values are embraced while, at the same time, enjoying a challenging, satisfying and rewarding professional experience. As the Regulator of a dynamic travel industry, TICO has a committed and enthusiastic workforce who work hard and are passionate about TICO's consumer protection mandate. Our employees enjoy a competitive benefits programs and an environment where personal growth is encouraged and achievable through a commitment to quality, service excellence and professional development while contributing to the achievement of TICO's long-term strategic priorities. Further opportunity exists to assume broader responsibility based upon candidate experience, performance and personal drive.

Job purpose

The Manager, Registrations is an experienced leader/manager responsible foremost for the efficient and effective operational management of the registration department and program. The Manager Registrations is a pro-active manager who interprets legislation and regulations as they apply to registration policies and procedures. This individual provides management with expert and timely advice on all matters relating to registration, including enhancements to the underlying systems and processes. The manager oversees and leads the registration team through recruitment, supervision, training and performance management. The Manager reflects a can-do attitude, embraces change and is flexible with new challenges. This role sets and monitors compliance with performance standards which balance due diligence, attention to detail and strong customer service.

Key Competencies

Service Excellence - ability to identify and understand stakeholder issues and be responsive in a timely and professional manner by providing information and/or solutions to stakeholders' issues or concerns;

Innovation - a creative and strategic mindset with ability to identify and understand underlying challenges & opportunities and transition into a practical path for implementation; a change leader who can embrace and influence positive change within an organization;

Teamwork - a consummate team player who consistently demonstrates the value of teamwork by contributing to a positive work environment through considerate, tactful and ethical interactions consistent with the values of the organization;

Functional Expertise – thorough knowledge of the travel marketplace and regulatory environment, demonstrated experience and expertise in understanding and interpreting the detailed requirements around registration, and the intricacies of a diverse registrant base.

Duties and responsibilities

- Key resource to management on all registration matters;
- Lead and manage the Registration program and department for all new applications and annual renewals;
- Interface with Registrants on registration application and renewal matters, including problem resolution;
- Manages efficient workflow and application of procedures amongst registration staff;
- Develops and implements policies and procedures that improve effectiveness and efficiency of the department;
- Interpret and apply existing legislation in a fair and accurate manner and ensure compliance to policies and procedures;
- Implement high customer service standards both internally and with registrants through leading by example;
- Respond to registrant issues and/or customer service matters on a timely basis;
- Review and/or process complex and/or problem files and respond to issues with stakeholders;
- Analyze performance metrics and identify trends, problem areas and take appropriate action;
- Bring to the attention of management and the Registrar any concerning trends, issues and/or developing problems;
- Manages daily deposits, refunds and other adjustments in accordance with approval matrix;
- Identify and collaborate with Management and IT to enhance registration systems with a focus on implementing online service delivery;
- Collaborate with Management on future regulatory changes and lead implementation of changes in a transparent, efficient and effective manner;
- Serve as a coach and motivator, including performance management, to help the Registration team grow and develop;
- Represent TICO at trade shows and other events as needed;

Qualifications

- University/College degree in Business Administration and/or equivalent, preferably with a minimum of 8 years related experience managing and/or leading teams;
- Minimum 5 years of experience in a regulatory or related environment;
- Proven leadership and mentoring skills and ability to foster effective team collaboration;
- Innovative mindset who embraces change within a dynamic operating environment;
- Demonstrated experience within a customer service environment and adept in problem-solving, sound judgement and understanding complex business models and registration challenges;
- Excellent interpersonal communication skills with strong writing, oral and comfort presenting in group sessions;
- Working knowledge of MS Office suite of applications and CRM systems and conceptual understanding of computer databases;

- Experience in the travel industry an asset;
- Knowledge and understanding of Ontario regulations governing consumer protection desirable;
- Understanding of the Delegated Administrative Authority model or broader Public Sector;
- Bilingual (French) desirable;

Working conditions

While the physical demands of the role are not unusual for an office environment, the employee must be able to demonstrate and/or accept the following:

- Sitting for extended periods of time while multi-tasking;
- Considerable computer related time performing research and attention to detail;
- Valid driver's license to commute to various stakeholder sites;
- On-demand to respond to after hour communication issues and/or requests.

Direct reports / Key Relationships

The role will report to the VP Operations. This role currently has two direct reports, is expected to grow, and have significant interaction with various other internal and external stakeholders.

Manager:	<i>VP Operations</i>
Approved by:	<i>R. Smart, President & Chief Executive Officer</i>
Date Approved:	<i>March 2019</i>
Review Date:	<i>January 2020</i>
Revision Date:	<i>January 2020</i>