



## Director, Compliance & Consumer Services

# VEHICLE SALES AUTHORITY OF BRITISH COLUMBIA

### Langley, BC

Your commitment to consumer protection and industry compliance will be second to none in the role of Director, Compliance & Consumer Services. In this key senior leadership position reporting to the CEO, you will spearhead the VSA's compliance strategy and lead the administrative investigation team and the licensing and consumer services teams in a dynamic regulatory environment. You have the skills to lead a highly motivated team and to focus enforcement resources on cases that will send strong and clear messages related to education and awareness within the industry.

Specifically, you will establish priorities and mentor, motivate and manage a diverse group of dedicated professionals by exercising sound management and leadership skills; plan and manage the activities of the compliance and investigations department, develop and oversee the strategic and operating objectives of the functional departments to support the VSA's corporate mission and goals; build effective relationships with Canadian and international regulators and represent the VSA nationally on compliance issues.

Highly principled and ethical, you are a lawyer with knowledge of administrative and/or regulatory law. Understanding of the various Acts related to Consumer Protection and Motor Vehicle Dealers would be an asset. You have experience managing a team of professionals as well as conducting or overseeing investigations with progressive enforcement. You also have a solid track record of results and the capacity to build collegial working relationships. You are an excellent problem solver and communicator who strives for continuous improvement and what is best for consumers. A track record of finding innovative ways to improve operational effectiveness in a regulatory or legal environment is essential.

If you are committed to public protection and want to play a leading role within a dynamic and nimble regulatory organization, please send your résumé and covering letter in confidence to **George Madden** and **Jennifer Madden** at [www.pfmsearch.com](http://www.pfmsearch.com).

*The Vehicle Sales Authority of British Columbia (VSA) is an administrative authority delegated by the provincial government to administer and enforce the Motor Dealer Act and its regulations, the Business Practices and Consumer Protection Act as it relates to the sale of motor vehicles, and other related statutes. Founded in 2004 and formerly named the Motor Dealer Council of B.C. (MDC), the agency became one of the first examples of the British Columbia government's new approach for administering public policy through a "delegated administrative authority." It licenses dealerships and sales people, investigates consumer complaints, provides dispute resolution and implements consumer education initiatives to raise the public awareness of their rights and responsibilities when purchasing or leasing a motor vehicle.*



**Vehicle Sales Authority**  
of British Columbia



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