



Job Posting:

Complaints Analyst

Classification: Administrative Officer 18 (Sched A)

Location: Victoria

Salary: from \$50,857.18

Apply your analytical skills and ability to respond to complaints in an organization committed to ensuring fair treatment for all British Columbians.

Reporting to the Manager of Intake and Early Resolution, the Complaints Analyst operates within the boundaries of the delegated authority given by the Ombudsperson, in accordance with policies set out by the Ombudsperson, and with direction on policy and procedural issues provided by the Manager of Intake and Early Resolution and the Director of Intake and Innovation.

In response to a complaint or request for information, the Complaints Analyst records all relevant information and explores all applicable issues. For a complaint, the position refers the complainant to an appropriate public resource or escalates the complaint to appropriate Ombudsperson staff. The Complaints Analyst identifies complaints which are suitable for the Early Resolution Process.

Qualifications:

This position will be of interest to applicants who can demonstrate the required qualifications, including, at minimum, the completion of a relevant diploma or certificate in a one-year post-secondary program, and a minimum of one year of relevant experience. Preference may be given to candidates who demonstrate experience responding to complaints and enquiries from the public regarding government services.

Complete qualifications, including competencies, are outlined in the job profile found at

<https://bcombudsperson.ca/about/careers>.

This competition is for 2 temporary full time assignments of approximately 12 months and 1 possible temporary part time assignment.

Temporary positions may become regular status. An eligibility list may be established to fill similar future vacancies which may be full-time, part-time, temporary or regular status. This position is excluded from union membership. Some travel is required. Successful completion of security screening requirements is required.

To Apply:

Your complete application package must include 3 documents:

- 1. Your Cover Letter**
- 2. Your resume**
- 3. A completed Job Qualifications Grid**

Your cover letter, resume, and job qualifications grid must clearly identify how your education and experience meet the position requirements. Please identify which positions you are relying upon to meet the criteria. When identifying how you meet the position requirements, please pay particular attention to the position description including the selection criteria.

As part of the screening process, your cover letter, resume, and job qualifications grid may be evaluated with respect to the position requirements and for the required written communication skills.

Only those applications received by the Office of the Ombudsperson by email by 12:00 p.m. noon PST on Monday, August 14th 2017 will be considered. Incomplete applications or late applications will not be evaluated or acknowledged, and only those applicants who pass all initial screening requirements will be considered for the next step in the selection process.

Applications must be submitted by email to: Competition43453@bcombudsperson.ca

Competition Req #: 43453

Closing Date: 12:00 p.m. noon (PST) on Monday, August 14th 2017