



The Office of the

ombudsperson

B.C.'s Independent Voice For Fairness

Job Profile:

Complaints Analyst

Classification:	Administrative Officer 18	Position:	00047438
Reports to:	Manager of Intake and Early Resolution	Location:	Victoria
Organization:	Office of the Ombudsperson		

Context:

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.

Job Overview:

The Complaints Analyst is responsible for responding to complaints and requests for information made to the Office of Ombudsperson, by interacting with callers and correspondents, acquiring all relevant information, recording the results, and taking the appropriate action.

Accountabilities:

- Responds to a complaint or request for information by:
 - Respecting the person's particular intellectual/emotional background;
 - Recording relevant details, exploring applicable issues, and providing appropriate information and referrals; and
 - Determining whether or not a complaint is jurisdictional.
- Responds to a jurisdictional complaint by:
 - Referring the complainant to an alternate resource if appropriate (such as a Ministry or Crown Corporation) and then closing the complaint file under the appropriate delegated authority; or
 - Assigning the complaint file to an Early Resolution Officer (for less-complex complaints) or an Ombudsperson Officer (for complaints requiring full investigation).
- Participates in Ombudsperson tours and outreach activities.
- Performs the shared Call Coordinator functions on a rotational basis.

- Performs other duties as required, such as participating in the orientation of new staff, and the distribution of correspondence and complaint files.
- Makes recommendations to management on complaint intake policy and procedures, and assists in identifying broad trends in the nature of complaints.

Qualifications and Competencies:

Education and Experience:

- Minimum completion of a relevant diploma or certificate in a one-year post-secondary program; and,
- Minimum 1 year of relevant experience.
- Preference may be given to applicants who demonstrate experience responding to complaints and enquiries regarding government services.
- Successful completion of security screening requirements, which may include a criminal records check.

Willingness statement:

- Some travel is required.

Knowledge, Skills and Abilities:

- Knowledge of the Ombudsperson Act, the role of the Office of the Ombudsperson, the principles of Ombudship, natural justice and administrative fairness
- Knowledge of government organization and structure, and the application of legislation and policy
- Knowledge of community resources available to complainants
- Effective oral and written communication skills
- Ability to effectively interview complainants in person and on the telephone
- Ability to use appropriate initiative and judgement when directing complainants
- Ability to deal effectively with people with differing abilities and various societal and cultural backgrounds, and with people who may present emotional or aggressive behaviour
- Analyze and evaluate information in order to identify issues and determine an appropriate a course of action
- Be objective and impartial in analysis and communication
- Demonstrate the collegiality and flexibility required within a small working unit
- Enter or retrieve information using standard computer software and proprietary database
- Type at a minimum of 35 words per minute

Competencies:

- **Problem Solving and Judgment** – the ability to analyze problems systemically, organize information, identify key factors, identify underlying causes and generate solutions.
- **Results Orientation** – a concern for surpassing a standard of excellence.

- **Service Orientation** – implies a desire to identify and serve customers/clients, who may include the public, co-workers, other branches/divisions, other ministries/agencies, other government organizations, and non-government organizations. It means focusing one’s efforts on discovering and meeting the needs of the customer/client.
- **Self-Control** – the ability to keep one’s emotions under control and restrain negative actions when provoked, faced with opposition or hostility from others, or when working under stress. It also includes the ability to maintain stamina under continuing stress.
- **Teamwork and Co-operation** – the ability to work co-operatively within diverse teams, work groups and across the organization to achieve group and organizational goals.
- **Flexibility** – the ability and willingness to adapt to and work effectively within a variety of diverse situations, and with diverse individuals or groups. Flexibility entails understanding and appreciating different and opposing perspectives on an issue, adapting one’s approach as situations change and accepting changes within one’s own job or organization
- **Listening, understanding and responding** – the desire and ability to understand and respond effectively to other people from diverse backgrounds. It includes the ability to understand accurately and respond effectively to both spoken and unspoken or partly expressed thoughts, feelings and concerns of others. People who demonstrate high levels of this competency show a deep and complex understanding of others, including cross-cultural sensitivity

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