



Job Posting:

Manager, Intake and Early Resolution

Band 2 - Permanent full-time

Anticipated Starting Salary: \$74,000.00

Victoria, B.C.

Are you a strategic leader committed to ensuring fair treatment of British Columbians? Are you ready to take initiative and work collaboratively to resolve complaints?

If so, apply your skills as Manager, Intake and Early Resolution with the Office of the Ombudsperson.

As the Manager, Intake and Early Resolution you will supervise and support the Intake and Early Resolution Team in performing their function as the first point of contact for members of the public. Within a high-volume environment in which many contacts are with individuals in crisis or experiencing barriers to access or effective communication, the Manager promotes a healthy and productive environment for staff while ensuring adequate position coverage and high quality service. You will be responsible for hiring, training and development of new staff and ongoing mentorship and support for existing team members. You will also be responsible for the development, implementation and updating of Intake and Early Resolution policies and procedures, reporting statistics and complaint issues to Senior Management and contributing to the overall effective functioning of the office through information sharing and collaboration and supporting the team through office-wide change initiatives.

If you are interested in significant and exciting work that supports fairness for all British Columbians, submit your application to join our organization as Manager, Intake and Early Resolution.

QUALIFICATIONS:

This position will be of interest to applicants who can demonstrate the required qualifications, including a university degree in a related discipline, minimum two years of experience responding the complaints about the delivery of public services, and a minimum of one year of supervisory experience or experience leading teams.

This is a permanent full-time position. An eligibility list may be established to fill similar future vacancies in a temporary or permanent, full-time capacity. Temporary positions may become permanent status. This position is excluded from union membership. Over time through performance based in-range movement successful candidates in this competition will have the opportunity to reach the maximum of the salary band (Band 2 \$62,000.18 - \$86,000.25). The starting salary for this position is expected to be approximately \$74,000.00.

TO APPLY:

DO NOT submit your application for this position through the BC Government Hiring Centre website. Applications submitted through the BC Government Hiring Centre will not be considered.

To apply for this position you must submit a complete application package which includes three documents:

- 1) Your Cover Letter;
- 2) Your resume;
- 3) A completed job qualifications grid.

Your resume and job qualifications grid must clearly identify how your education and experience meet the position requirements. You must identify which positions you are relying upon to meet the criteria of experience requirements and how the position meets that criteria. In describing your education and experience, please pay particular attention to the position description including the competencies and selection criteria.

Your resume, cover letter, and qualifications grid may be evaluated as part of the screening process with respect to the position requirement to be able to communicate in writing in an effective manner.

Please complete and attach the required documents in Microsoft Word or PDF format to your e-mail submission. Only complete application packages received by the Office of the Ombudsperson by email through the competition mailbox identified by **12:00 p.m. (noon) (PDT) on Friday, June 15, 2018** 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.

Your application package must be submitted by email to: Competition51253@bcombudsperson.ca

If you have questions related to the competition process, please contact Julia Vossen, HR Advisor, at JVossen@bcombudsperson.ca.

Competition Req #: **51253**

Closing Date: **Friday, June 15, 2018 at 12:00 p.m. (noon) (PDT)**

BC's Ombudsperson - <http://www.bcombudsperson.ca/>