

Job Posting:

Early Resolution Officer

Band 1 - Permanent full-time

Expected Starting Salary: \$55,100.00

Victoria, B.C.

Are you an analytical and empathetic person committed to ensuring fair treatment of British Columbians? Do you want to have a meaningful impact on the lives of members of the public experiencing diverse challenges with public services?

If so, apply your skills as an Early Resolution Officer with the Office of the Ombudsperson.

As an Early Resolution Officer (ERO) you are the first point of contact and analysis for all enquiries and complaints received by the Office of the Ombudsperson. You will work independently within a collaborative team environment to determine an appropriate course of action for the office in responding to diverse members of the public who contact the office by phone, in person, or in writing with concerns about government services and agencies. As an ERO you will use active listening, conflict resolution and interview skills to gather information and conduct preliminary analysis to assess jurisdiction and identify issues for further assessment. You will exercise discretion under the *Ombudsperson Act* and according to office policy to determine whether a complaint should be referred to an external process or resource, or opened for further follow-up.

Where an opportunity is identified to resolve less complex issues within a short time frame through immediate action by a provincial or local government authority, you may conduct Early Resolution investigations. Through a principled approach operating independently of either party, the ERO engages collaboratively with public service employees and complainants to develop solutions through facilitated contact, information exchange, and internal review by public agencies. Where Early Resolution is not appropriate or cannot resolve issues within prescribed timelines, complaints are escalated to investigative staff for further assessment.

QUALIFICATIONS:

This position will be of interest to applicants who can demonstrate the required qualifications, including completion of a relevant post-secondary degree or diploma in a two-year post-secondary program, minimum two years of relevant experience, with preference given to applicants who demonstrate experience dealing with complaints about government services or programs.

This is a permanent full-time position. An eligibility list may be established to fill similar future vacancies in a temporary or permanent, full or part-time capacity. Temporary positions may become full or part-time, 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 (\$53,000.15 – \$74,000.21). Starting salary for this position is expected to be approximately \$55,100.00

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) (PST) on Friday, January 25, 2019** 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: Competition57380@bcombudsperson.ca

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

Competition Req #: **57380**

Closing Date: **Friday, January 25, 2019 at 12:00 p.m. (noon) (PST)**

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