

JOB DESCRIPTION

BCGEU

1. Position No. 82063	2. Descriptive Working Title Complaints Resolution Program Analyst		3. Present Classification AO3
4. Branch Information Management & Technology	5. Department Privacy and Information Services	6. Work Location Hybrid – Site Central	Date Mar 2023
7. Position No. of Supervisor 81086	8. Descriptive Work Title of Supervisor Director, Privacy and Information Services		9. Classification of Supervisor Excluded Mgmt
10. Job Summary:			

Reporting to the Director, Privacy and Information Services, the Complaint Resolution Program Analyst receives and resolves complaints from applicants, tenants, and other clients dissatisfied with any level of the Commission's customer service. He/she/they supports the Complaints Resolution Program Manager with inquiries from the Office of the Ombudsperson, Human Rights Tribunal, and in Complaints Resolution Program projects. This position assists in the development and maintenance of policies and procedures to ensure quality, fairness, accessibility, and consistency in complaints handling.

11. Duties:	
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1. Receives, investigates, responds to and resolves routine inquiries, complaints and other inquiries received through the Complaints Resolution process:
 - Handles and tracks the receipt of a dynamic caseload of customer inquiries, compliments, and complaints.
 - Corresponds with complainants via email, phone, and letter. Ensures complaints are addressed in a timely, fair, and objective manner in adherence to BC Housing policies, guidelines, and procedures.
 - Works closely with the specified business area to investigate, resolve, and respond to complaints as a first-level resolution. Supports front-line staff across the Commission on handling complaints, offering investigation techniques, carrying out root cause analysis and writing responses.
 - Analyzes complaints to determine the appropriate action or options for resolution and makes recommendations to the Program Manager for complaint resolution outcomes. Conducts research of policies, legislation, precedents, and other relevant information that will assist in the resolution of a complaint.
 - Mediates between complainants and specified business area to resolve complaints that were unsuccessful in the first-level resolution process. Gathers and presents all information and recommendations for presentation to the Program Manager or Complaint Resolution Committee.
 - Escalates complex or sensitive complaints to the Complaints Resolution Program Manager as required.
 - Reports on identified complaint trends and risks to the Program Manager.
2. Supports the Complaints Resolution Program Manager in liaising with the Office of the Ombudsperson and in the resolution of matters brought to the Commission's attention by the Ombudsperson. Assists with information retrieval, research, analysis, and correspondence with relevant business units as required.
3. Supports the Complaints Resolution Program Manager in liaising with the Human Rights Tribunal. Assists with researching, gathering information and preparing records for distribution to internal staff and the Commission's legal counsel as required.
4. Supports Complaint Resolution Program projects, including conducting analysis and research, implementation of new or revised policies and procedures, as well as drafting templates and toolkits.
5. Assists the Program Manager in developing training requirements for Complaints Resolution programs, initiatives, and awareness activities. Participates in creating and updating training materials, and assists with training delivery through in-person and online channels.

6. Supports the Privacy and Information Services department in developing, drafting, and updating documents, participating in the execution of training, awareness, and outreach activities.
7. Assists with the preparation and compilation of reports, statistics, and summaries for presentation to branch management, Executive Committee, Board of Commissioners, and other internal and external stakeholders.
8. Acts as backup and provides support for other team members as required.
9. Performs other related duties that do not affect the nature of the job, including participating on project task teams or assisting with special assignments.

STAFFING CRITERIA

1. Position No. TBD	2. Descriptive Working Title Complaint Resolution Program Analyst	3. Present Classification AO3
4. Education, Training and Experience		

Diploma in Information Management, Public Administration, or other relevant discipline.

Sound experience in a front-line or customer service role, managing caseloads and working in a high-volume environment.

Or an equivalent combination of education, training, and experience acceptable to the Employer.

5. Knowledge, Skills and Abilities

Core Competencies

- Personal Effectiveness
 - Communication
 - Results Oriented
 - Teamwork
 - Service Oriented
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- Working knowledge of FIPPA legislation, the Human Rights Code, the Homeowner Protection Act and other legislation that impacts the Commission's work
 - Sound experience in interpreting and applying government legislation, policies, and directives
 - Ability to learn, understand and interpret legislation and acts and apply knowledge and interpretation in decision-making
 - Ability to learn and understand the Commission's policies, processes, and business operations
 - Ability to communicate clearly, in both oral and written communications, and provide complex and sensitive information where there may be significant barriers to acceptance
 - Ability to develop effective trust-based working relationships with internal staff
 - Ability to be flexible and have excellent interpersonal skills
 - Ability to utilize diplomacy and tact in dealing with confidential matters
 - Ability to demonstrate patience and respect in conflict resolution, and problem-solving skills when interacting with complainants from diverse backgrounds
 - Ability to manage multiple issues and files simultaneously
 - Ability to resolve issues and make effective decisions in a fast-paced, results-oriented environment
 - Ability to work independently and in a team environment
 - Ability to build strong and trusting relationships staff at all levels of the Commission
 - Ability to analyze, investigate, and resolve complaints
 - Good conflict resolution skills
 - Good organizational and planning skills
 - Criminal Record Check required