

Public (when completed)

Common Government

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New

Ministry

Describe: Basic Job Details

Position

Position ID

Position Name (200 character maximum)

Requested Class

Job Focus

[?](#)

Supervisory Level

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

[?](#)[?](#)[?](#)

Employee

Employee Name (or Vacant)

Organizational Structure

Division, Branch/Unit

Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Supervisor's Current Class

Design: Identify Job Duties and Value

Job Purpose and Organizational Context [?](#)

Why the job exists:

Reporting to the Manager, Complaints Unit, the Complaints Officer is a supervisory contact who manages divisional complaints and their associated correspondence. This position acts under the scope of Continuing Care Act (CCA) and manages any issues within scope of the CCA, regulations and standards thereunder that are forwarded to the department, and profiles, triages, and resolves external stakeholder complaints related to alleged contraventions to CCA, its regulations and/or the standards. The Complaints Officer operates independently, while working collaboratively with subject matter experts (SME) from different program areas on complex files. In scenarios requiring program area expertise, the complaints officer consults with those SMEs, while continuing to lead response efforts.

The Complaints Officer helps shape external communications by responding to a range of incoming divisional complaints, and collaborates with internal stakeholders to identify effective,

consistent and proactive approaches to solving the concerns of Albertans.

Overseeing a team of Intake officers, the Complaint Officer uses their direct knowledge of incoming complaint trends to flag emerging issues with divisional leadership and ensures accurate complaint profiling to support robust reporting. They use quantified data to develop and revise complaint policies and processes, and cultivates an awareness of current events to forecast potential complaint pressures and develop proactive messaging and strategies. Understanding of key collateral agencies and authorities of Licensing and Compliance Monitoring (LCM) is required.

This position plays a critical role in establishing, implementing, integrating, and monitoring effective business and communication processes. The Complaint Officer works under high pressure to provide timely and accurate advice on current and emerging issues and ensures information is elicited from the affected program areas in an efficient, effective and accurate manner. A strong understanding of communications, policy and organizational issues is required.

Significant interaction is required with various divisional SMEs and with other key staff at all levels, ensuring reporting and documents accurately reflect progress on day to day operations of LCM.

Responsibilities

Job outcomes (4-6 core results), and for each outcome, 4-6 corresponding activities:

Complaints Officers acts as the primary point of contact for incoming complaints to the Continuing care division, and ensures complaints are actioned in a timely and appropriate manner.

- Determines the severity and complexity of a complaint using an evaluation matrix, or other tools as required; provides input to update the matrix to improve accuracy over time.
- Assesses the nature of incoming complaints.
- Monitor's the calls and work of the Intake Officers' to ensure complaints are responded to accordingly
- Identifies complaint files appropriate for expedited service as well provide appropriate referrals if complaints are in scope of LCM's collateral authorities
- Uses complaints tracking systems to capture accurate information about incoming requests to facilitate reporting; responsible for assessing overall accuracy and completeness of data entered on complaint files; initiates the correct recording of information in specific databases.
- Reviews, verifies, and assesses documentation and records received from clients/Albertans, program areas, and other Government of Alberta stakeholders; takes appropriate action to initiate, follow up, and finalize complaints with the proper documentation; reviews and actions any amendments(s) to complaints files.
- Works with divisional program areas on complex files that require SME involvement; conducts quality assurance to ensure outgoing complaints correspondence aligns with key messages.
- Liaises with program areas to ensure consistency across similar or frequent complaints.
- Uses de-escalation and relationship building strategies with complainants.
- Leads complaints resolution tasks from start to finish.
- Supports and adheres to operational goals and meets both defined response timelines and productivity targets.
- Uses escalation paths in as required.

Complaint procedures and processes are developed and maintained to support service delivery excellence. Program Areas are supported to engage in ongoing quality improvement activities.

- Maintains and/or revises complaint resolution practices and procedures by ensuring they reflect current trends, directions, and best practices to incorporate service quality dimensions.
- Identifies issues and trends that may require possible changes to standards/practice/policy.
- Conducts analysis to identify potential changes to practices to address systemic issues; engages with the Business Support team where required to ensure coordinated process reviews and updates.

- Monitors activities to ensure compliance to policy and consistency in application.
- Establishes strong working relationships and stakeholder engagement with internal partners and stakeholders.
- Identifies service challenges and develops processes to meet needs and bridge gaps.
- In partnership with the program areas, develops procedures and protocols to deal with new or changing needs.
- Develops standard operating procedures for approval and supports their implementation.
- Provides training to frontline staff, supervisors, managers, and CC divisional staff on complaints resolution policies and best practices, as required.

Facilitates Issues Management:

- Liaises with Issues Coordinators to ensure responses to the public are reflecting that the department is taking a coordinated approach in liaising/corresponding with external stakeholders.
- Supports the preparation of responses to Ministerial, DM, or ADM inquiries which includes reviewing and editing Action Requests/Briefings.
- Serves as key liaison with front line program area staff on issues as they emerge, and provides update and briefings to Management.
- Ensures that timely and regular information is provided to the Manager, Complaints Unit and the leaders of the relevant program areas.
- Works collaboratively with the leadership team and service delivery staff to foster communication and collaboration across programs.
- Raises awareness of emerging issues that are complex, politically charged, or represent a potential program risk.

Provides conflict resolution expertise:

- Works with management and staff to resolve complaints and concerns and provides direction as required.
- Uses de-escalation and conflict resolution techniques to resolve client inquiries in a calm and professional manner.
- Provides a high level of service excellence in a dynamic environment.

Supports the Manager of Complaints Unit to achieve branch, division and ministry goals

- May be asked to assist with corporate or strategic integration projects to ensure a divisional approach.
- Supports unit planning and reporting activities.
- Uses knowledge of incoming complaint trends to flag emerging issues with divisional leadership.
- Ensures accurate complaint profiling to support robust reporting.
- Uses quantified data to develop and revise complaints policies and processes.
- Cultivates an awareness of current events to forecast potential complaint pressures and to develop proactive strategies and messages.

Problem Solving 

Typical problems solved:

Issues addressed through this role range from the day-to-day operations to emergent challenges arising from issues both internal and external to government.

- Fielding, triaging, escalating, tracking and leading the resolution of public complaints.
- Forecasting incoming complaints using statistics, trends and an awareness of the socio-political landscape of Alberta.
- Working collaboratively to identify solutions to challenges faced by Albertans residing in Continuing Care or Supportive Living accommodations.
- Communicate professionally with complainants in a manner that aligns with the key messages of the division, ministry and government.

- Provide guidance to maintain positive working relationships between different branches and units in the Division.
- Key issues impacting work of the Branch and Division are determined from input, technology and social trends.
- Initiates and develops process to accommodate new directions, repositioning and personnel changes.
- Position will require a broad and thorough knowledge of LCM programs and services in order to assist Albertans and determine the appropriate teams to engage in issues resolution activities.
- Requires the ability to prioritize in a fast-paced environment, high-volume environment.

Types of guidance available for problem solving:

Guidance for the Complaints Officer role will be minimal. This is a leadership position and intended to provide guidance to the direct reports. Some guidance may be sought from the Manager Complaints Unit. However, there is a high volume of complaints and other strategic priorities that requires independence and the ability to think critically.

Direct or indirect impacts of decisions:

Decisions made and work done in this role directly affect leadership's ability to be informed on issues with accurate and timely information.

Key Relationships 


Major stakeholders and purpose of interactions:

Branch Directors - Regular and ongoing - provide and obtain information on program issues.

Manager, Complaints Unit - Daily - provide direction.

Branch staff - ongoing - manage various projects. Coordinate and obtain input and promote collaboration and communication within teams and branches.

Assistant Deputy Minister's Office - Regular and Ongoing - Obtain and provide direction and clarification. promote collaboration and communication within the Branch and across the Division.

Required Education, Experience and Technical Competencies 

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
Bachelor's Degree (4 year)	Business		

If other, specify:

Job-specific experience, technical competencies, certification and/or training:

- This position requires a post-secondary diploma/degree in business administration or related field combined with a minimum of five years of related experience.
 - The incumbent requires knowledge and understanding of
 - o Internal administrative policies, process and practices.
 - o Complaints resolution and de-escalation
 - o Issues management.
 - o Project Management
- Skills and Abilities**
- Ability to build productive relationships within the Division, Ministry and other external stakeholders.

- Ability to analyze issues and findings to identify actions and solutions.
- Ability to provide support to Branch and Division staff.
- Strong communication and interpersonal skills.
- Strong de-escalation and conflict resolution skills.
- Ability to clarify and resolve issues.
- Strong time management skills to prioritize and balance multiple demands in short time frames.
- Exceptional attention to detail to ensure accuracy of issues and response pertaining to Action requests.
- Ability to remain self-motivated and work with minimal supervision.
- Familiarity with Traffic Safety issues in Alberta.
- Awareness of the socio-political landscape of Alberta.
- Strong attention to detail within a fast-paced environment.

Behavioral Competencies ?

Pick 4-5 representative behavioral competencies and their level.

Competency	Level					Level Definition	Examples of how this level best represents the job
	A	B	C	D	E		
Drive for Results	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Takes and delegates responsibility for outcomes: <ul style="list-style-type: none"> • Uses variety of resources to monitor own performance standards • Acknowledges even indirect responsibility • Commits to what is good for Albertans even if not immediately accepted • Reaches goals consistent with APS direction 	
Build Collaborative Environments	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Collaborates across functional areas and proactively addresses conflict: <ul style="list-style-type: none"> • Encourages broad thinking on projects, and works to eliminate barriers to progress • Facilitates communication and collaboration • Anticipates and reduces conflict at the outset • Credits others and gets talent recognized • Promotes collaboration and commitment 	

Systems Thinking	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	Takes a long-term view towards organization's objectives and how to achieve them: <ul style="list-style-type: none"> • Takes holistic long-term view of challenges and opportunities • Anticipates outcomes and potential impacts, seeks stakeholder perspectives • Works towards actions and plans aligned with APS values • Works with others to identify areas for collaboration 	
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Benchmarks 

List 1-2 potential comparable Government of Alberta: [Benchmark](#)

Assign

The signatures below indicate that all parties have read and agree that the job description accurately reflects the work assigned and required in the organization.

Employee Name	Date yyyy-mm-dd	
Supervisor / Manager Name	Date yyyy-mm-dd	Supervisor / Manager Signature
		
		<div style="display: flex; justify-content: space-around;"> <div style="border: 1px solid black; background-color: #0070c0; color: white; padding: 5px 15px; border-radius: 3px;">Remove Signature</div> <div style="border: 1px solid black; background-color: #0070c0; color: white; padding: 5px 15px; border-radius: 3px;">Add Signature</div> </div>
Director / Executive Director Name	Date yyyy-mm-dd	Director / Executive Director Signature
		
		<div style="display: flex; justify-content: space-around;"> <div style="border: 1px solid black; background-color: #0070c0; color: white; padding: 5px 15px; border-radius: 3px;">Remove ADM Signature</div> <div style="border: 1px solid black; background-color: #0070c0; color: white; padding: 5px 15px; border-radius: 3px;">Add ADM Signature</div> </div>
ADM Name	Date yyyy-mm-dd	ADM Signature
		<div style="display: flex; justify-content: space-around;"> <div style="border: 1px solid black; background-color: #0070c0; color: white; padding: 5px 15px; border-radius: 3px;">Remove DM Signature</div> <div style="border: 1px solid black; background-color: #0070c0; color: white; padding: 5px 15px; border-radius: 3px;">Add DM Signature</div> </div>
DM Name	Date yyyy-mm-dd	DM Signature