

# COMPLAINT OFFICER

## Full-Time Permanent

Our regulatory client, located in North York, is seeking an organized and experienced **Complaint Officer** to join their team. In this role, you will carefully intake and review all verbal and written complaints and appropriately resolve them in a fair and prompt manner.

As the Complaint Officer, you will act as the main point of contact for all complaints; record and evaluate complaints to determine appropriate course of action; track the progress on the complaint files and update the database management system; and ensure consumers are given an appropriate decision. A strong understanding of regulatory legislation and guidelines will guide you to resolve complaints within established service standards. You will also use your exceptional attention to detail to ensure all supporting information is collected, data and statistics are compiled into reports and all complaint policies and protocols are adhered to.

Additionally, you will use your leadership skills to oversee root-cause analyses of complaints and conduct data integrity reports to propose efficient solutions to issues that will improve existing processes.

## QUALIFICATIONS

- Thorough understanding of complaint intake processes and procedures within a not-for-profit and/or regulatory compliance and enforcement environment
- Demonstrated ability to understand and apply policies, procedures and legislation to complaint processes and ability to learn new regulatory legislation and guidelines
- Well-developed analytic skills, strong organizational skills and a high attention to detail
- A customer service focus with strong judgement and tact and experience acting as the first point of contact for complaints
- Exceptional communication to appropriately respond to consumers in a professional and empathetic manner
- Ability to multi-task and respond to changing priorities in a busy environment
- Proficiency in a variety of software applications, including database management, filing and tracking, and Microsoft Office suite
- Bilingualism is an asset

## HOW TO APPLY

To indicate your interest in this position, please submit your cover letter and resume to [compliance@hrassociates.ca](mailto:compliance@hrassociates.ca) by August 8<sup>th</sup>, 2019. Resumes will be screened on a rolling basis. For more information about the position or if you require an accessibility accommodation, please contact Luciana Da Silva at 416-237-1500 x.266.