

Under the leadership of the Complaints Director, the Complaints Resolution Advisor is responsible to the complaints team as the first person of contact for triage and resolution of incoming complaints, concerns, and complaint process inquiries. The Complaints Resolution Advisor assesses concerns and then advises the complainant about the college's complaint resolution process, responds to inquiries, and resolves concerns at first contact whenever possible. The Complaints Resolution Advisor coordinates and manages all open issues of public concern and formal complaint cases and supports the Complaints Director and other members of the complaints team.

The Complaints Resolution Advisor is also responsible for providing backup and assistance to the Professional Practice Analyst in supporting the Professional Practice Director and the professional practice team when required.

Key duties and responsibilities

Complaints Resolution (primary)

- Act as the first person of contact for incoming complaints, concerns, or inquiries pertaining to the complaint process and provide first line triaging of reported complaints.
 - Guide complainants and respondents in navigating the complaint process and finding resolution to concerns.
 - Provide information and guidance to the complainant about the college's standards, code of ethics, legislation, and the complaints resolution process.
- Independently resolve the majority of the concerns and inquiries as issues of public concern.
- Monitor and manage all complaints and issues of concern.
- Analyze cases and either refer to the Complaints Director for review or send a complaint reporting form to initiate a formal complaint.
- Monitor the progress of complaint cases to ensure completion, consistency, timely resolution, and proactive reporting to the Complaints Director.
- Ensure timely, concise, complete, and accurate documentation of all incoming inquiries, complaints, and concerns.
 - Create, capture, and retain documents (physical and electronic) as per records management policy.
 - Create new complaint files (physical and electronic) and ensure all steps are completed, including file closure.
 - Draft formal complaint letters for the Complaints Director to review and amend as required.
 - Manage oral complaint records recordings, including transcription as required.
 - Ensure an accurate and complete complaints register.
 - Review complaint cases and reports in registrant database quarterly to ensure all resolved cases are closed and assigned a resolution type.
- Manage a complaint satisfaction survey process.
- Maintain and manage department performance measures.
- Train and support ACP team members regarding the complaint and assessment database modules.
- Assist in active complaint investigations as needed.

Professional Practice (backup)

The Complaints Resolution Advisor will be cross-trained to provide primary backup coverage to the Professional Practice Analyst and will:

- act as first point of contact for inquiries about pharmacy assessments and consultations;
- collaborate with the registration assessors to facilitate practice site assessments;
- coordinate and monitor assessment cases, and work with the director to ensure quality assurance including case completion and timely resolution of outstanding deficiencies; and
- provide administrative support to the professional practice team.

General

- Handle general inquiries from the public and registrants and provide reception coverage as required for vacation, flex time, and sick leave.
- Other duties as required.

About You

- You have excellent written and verbal communication skills.
- You demonstrate excellence in customer service; you are empathetic and understanding.
- You are detail oriented and accurate.
- You possess excellent analytical and problem-solving capabilities.
- You have strong planning and organizational skills.
- You are committed to teamwork and collaborate well with others.
- You are self-motivated and can work independently.
- You have strong facilitation and mediation skills.
- You have intermediate to advanced skills in MS Word and Excel with the ability to learn new software quickly.
- You are familiar with relational databases.
- You can accurately transcribe dictation.

Qualifications

- Completion of a college diploma in office or business administration.
- Experience in preparation of high-quality reports and correspondence.
- Three to five years' experience in a similar role.
- Education or training in arbitration, mediation, or quality assurance would be an asset.

An equivalent combination of education and experience may be considered.

About us

The Alberta College of Pharmacy (ACP) is the regulatory body for pharmacists, pharmacy technicians, and licensed pharmacies in Alberta. We are responsible for quality pharmacy care through developing and enforcing pharmacy practice standards and guidelines. We also ensure only qualified pharmacy professionals are licensed and that all pharmacies provide a practice environment that supports quality practice and patient safety. It's a big responsibility.

ACP is a global leader in the advancement of pharmacy practice. Alberta's pharmacy professionals have the broadest scope of practice in North America. You could say ACP is a trail blazer. Our team members are collaborative, thoughtful, respectful, encouraging, and committed to quality. In fact, that's our team charter, which was created by our team members. ACP offers competitive compensation and benefits.

Applying to ACP

Ashley Edwards Scott
Manager of Human Resources and Culture
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Along with your resume, please submit a cover letter outlining why you're interested in the opportunity and how your work experience has prepared you to succeed in the role. Submissions without a cover letter will not be considered.

By applying for this position, you are confirming you possess either Canadian Citizenship, permanent resident status, or a valid work permit. Please note that the successful candidate will be required to provide a Criminal Record Check satisfactory to ACP.

This job posting will remain open until a suitable candidate is found. We thank all applicants for their interest in ACP, however, only those selected for an interview will be contacted.