



## College of Physicians and Surgeons of British Columbia

300-669 Howe Street  
Vancouver BC V6C 0B4  
[www.cpsbc.ca](http://www.cpsbc.ca)

Telephone: 604-733-7758  
Toll Free: 1-800-461-3008 (in BC)  
Fax: 604-733-3503

## JOB DESCRIPTION

### Administrative Assistant, Complaints and Practice Investigations (5-month contract)

#### POSITION SUMMARY

Reporting to the clinical manager and in accordance with College policies and procedures, the administrative assistant is responsible for assisting complaints assistants with complaint files and providing clerical support for the daily activities of the complaints department and other College departments as needed.

#### DUTIES AND RESPONSIBILITIES

Duties include but are not limited to the following:

- managing complaint files
  - creating physical files upon receipt of new complaints
  - organizing documents within closed complaint files
  - identifying medical records within complaint files for file retention purposes
- proofreading of decision letters
  - review written summaries and conclusions ensuring documents are well organized, accurate, consistent, in compliance with applicable regulations, and adhere to the College's *Editorial Style Guide* and writing standards
- liaising with and scheduling meetings at the direction of the complaints manager
  - contacting registrants directly or through their legal counsel to arrange interviews or practice investigations
  - tracking the progress of practice investigations in complaint's databases
- performing other related duties as required
  - office support (filing, photocopying, data entry)
  - photocopy and distribute complaint file documents as necessary
  - other administrative duties as required

## SKILLS AND QUALIFICATIONS

Required skills and qualifications include the following:

- successful completion of grade 12 supplemented by a two-year office administration diploma or equivalent combination of education and experience; post-secondary education is advantageous
- a background in health care or familiarity with medical terminology is an asset
- working knowledge of Microsoft Office applications including Word, Outlook and Excel
- high level of attention to detail, with demonstrated ability to multi-task in a fast-paced environment
- ability to work both independently and as a team member
- excellent editing and proofreading skills
- ability to organize and set work priorities
- ability to maintain a calm demeanor during busy or stressful times
- ability to exercise good judgment in recognizing scope of authority and protecting confidential information is a must
- previous experience interacting with patients or the public is an asset

The College of Physicians and Surgeons of British Columbia has been recognized as one of BC's top employers since 2011 and one of Canada's top 100 employers since 2014. Our goal is to attract, develop and retain highly-talented employees. We offer an excellent working environment, opportunities for personal and professional growth, and a comprehensive benefits package.

All applications for this position must be submitted online at <https://www.cpsbc.ca/about-us/careers>.

We thank all applicants for their interest; however, only those selected for an interview will be contacted.