

**Intake Administrator**

**AO 15**

**Salary range: \$57, 296.54 - \$64, 805.30 annually**

**Regular Full-Time**

**Victoria, BC**

The Intake Administrator is a public-facing position responsible for completing intake services for the Office of the Police Complaint Commissioner. This position receives, reviews and validates incoming submissions/complaints, clarifies complaint information with clients, and makes initial determinations or recommendations within established criteria and guidelines. This position is also responsible for connecting complainants or affected persons with specific needs, or those who experience barriers to access, with approved external organizations who can provide appropriate support relevant to their involvement in the police complaint process.

**Qualifications**

This position will be of interest to applicants who demonstrate the following:

**Required Qualifications:**

- Grade 12 graduation or equivalent.
- Experience interpreting and applying legislation and policy.
- Experience providing service to members of the public who may present with challenges, mental illness, physical or cognitive impairment and/or personal crisis.
- Demonstrated proficiency in verbal and written communication, tact and patience.
- Demonstrated experience with word processing and database applications.
- Successful completion of security screening requirements of the BC Public Service, which may include a criminal records check, and/or Criminal Records Review Act (CRRA) check, and/or enhanced security screening checks as required by the ministry (Note: It is important that you read the job posting carefully to understand the specific security screening requirements pertaining to the position).

**Preferred Qualifications:**

- Individuals who have one year or more of experience providing service to members of the public who may present with challenges, mental illness, physical or cognitive impairment and/or personal crisis.
- Individuals who have the ability to understand and explain complex legal processes.
- Individuals who have one year or more of experience including experience preparing, proofing and formatting documents such as reports, briefing notes, and letters.
- Individuals with experience or training in trauma informed and cultural safety practices and/or Mental Health First Aid.
- Individuals who have fluency in more than one language.
- Individuals who self-identify as a woman, visible minority, Indigenous person, person with a disability, person of diverse sexual orientation, gender identity or expression (LGBTQ2S+), or person who may contribute to diversity in the BC Public Service.

Complete qualifications, including competencies, are outlined in the job profile, which can be found linked at the bottom of this page.

This posting is for one permanent full-time position. An eligibility list for similar temporary or permanent future opportunities may be established. Temporary positions may become full or part-time, permanent status. This position is excluded from union membership.

**The OPCC seeks to foster an inclusive work environment that values diversity, equity, inclusivity and respect. It is our goal to have a workforce that reflects the British Columbians we serve. To support employment equity and diversity in the workplace, we welcome applications from all groups. This includes women, visible minorities, Indigenous Peoples, persons with disabilities, persons of diverse sexual orientation, gender identity or expression (LGBTQ2S+), and others who may contribute to diversity in the BC Public Service. Qualified applicants from under-represented groups are encouraged to apply.**

Applicants who identify as Indigenous may choose to seek assistance with their application by accessing the [Indigenous Applicant Advisory Service](#) available through the BC Public Service.

**TO APPLY:**

**Your application package must be submitted by email to [Recruitment@opcc.bc.ca](mailto:Recruitment@opcc.bc.ca), quoting the competition number 99967 in the subject line.**

To apply for this position, you must submit a complete application package, which includes:

- 1) Cover Letter

- 2) Your resume
- 3) A completed Employment Application Form

Your application package must **clearly** demonstrate how your education and experience meet the position requirements and preferred qualifications. You must identify which positions you are relying upon to meet the criteria of relevant experience and how the position meets that criteria. In describing your education and experience, please pay particular attention to the job profile, including the competencies and qualifications. The OPCC recognizes unique styles, perspectives, beliefs and creativity that support a diverse, respectful, inclusive and collaborative work environment. We encouraged you to highlight these in your cover letter to us.

Following the instructions above, only those applications received by **12:00 pm PDT (noon) on Monday, May 8<sup>th</sup>, 2023** will be considered. Incomplete applications or late applications will not be evaluated or acknowledged, and only those applicants who pass all initial screening requirements will be considered for the next step in the selection process. In addition to evaluation of your relevant knowledge, skills and abilities, your cover letter, resume and Employment Application Form will be evaluated as part of the screening process with respect to the position requirement to be able to communicate in writing in an effective and clear manner. Candidates may be required to complete a written assignment or other assessment(s) as part of the selection process.

To apply for this position, you must be eligible to work in Canada. You must be a Canadian citizen or permanent resident of Canada or authorized in writing to work in Canada under the federal *Immigration Act*. For further information, please refer to the [BC Public Service website](#).

If you have questions related to the application process, please email the HR team at [Recruitment@opcc.bc.ca](mailto:Recruitment@opcc.bc.ca), quoting the competition number **99967** in the subject line.

## Office of the Police Complaint Commissioner

*Effective and accessible civilian oversight that builds trust in police accountability.*

[www.opcc.bc.ca](http://www.opcc.bc.ca)