

## JOB DESCRIPTION

<b>Job title</b>	Complaints Officer
<b>Reports to</b>	Vice President, Operations

### Job purpose

A Complaints Officer responds to inquiries and consumer complaints against TICO registrants and communicates and mediates with stakeholders in a professional manner with the goal of reaching an equitable resolution. The Complaints Officer is responsible for processing consumer complaints and ensuring that all supporting documentation and information is received from all parties involved to allow a thorough examination and assessment of the circumstances to determine whether there are any issues or conduct of non-compliance by a TICO registrant.

### Key Competencies

The individual must be a self-motivated individual with great interpersonal skills and will also possess:

**Communications** – Excellent communication skills, both written and verbal. The ability to convey information clearly, effectively and in a professional manner.

**Teamwork** – Ability to work collaboratively in a respectful and considerate manner that supports a cohesive and positive work environment consistent with the values of the organization.

**Service Excellence** - Ability to identify and understand stakeholder issues and be responsive in a timely and professional manner by providing information and/or solutions to stakeholders' issues or concerns.

**Accountability:** Ability to work efficiently and effectively by achieving deliverables within established time frames by adhering to procedures and by being responsible for one's actions.

**Innovation** – Demonstrates a proactive approach to recommend and/or embrace new ideas, methods or solutions for progress and advancement of the organization.

**Functional Expertise** – embodies the required knowledge and experience to successfully perform and achieve objectives in an efficient and professional manner.

### Duties and responsibilities

- Respond to inquiries and communicate by telephone, in writing or in person with consumers and registrants by providing information, advice and guidance concerning the *Travel Industry Act, 2002* and the Regulation in relation to consumer complaints against TICO registrants.

- Distribute complaint forms to consumers who have experienced circumstances that may involve possible compliance related issues against TICO registrants.
- Prepare and distribute acknowledgement letters to complainants who have submitted a complaint form to TICO.
- Review and examine complaint files received to determine whether sufficient information and/or supporting documentation is present to process the file.
- Identify and document provisions under the Travel Industry Act, 2002 and/or the Regulation that may pertain to the circumstances.
- Prepare correspondence to registrants and complainants in a professional and timely manner to address the issues raised in each complaint including any provisions of the Act and Regulation that may be applicable.
- Maintain complaint files in chronological order with all relevant supporting documentation, ensuring all communications, correspondence, notes and telephone reports are documented and maintained in a professional manner to support further administrative or legal action such as a Notice of Proposal to Revoke or an Investigation Order, if required.
- Refer complaint files with possible breaches of the Travel Industry Act, 2002 and/or Regulation to the Compliance Department for further review.
- Maintain statistical information in relation to the number and types of complaint calls received at TICO for monthly operational report.
- Bring to the attention of Management any compliance issues, incidents or developing trends of concern that require consideration for further action or internal review of established policies.
- Maintain and keep current TICO's database of all complaint files with all corresponding actions, activities, decisions and outcomes.
- Provide testimony at LAT/POA hearing as required.
- Assist with miscellaneous special projects or initiatives, as needed.
- Other duties as required

## **Qualifications**

- Education: Post Secondary Diploma or Degree preferred
- Demonstrates effective organizational skills and the ability to multitask and handle a case load of files.
- Excellent command of the English language, both verbal and written.
- Excellent customer service skills and the ability to deal with the public and difficult/challenging situations in a professional manner.
- Mediation/negotiation skills are an asset.
- Demonstrate strong analytical/judgement and problem solving abilities.
- Self-starter who demonstrates attention to detail including documenting files.
- Demonstrates flexibility and the ability to work independently or work effectively as part of a team environment.
- Bilingual in French desirable
- Knowledge and experience of the travel industry is an asset.
- Knowledge of the *Travel Industry Act, 2002* and Ontario Regulation 26/05 an asset.
- Proficient in Microsoft Office products, the internet and use of a computer.

### **Working conditions**

The environment and physical demands are not uncommon to the typical office setting. Depending on the tasks at hand, an average day may include extended periods of sitting and/or standing. From time to time some light lifting may be necessary.

### **Direct reports / Key Relationships**

The position will report to the Vice President, Operations. There are no direct reports.

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