



Overview

As we move through a period of exciting transformation and organizational change, Professional Engineers Ontario (PEO) has an immediate opening for a **Complaints & Investigations Analyst**.

Under the authority of the *Professional Engineers Act*, and as the regulator of professional engineering in Ontario, PEO licenses and governs over 91,500 licence and certificate holders throughout the province. PEO's mission is to regulate and advance the practice of engineering to protect the public interest. With a talented, multidisciplinary staff of over 100, PEO's vision is to be a trusted leader in professional self-regulation.

Position Summary

Reporting to the Manager, Complaints & Investigations, the Complaints and Investigations Analyst will be responsible for helping to maintain complaint files and collaborating with the director, managers, investigators, and other staff with respect to the daily activities of the department.

The Complaints and Investigations Analyst will work closely with, and receive assignments, mentoring and functional guidance from, the Regulatory Compliance Coordinator.

Responsibilities

Maintain Complaint Files

- Set up of initial files with Aptify, SharePoint, and request of files (and other data storage / case management systems to be deployed in future).
- Close and archive complaint files.
- Take clear, legible notes during interviews.
- Respond to inquiries from parties, stakeholders and members of the public regarding the complaint process.
- Assist with the preparation of files and materials for the Complaints Committee.
- Scan and save complaint file documents to electronic record.
- Respond to incoming emails within defined timelines.
- Organize/file/tag emails for easy searching for reference and record keeping.
- Track and follow up on further actions arising from case conclusions, decisions and orders.

Provide administrative and clerical support to the Complaints & Investigations Department

- Draft correspondence and other documents or reports.
- Coordinate schedules within the department and resolve meeting conflicts.
- Track invoices related to external counsel, independent experts, consultants, Complaints Committee meetings and other departmental expenses.
- Coordinate and make logistical arrangements for department and committee meetings (i.e. catering, accommodation reservations, meeting information dissemination, etc.)
- Draft, format and/or edit correspondence, meeting minutes, presentations, reports, etc.
- Prepare, review and organize documents and files for evaluation and/or further investigations for CRC (Complaints Review Council), independent experts and external lawyers.
- Liaise with/assist the Licensing Department regarding the enforcement histories of transfer applications.
- Manage CSA publications for staff investigation purposes.
- Provide support to Investigators for enrollment in professional development courses.



- Develop and maintain templated responses for general questions to ensure consistency in communications.
- Respond to correspondence from within and outside of PEO.

Specialized Skills and Knowledge

Education/Qualifications:

- 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.
- Demonstrated ability to work calmly under pressure and to deal with diverse members of the public and other parties in emotional situations.
- Excellent critical thinking, analytical and problem-solving skills.
- Strong interpersonal skills required to successfully facilitate resolution to complex situations.
- Ability to organize and set work priorities and work independently and as a team member.
- Ability to exercise good judgment in recognizing scope of authority and protecting confidential information.
- High level of attention to detail, with demonstrated ability to multi-task in a fast-paced environment.
- Excellent written and verbal communication skills, including editing and proofreading.
- Demonstrated understanding of professional regulation and processes.
- Working knowledge of Microsoft Office applications including Word, SharePoint, Outlook, Excel and Teams.

The following skills and qualifications are considered desirable assets for the position:

- Experience with Aptify, Microsoft PowerBI and using microfiche records.
- A background in investigations, enforcement and/or engineering.
- Previous experience communicating with licence holders or the public in a regulatory/enforcement setting.
- A strong understanding and appreciation of 'regulating in the public interest'.

We have fully embraced hybrid working, and for us this means coming to the office twice a week. However, if you wish to work in the office more often, you are welcome to do so!

If you are interested in this role, please forward your resume to peocareers@peo.on.ca by July 14, 2024.

At PEO, we recognize that our people are our best asset, including employees from diverse backgrounds and perspectives. We know life isn't linear so there may be gaps or 'nontraditional' employment and we welcome applications from everyone. Accommodation is available upon request for candidates in all phases of the selection process.