



Yukon
Ombudsman



Yukon
Information
and Privacy
Commissioner



Yukon
Public Interest
Disclosure
Commissioner

Office Administrator

Posting Open Date:	November 6, 2023
Posting Close Date:	Open until filled
Location:	Whitehorse, Yukon (onsite in office)
Job Type:	Permanent Full-Time
Classification	AR-09
Salary Range:	\$66,522 to \$76,947 per annum
Benefits:	Extended Health Benefits and 12% in lieu of pension
Workdays/Hours:	Monday to Friday from 8:30 AM to 4:30 PM (7.5 hrs/day)
Travel Bonus:	\$2,242.00 per year (after 2 years of employment)

Note that this is not a Yukon Government position.

The Office of the Ombudsman, Information and Privacy Commissioner (IPC), and Public Interest Disclosure Commissioner (PIDC) is seeking to fill the position of **Office Administrator**.

The Ombudsman, IPC and PIDC is an independent officer of the Yukon Legislative Assembly and has responsibilities under the *Ombudsman Act*, the *Access to Information and Protection of Privacy Act* (ATIPPA), the *Health Information Privacy and Management Act* (HIPMA), and the *Public Interest Disclosure of Wrongdoing Act* (PIDWA) (Acts). For information about the Offices of the Ombudsman, IPC and PIDC visit us at: www.yukonombudsman.ca.

Under the *Ombudsman Act*, the Ombudsman is responsible to investigate allegations of unfairness made against government and other authorities. The Information and Privacy Commissioner is responsible to ensure government and other public bodies comply with the *Access to Information and Protection of Privacy Act* (ATIPP Act) and health care custodians comply with the *Health Information Privacy and Management Act* (HIPMA). The PIDC is

responsible to investigate disclosures of wrongdoing made by employees of government and other public entities and investigate allegations of reprisals taken against an employee.

As **Office Administrator** and reporting to the Director of Intake and Informal Case Resolution, the position plays a key role in the Office of the Ombudsman, IPC and PIDC by assisting the Ombudsman, IPC and PIDC carry out his mandates. More specifically, the **Office Administrator** is responsible to:

1. Act as the first point of contact for individuals contacting the Office and either assisting or directing them to the appropriate resource.
2. Support the intake function for individuals who wish to make a complaint or a disclosure to our office under the Acts including referring individuals to appropriate third party organizations as required. Tasks include answering the phones and managing the office's general email inbox. Support investigators and the registrar in sending sensitive and confidential electronic materials by the office's secure file transfer system.
3. Assist with office administration including maintaining the quality assurance related to the responsibilities of the position and helping to ensure the efficient operation of an office environment. Tasks include managing invoices, budget coding, asset management, taking meeting notes, editing/proofing of documents, ordering office supplies, coordinating with stakeholders and service providers as required, managing the office's professional subscriptions, etc.
4. Assist the Ombudsman/Commissioner and Director arrange their meetings and travel as necessary, and perform other tasks assigned by the Ombudsman/Commissioner and Director as required.
5. Assist with office communications including participating in outreach activities, assist in developing training and outreach materials under the office's three mandates, assist in maintaining the office's website and social media accounts, work with the Ombudsman/Commissioner and Director to develop and distribute Annual Reports, awareness materials, guidance, reports, and news releases.
6. Maintain the office's records management system including: creating and managing all administrative files (paper and electronic); managing all closed case files (paper and electronic); ensuring files are destroyed according to the retention schedule and maintaining destruction schedules, ensuring materials for archiving are archived, maintaining the retention and classification schedule, developing records management policy and procedure; and training staff on the policy and procedure

Qualifications:

The **Office Administrator** must have:

- exceptional organizational skills and be detail oriented,
- proactive problem-solving skills,
- experience with the MS Office Suite, and Adobe,
- effective writing and communication skills,
- ability to foster and maintain professional working relationships,
- ability to work within a team and independently,
- ability to managing competing priorities in a busy office environment,
- professionalism and good judgement.

To review the detailed job description, visit our [Career Page](#).

Applying for this opportunity

Submit your cover letter and resume to our Office at the email address below. Selection for further consideration will be based solely on the information you provide. Therefore, your cover letter and resume must clearly demonstrate how you meet the qualifications of this position or how your experience is directly relevant to the position as described and supported by your resume. A skills-based evaluation may be required. The successful candidates will be required to affirm an oath of secrecy.

Applicants must be able to work in Canada.

If you have any questions about this position and to apply, email:

Careers@YukonOmbudsman.ca

Thank you for your interested in this position. Only candidates who are selected to move forward in this competition will be contacted.