

## **Regulatory Services Advisor**

### **College of Physicians and Surgeons of Saskatchewan**

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The College of Physicians and Surgeons of Saskatchewan is a statutory agency which regulates the practice of medicine in the public interest.

#### **Opportunity**

Are you empathetic to customer needs in the face of challenges in the health care system? Are you able to keep that perspective and provide support and guidance while actively listening to complaints?

The successful applicant will manage, triage and relay calls from the public, healthcare and other agencies, and physicians seeking assistance and guidance from the College.

Your focus will be on customer service aligned with the mandate of the College of Physicians and Surgeons of Saskatchewan. Public interactions may include persons with educational challenges, mental health issues and cultural variances. The ability to decipher complex situations in the healthcare environment with medical issues, patient concerns with both public and private sectors, and aligning solutions to current legislation and regulations is paramount.

#### **Key Accountabilities**

- Complaint Management
- ADR and Mediation Management
- Customer Service Experience
- Internal and External Relationships

#### **Position Competencies**

- Customer Focus
- Empathetic and Considerate
- Decision Making
- Problem Solving
- Leading and Developing Others

#### **Organizational Competencies**

- Interpersonal skills
- Communications
- Emotional Intelligence
- Initiative
- Teamwork
- Values and Ethics
- Professionalism

Full details are available within the Regulatory Services Advisor Position Profile. Applicants will provide a cover letter and resume, with submission by December 21<sup>st</sup>, 2018, to the Office of the Registrar, at [OfficeoftheRegistrar@cps.sk.ca](mailto:OfficeoftheRegistrar@cps.sk.ca)

**College of Physicians and Surgeons of Saskatchewan**

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