

## CAREER POSTING

<b>POSITION:</b>	Locum Officer
<b>DEPARTMENT:</b>	HEABC Recruitment Solutions
<b>STATUS:</b>	Full-time
<b>CLOSING DATE:</b>	Until filled

Come grow your career with the Health Employers Association of British Columbia (HEABC). We offer a competitive salary, hybrid work environment, excellent health & welfare benefits including pension, generous vacation leave and training and development opportunities.

HEABC takes a provincial leadership role in human resources and labour relations issues management for more than 230 publicly funded health care employers.

HEABC's Recruitment Solutions department has expanded its role to deliver and lead a wide range of provincial recruitment initiatives for key Health Human Resource priorities throughout the province. HEABC Recruitment Solutions is responsible for the administration of a number of Health Human Resource initiatives across the province, including the Locums for Rural BC program (LRBC). LRBC supports and assists physicians and specialists practicing in BC's most rural communities to find practice coverage while they take periods of leave from their practices for continuing medical education (CME), and vacation needs.

**COVID-19 Update:** HEABC offices are open. We offer flexible work location options to most positions. Work location options will be discussed during the interview process. We will continue to closely monitor the situation, and update our website as necessary.

For more information, visit [www.heabc.bc.ca](http://www.heabc.bc.ca), [www.healthmatchbc.org](http://www.healthmatchbc.org) and [www.locumruralbc.ca](http://www.locumruralbc.ca).

### OPPORTUNITY:

Reporting to the Program Manager, Locums for Rural BC Program, the Locum Officer responds to requests from host physicians and the Ministry of Health to match qualified locums to provide temporary locum relief in accordance with the parameters of the LRBC Program. A locum refers to a physician who assumes another physician's practice duties on a temporary basis.

The Locum Officer:

- Provides expert-level customer service and support to host physicians, health authorities and clinics by supporting them with requests for locum assistance.
- Provides expert-level customer service and support to physicians wishing to provide locum relief with their application for placements process. Provides a concierge travel service to locum physicians', which includes advice, assistance and travel bookings.
- Updates and maintains relevant LRBC databases daily.
- Receives, reconciles, and processes financial claim submissions by locum physicians,

### Required Experience:

- Experience consistently delivering exceptional client/customer service, and communicating in a professional, friendly, and articulate manner.
- A high degree of accuracy and attention for detail with the ability to approach work with discretion, confidentiality, patience and tact.
- Ability to expertly manage demanding workloads and meet deadlines as required.

- Team focused, supportive, and foster a positive work environment.
- Excellent English-language communication and interpersonal skills.

#### **Required Knowledge:**

- Successful completion of 2-year post secondary education related to hospitality or business.
- Three years of recent experience in a similar client/customer service or hospitality role, or a combination of education, training and experience.
- Intermediate to advanced knowledge of Word, Excel, Access, PowerPoint, and Outlook.

This position is well-suited to an individual interested in pursuing a career in an interesting segment of the public sector, and who values the opportunity to make a positive public contribution through their work.

#### **HOW TO APPLY:**

If you're looking for a fulfilling and challenging career within a dynamic organization, please submit a cover letter and resume outlining your experience to:

**Human Resources, HEABC**  
**300-2889 East 12<sup>th</sup> Ave**  
**Vancouver, BC V5M 4T5**  
**Email: [careers@heabc.bc.ca](mailto:careers@heabc.bc.ca)**  
**Fax: 604-736-2715**

*HEABC is committed to creating a diverse work environment that represents a variety of perspectives and skills, where all staff are treated fairly and equitably. We encourage qualified candidates from all races and ethnicities, all genders and sexual orientations, and persons with all abilities to apply. We take seriously our duty to create and sustain a culture that is healthy, accessible and rewarding for all staff, and recognize that the more inclusive we are, the better our work will be.*

The successful candidate must live within commuting distance of our Vancouver office and be fully vaccinated against COVID-19. Proof of Vaccination is required.

We wish to thank all applications for their interest and effort in applying; however, only those candidates selected for an interview will be contacted.