



# Indigenous.Link

Canada's fastest growing Indigenous career portal, Careers.Indigenous.Link is pleased to introduce a new approach to job searching for Indigenous Job Seekers of Canada. Careers.Indigenous.Link brings simplicity, value, and functionality to the world of Canadian online job boards.

Through our partnership with Indigenous.Link's Diversity Recruitment Program, we post jobs for Canada's largest corporations and government departments. With our vertical job search engine technology, Indigenous Job Seekers can search thousands of Indigenous-specific jobs in just about every industry, city, province and postal code.

Careers.Indigenous.Link offers the hottest job listings from some of the nation's top employers, and we will continue to add services and enhance functionality ensuring a more effective job search. For example, during a search, job seekers have the ability to roll over any job listing and read a brief description of the position to determine if the job is exactly what they're searching for. This practical feature allows job seekers to only research jobs relevant to their search. By including elements like this, Careers.Indigenous.Link can help reduce the time it takes to find and apply for the best, available jobs.

The team behind Indigenous.Link is dedicated to connecting Indigenous Peoples of Canada with great jobs along with the most time and cost-effective, career-advancing resources. It is our mission to develop and maintain a website where people can go to work!

Contact us to find out more about how to become a Site Sponsor.

Corporate Headquarters:  
Toll Free Phone: (866) 225-9067  
Toll Free Fax: (877) 825-7564  
L9 P23 R4074 HWY 596 - Box 109  
Keewatin, ON P0X 1C0

# Job Board Posting



Careers.Indigenous.Link

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## Director, Service Delivery

<b>Job ID</b>	<b>99-FB-46-1E-23-B6</b>	
<b>Web Address</b>	<a href="https://careers.indigenous.link/viewjob?jobname=99-FB-46-1E-23-B6">https://careers.indigenous.link/viewjob?jobname=99-FB-46-1E-23-B6</a>	
<b>Company</b>	Ministry Of Citizens&TM Services	
<b>Location</b>	Multiple Locations , British Columbia	
<b>Date Posted</b>	From: 2019-09-11	To: 2019-09-30
<b>Job</b>	Type: Full-time	Category: Public Administration
<b>Languages</b>	English	

### Description

Ministry of Citizens&TM Services

This posting is to establish an eligibility list for future permanent and/or temporary vacancies. We currently have one temporary opportunity until 05/31/2020, which may be extended.

This position can be performed from any of the following communities: Burns Lake, Campbell River, Cranbrook, Dease Lake, Fort St James, Kamloops, Kelowna, Kitimat, Nanaimo, Penticton, Prince George, Quesnel, Smithers, Terrace, Victoria.

Director, Service Delivery

\$90,900.08 â€" \$118,400.03 annually (plus \$35.88 Bi-weekly Isolation Allowance for Burns Lake, \$80.72 Bi-weekly Isolation Allowance for Dease Lake, \$38.87 Bi-weekly Isolation Allowance for Fort St. James, or \$32.89 Bi-weekly Isolation Allowance for Smithers)

Bring your vision, leadership and strategic planning skills to this important role

Service BC Division is government&TM's leading provider of citizen- and business-centered services. Through our province-wide network of over 60 in-person service centres and a province-wide Contact Centre, we provide over 600 services on behalf of close to 40 partner ministries and agencies. The Director of Service Delivery is a senior and integral member of the branch, responsible for implementing a strong service oriented culture and creating an outstanding work environment. This position provides strategic leadership making extensive use of business intelligence, offering strategic insights into citizen expectations, informing the citizen experience, and achieving Service BC&TM's values and goals. The Director of Service Delivery is also recognized as the expert in the integration of cross government citizen services and citizen centered service delivery practice amongst our partner ministries and agencies.

Qualifications for this role include:

â€¢ Progressive related experience in a leadership role overseeing direct client service delivery operations or an equivalent combination of education and experience.

â€¢ Experience in program and service delivery planning and evaluation.

â€¢ Experience balancing program objectives, priorities and budgets.

â€¢ Experience in management of large teams of multi-disciplinary staff in a regional distributed and virtual environment.

â€¢ Experience leading and resolving complex staff and/or client issues.

â€¢ Candidates with a degree in Business Management, Public Administration, Finance, Commerce, or related discipline may be given preference.

### How to Apply

For more information and to apply online by September 30, 2019, please go to: <https://bcpublicservice.hua.hrsmart.com/hr/ats/Posting/view/63825>

Attention: only applications submitted through the BC Public Service&TM's employment website (see link above) will be accepted.