

Job Title	Client Care Coordinator	Classification	Grid Level 16
Department	Client Services	Date Updated	February 2026
Reports to	Client Care Manager		

PROGRAM AND STRUCTURE

Legislative Assembly staff provide non-partisan services to the institution of Parliament and its elected members in the areas of procedural advice, administrative support and information services. The Legislative Assembly operates under the authority of the *Constitution Act* and the *Legislative Assembly Management Committee Act*. The Legislative Assembly is an autonomous employer, separate from the BC Public Service and the administrative framework of government ministries and agencies.

DEPARTMENT SUMMARY

Client Services facilitates service delivery to Members of the Legislative Assembly (MLAs), caucus staff, and constituency office staff. The department provides a range of services and supports to these key client groups through a single window service delivery model, supported by a Client Care Team, in a manner that provides seamless service from the client view and maintains a high degree of responsiveness and commitment to service excellence. The department plays an integral part in the full client experience particularly during transition times that stem from a provincial general election or a by-election. This includes onboarding and offboarding activities related to Administration corporate services for MLAs and their staff. Client Services manages centralized leasing support for Members and their constituency offices.

JOB SUMMARY

Reporting to the Client Care Manager (Manager), the Client Care Coordinator (Coordinator) is a first point of contact for Members, caucus staff and constituency office staff (key client groups) seeking administrative services and supports from the Legislative Assembly. The Coordinator is a well-rounded administrative generalist who develops and maintains subject matter expertise, technical skills, and operational awareness across the range of client-facing services offered by the Legislative Assembly Administration. The role requires balancing detailed work with responsive, client-focused engagement, both in-person and virtually. The Coordinator responds to service requests through multiple channels and works with clients to resolution, demonstrating sound judgment, analytical skills, and consistent follow-through. The Coordinator connects clients with other service owners as needed to support effective and efficient service resolution and to help translate client needs into practical solutions. The Coordinator provides front-line service excellence to key client groups and cultivates trust through responsive, consistent, and highly supportive service interactions.

KEY RESPONSIBILITIES

- Serves as a first point of contact for Members, caucus staff and constituency assistants in responding to a broad range of service requests of the Legislative Assembly Administration, ensuring matters are resolved effectively and efficiently.

- Assesses and responds to service requests that vary widely in subject matter and urgency in a multi-channel service environment where diligent care and responsive service are essential.
- Prioritizes service inquiries by email, phone, in-person, and through a self-service ticket system, following established service workflows and standard operating procedures.
- Develops and maintains operational awareness and applied expertise across a diverse range of administrative services to deliver timely and accurate support and provide policy and procedural guidance.
- Maintains an applied understanding of relevant legislation, governance structures, and as they relate to the provision of services.
- Tracks service requests within the ticketing system to ensure responsiveness over the life of each request and follows up with clients to help confirm satisfaction after solutions have been implemented.
- Applies discretion and judgment within established policy parameters to assess, diagnose, and resolve client requests.
- Escalates requests to the Manager and service owners as required, helping ensure appropriate follow-through to meet client needs and timelines.
- Contributes to the measurement and achievement of service targets, key performance indicators, departmental objectives, and Assembly-wide service excellence goals.
- Identifies and communicates barriers or challenges affecting client experience and service delivery and supports assessment of evolving client needs by bringing trends and issues to the attention of the Manager.
- Shares emerging information with the Client Care Team to support consistent and effective service delivery and documents service decisions and process changes to strengthen team knowledge management.
- Builds and maintains collaborative professional relationships with other service teams.
- Supports the delivery of web-based or classroom training and helps maintain training materials, user manuals, and other client learning and reference materials.
- Conducts research and basic statistical or trend analysis related to processes and service delivery to support continuous improvement.
- Assists the Manager in providing work direction and guidance to temporary employees during provincial general election and transition periods.
- Performs other duties as assigned within scope of work.

ORGANIZATION STRUCTURE

Clerk of the Legislative Assembly
 Deputy Clerk of the Legislative Assembly
 Director, Client Services
 Client Care Manager
Client Care Coordinator

SELECTION CRITERIA

EDUCATION, TRAINING & EXPERIENCE

- Post-secondary education in business, hospitality, marketing, communications, or a related program, plus at least three years of customer service experience, or an equivalent combination of education and experience.
- Experience answering service calls and/or responding to service requests.

- Experience managing service requests through shared inboxes, collaboration tools, or ticket management systems is preferred.
- Subject matter expertise in Legislative Assembly Administration service areas is considered an asset.

KNOWLEDGE, SKILLS & ABILITIES

- Knowledge of customer service best practices, tools and techniques.
- Strong interpersonal and communication skills to interact with clients and address requests with empathy and professionalism.
- Active listening and conflict resolution skills to handle client requests effectively.
- Critical thinking skills to make informed and creative decisions when dealing with complex client situations.
- Effective time management, organizational and multitasking skills to manage and prioritize client inquiries and requests for prompt resolution.
- Ability to work collaboratively with colleagues, supervisors and other service professionals.
- Ability to use software tools to manage service requests and complete tasks.
- Ability to maintain detailed and accurate records of client interactions, inquiries, and resolutions for reference and reporting purposes.
- Ability to interpret policies, procedures, and guidelines accurately and consistently.
- Ability to maintain an unbiased, non-partisan approach to service delivery.
- Ability to remain calm and patient in high-pressure and challenging circumstances.
- Ability to exercise discretion and judgment and maintain confidentiality at all times.