



## Who We Are

With great respect, we acknowledge that the College of Pharmacists of BC (CPBC) is located on the unceded territories of the hə́ŋqəmiṇə́h speaking peoples – x̣ẉməθḳẉəỵəm (Musqueam Nation), sel̓il̓wítulh (Tsleil-Waututh Nation), and the Sḳẉx̣ẉú7mesh-ulh Sníchim speaking peoples - Sḳẉx̣ẉú7mesh Úxwumixw (Squamish Nation) whose historical relationships with the land continue to this day. As a health regulator, our responsibility is to protect the health and safety of individuals accessing pharmacy care by licensing and regulating pharmacists, pharmacy technicians and the pharmacies where they practice in order to ensure they deliver qualified, safe, and ethical care.

Having embarked on a collective journey with health regulators in BC towards creating safer spaces for Indigenous partnerships, CPBC is focused on developing and enabling alternative dispute resolution mechanisms to uphold the legal plurality that exists between Westernized systems and traditional Indigenous methodologies.

CPBC is committed to addressing Indigenous-specific racism and other forms of discrimination both in healthcare and within regulatory structures. We believe in integrity, transparency, and relational partnerships. As part of this team, you can expect to be treated with dignity and respect. CPBC staff contribute to a positive work-life balance and personal health and wellness through their commitment to voluntary interest committees aimed at promoting cultural safety, equity, and social and environmental initiatives.

## Our Values

### Accountability

- *We value the importance of our work and take responsibility for our decisions, words and actions.*

### Integrity

- *We act ethically, honestly and in good faith.*

### Indigenous Cultural Safety and Humility

- *We help to ensure that Indigenous Peoples have access to a culturally safe healthcare system, free from Indigenous-specific racism.*

### Respect

- *We value the feelings, culture and preferences of others and recognize that they are as important as our own.*

## Our Diversity, Equity and Inclusion Commitment

CPBC is committed to helping our health system become culturally safe and free from Indigenous-specific racism. As recognized in our updated Strategic Plan and the [In Plain Sight](#) report and acknowledged as a gap in our staff complement at CPBC, we are very interested in recruiting Indigenous individuals and encourage them to apply.

We are committed to fostering, cultivating, and preserving a culture of diversity, equity and inclusion. CPBC seeks to attract, retain, and develop a qualified, capable, and diverse workforce that is reflective of all our communities. We are committed to employment equity by ensuring all human resource practices comply with the provisions of the Human Rights Code, address unintentional bias and are impartial, fair and honest. CPBC also fosters a welcoming, inclusive, and respectful environment where ongoing diversity, equity and inclusion learning and training are offered; cultural and social awareness are provided; and religious observances are acknowledged.

## About the Role

Based in the BC Lower Mainland, CPBC is seeking an experienced **Investigations Analyst and Coordinator** to support the effective coordination of investigative processes. The ideal candidate has experience supporting investigations, complaints, or regulatory processes, along with proficiency in case management databases and document management systems.

Reporting to the Director of Special Investigations, this permanent, full-time position provides analytical and operational support to the Special Investigations team. The role is responsible for coordinating investigation activities, maintaining accurate case files, analyzing investigation data and trends, preparing reports and correspondence, and supporting Inspectors/Investigators throughout the investigative process. The position also helps ensure investigations are conducted in accordance with CPBC's legislative, regulatory, policy, and procedural requirements, as well as recognized investigative best practices.

## Essential Duties

### Investigations Coordination

- Coordinate the intake, assignment, tracking, and closure of special investigation files.
- Monitor special investigation timelines and ensure statutory and internal service standards are met.
- Coordinate and schedule interviews and meetings, prepare meeting packages and briefing materials, record and distribute meeting notes/minutes, and track action items to ensure timely completion and follow-up.
- Track outstanding requests for information and documentation and follow up as required.
- Ensure the integrity, evidentiary value, inventory, and chain of custody of special investigations related evidence and materials in accordance to set policies and procedures.

### Investigation Analysis

- Conduct preliminary analysis of investigation materials and prepare reports/notes to support investigators.
- Research relevant legislation, bylaws, standards of practice, policies, and previous decisions.
- Analyze trends in complaints, inspections, investigations, risks, and outcomes.
- Prepare statistical reports and dashboards as requested.

### Case Management

- Ensure investigation files are complete, organized, and audit-ready by coordinating document management and records retention in accordance with organizational policies and legislative requirements.
- Support file preparation for legal review or committee consideration.
- Monitor case status and provide regular updates to supervisor.

### Communication Support

- Prepare professional correspondence to applicable parties.
- Respond to inquiries regarding investigation processes as required.
- Coordinate communication between investigators and internal departments.
- Assist in preparing materials for the Investigation Committee, Discipline Tribunal or other bodies/agencies.

### Reporting and Quality Assurance

- Produce reports on investigation volumes, timelines, tasks, trends, sites, licensees and performance metrics.
- Monitor compliance with investigation procedures and service standards.
- Assist with audits of investigation files.

### Project and Operational Support

- Assist with implementation of new investigation procedures and systems.
- Support policy development and process documentation.
- Coordinate training materials and orientation for investigators.
- Participate in continuous quality improvement initiatives by analyzing investigation data, identifying opportunities for process enhancements, and recommending improvements to investigation processes, templates, and documentation.
- Provides support to the Inspectors/Investigators and/or performs other departmental duties as assigned by supervisor.

## Job Posting – Investigations Analyst and Coordinator

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### Qualifications, Skills and Knowledge

- Post-secondary education in Criminology, Law, Public Administration, Data Analytics, Information Management, Health Administration, or a related discipline
- At least 3 years of relevant work experience (or an equivalent combination of education and experience)
- Experience supporting investigative or complaint process
- Experience working with confidential and sensitive information
- Work experience in a regulatory organization, health authority or government is an asset
- Strong analytical and critical thinking skills
- Effective written and verbal communication skills
- Ability to analyze and interpret data and prepare clear, accurate reports and presentations.
- Experience with case management databases and document management systems
- Proficient in Microsoft Office (Intermediate level of Outlook, Word, PowerPoint) with some advanced knowledge of Excel
- Working knowledge of business intelligence tools (e.g., Tableau, Power BI) an asset
- Demonstrated schedule management and meeting coordination skills
- Digital acumen with an understanding of adopting or using appropriate technologies
- Ability to interpret legislation, policies, and procedures
- Understanding of pharmacy legislation an asset
- Strong organizational and prioritization skills
- Ability to coordinate and manage multiple activities simultaneously
- Strong detail orientation and drive for accuracy
- Ability to build and maintain effective working relationships with all partners
- Ability to maintain diplomacy when dealing with people
- Ability to exercise good judgment in protecting confidential information
- Ability to use a common-sense approach and demonstrate sound judgement
- Commitment to continual learning

### What We Offer

The salary range for this position is \$87K to \$95K annually based on a 35-hour work week.

The starting salary will be determined based on factors such as the successful candidate's job-related knowledge, skills, experience; salaries of other employees in the same salary range; market conditions and other relevant factors.

CPBC provides a competitive compensation; an attractive paid-time off package that gives annual vacation, personal days, and additional days off during the year-end office closure; and extended benefits that include a defined benefit plan with the Municipal Pension Plan. We have a flexible work environment that includes a hybrid work model with an assigned schedule. We offer opportunities for personal and professional growth; provide flexibility; strive for work-life balance; and provide an excellent and dynamic work environment where innovation, teamwork and creativity are highly valued.

### How to Apply

CPBC supports and offers accommodation for applicants with disabilities to take part in the selection process. Please let us know if an accommodation is required when you are contacted about an interview and/or assessment. All information in relation to accommodation is kept confidential. Please submit a cover letter and resume to [hr@bcpharmacists.org](mailto:hr@bcpharmacists.org) by end of day **Monday, August 24, 2026**. This opportunity will remain posted until filled; however, priority consideration will be given to those who apply by the deadline. References, education and professional credential verifications, and a criminal record check may be required for all final candidates.

*\*Please note that only applicants selected for an interview will be contacted.*