

## **Board Member (Paid)**

### **Commission for Complaints for Telecom-Television Services (CCTS)**

#### **Background**

CCTS is a stakeholder-led, industry funded, not-for-profit organization incorporated under the Canada Not for Profit Corporations Act ([CNPCA](#)). CCTS provides recourse for the independent resolution of consumer and small business complaints about telecommunications and television distribution services in Canada. It represents a dispute resolution model that operates in the public interest but is outside of government processes and operates without government funding.

Since inception in 2007, CCTS has dealt with over 140,000 complaints, and in a typical year successfully resolves about 90% of them to the satisfaction of the customer and the service provider. At present the CCTS has a staff of over 80 employees. Over 300 service providers and brands participate in CCTS.

The Board of CCTS has a unique structure which is intended to provide for participation of all stakeholders, while maintaining independence from the industry. Governance of the organization is provided by seven Members, who are also the Directors:

- three appointed by the industry, one each by the Incumbent Local Exchange Carriers (ILECs), the cable companies, and the remaining Participating Service Providers,
- two who are independent of the industry and elected by Canadian consumer groups, and
- two who are independent of the industry, and are appointed by the Board.

CCTS seeks to replace an independent director from the latter category, whose term is expiring. The term of office of this director is three years and the term of the replacement director would begin in October 2022.

This is an exciting time in the history of CCTS. The organization has embarked on a project to transform the way in which it delivers its service to the public. This will involve technology transformation and changes to many business processes.

#### **Candidate Profile**

CCTS is committed to ensuring that its employees and its Board reflect inclusivity and equity, and is welcoming of candidates who reflect the diversity of Canadian society.

#### **The ideal candidate will have:**

- **previous Board experience – prior experience as a Board or committee chair preferred,**
- **demonstrated experience with the oversight of financial activities, including audits (accounting or finance designation preferred),**
- **an understanding of consumer issues, and**
- **experience with organizational transformation.**

**Ability to speak both official languages would be an asset.**

The CCTS By-law limits eligibility for appointment as an independent director to those who:

1. have not been an employee, director or officer of CCTS within the last three years;
2. have not been a director, officer or employee of a participating telecommunications service provider within the last three years;
3. are not currently an employee of a federal, provincial or territorial government or Crown agency;
4. have not been a member of the Senate, Parliament or a provincial or territorial legislative assembly within the last three years;
5. have not provided goods or services to, received significant compensation from, or been an employee of an entity that received significant revenue from, a participating telecommunications service provider, within the last three years; and
6. have not within the last three years had an ownership interest in the equity securities of a participating telecommunications service provider, except for an indirect equity investment in an amount not more than 2% of the issued shares of the company.

**Time Commitment and Compensation**

The Board meets formally four times per year, and from time to time throughout the year as required. Meetings may be held in-person, by videoconference or by teleconference.

Directors are expected to participate actively in Board meetings. The directors also sit on one or more Board committees and working groups (Governance Committee, Audit Committee, Budget Working Group, Service Delivery Working Group) and are expected to actively engage in the work of these bodies. Independent directors also sit on the Independent/Nominating Committee.

Compensation is paid to independent directors by way of an annual retainer, as well as for time spent in Board and committee meetings.

Additional information about the CCTS is available on its website: [www.ccts-cprst.ca](http://www.ccts-cprst.ca)

**How to Apply:**

**Interested candidates should apply by submitting their resume, along with a covering letter expressing the reasons for their interest and discussing how their qualifications meet those which CCTS is seeking.**

**Please contact Jessica Tomlin at: [jessica.tomlin@ccts-cprst.ca](mailto:jessica.tomlin@ccts-cprst.ca)**

**Application deadline is December 14, 2021.**

We thank all applicants for their interest. Only those candidates selected for the next steps of this recruitment process will be contacted.