

Classification:	Clerk R9	Position:	00123429
Reports to:	Executive Coordinator	Location:	Victoria
Organization:	Office of the Ombudsperson		

Context:

Reporting to the Executive Coordinator, the Administrative Assistant provides confidential administrative support services to the multidisciplinary Public Interest Disclosure (PID) and Systemic Investigation teams. The position may support projects of a sensitive or critical nature.

Job Overview:

To provide administrative support services to the Public Interest Disclosure (PID) and Systemic Investigation teams of the Office of the Ombudsperson. This position may also provide support to other teams within the office as required.

Accountabilities:

- Provides general administrative and clerical support including photocopying, scheduling, minute-taking, and other administrative functions as required.
- Prepares written correspondence, including writing, formatting, and proofreading a variety of documents.
- Makes travel arrangements and appointments for staff, processes travel claims, books meetings and conference rooms.
- Plans, schedules and coordinates both in-person and virtual meetings including booking locations and preparing required material.
- Enters case information into case tracking system database and maintains case files for team members.
- Prints and formats reports from case tracking system database.
- Prepares technical reports such as network diagrams, Gantt charts and work breakdown structures from information provided in a variety of formats.
- Gathers, compiles and summarizes additional information as requested by team members.
- Maintains and updates a filing system for documents, correspondence and incoming and outgoing materials including identifying issues and actions for follow-up.
- Identifies and classifies material and integrates into filing systems and databases.
- Receives calls and responds to inquiries from public bodies, members of the public and other stakeholders.
- Alerts management and/or senior program staff to unusual or urgent matters.

Qualifications and Competencies:

Education and Experience:

- Secondary school graduation or equivalent.
- Minimum one year experience working in an office setting in an administrative capacity.
- Preference may be given to applicants who demonstrate experience providing administrative support in a confidential environment.
- Preference may be given to applicants who demonstrate experience handling evidentiary documents in support of an investigatory/quasi-judicial body.
- Preference may be given to applicants who have experience working in the BC Public Service.
- Preference may be given to applicants who demonstrate experience with MS Office including Access and Visio, Adobe Acrobat Pro and Adobe Creative Suite.
- Demonstrated experience with word processing and database applications.

Knowledge, Skills and Abilities:

- Strong organizational, planning and analytical skills and effective interpersonal skills.
- Knowledge of government organization, reporting structures, processes and decision-making.
- Effective written and oral communication skills.
- Knowledge of standard office software (e.g. Adobe Acrobat Pro, MS Office including Access and Visio).
- Ability to prioritize a substantial workload and display organization, initiative and self-motivation.
- Ability to work effectively as part of a team.
- Ability to maintain confidentiality and work in a highly confidential environment.
- Ability to maintain impartiality.
- Knowledge of the *Ombudsperson Act* is an asset.

Competencies:

- **Concern for Order** reflects an underlying drive to reduce uncertainty in the surrounding environment. It is expressed as monitoring and checking work or information, insisting on clarity of roles and functions, etc.
- **Service Orientation** implies a desire to identify and serve customers/clients, who may include the public, co-workers, other branches/divisions, other ministries/agencies, other government organizations, and non-government organizations. It means focusing one's efforts on discovering and meeting the needs of the customer/client.
- **Teamwork and Co-operation** is the ability to work co-operatively within diverse teams, work groups and across the organization to achieve group and organizational goals. It includes the desire and ability to understand and respond effectively to other people from diverse backgrounds with diverse views.
- **Planning, Organizing and Coordinating** involves proactively planning, establishing priorities and allocating resources. It is expressed by developing and implementing increasingly complex plans. It also involves monitoring and adjusting work to accomplish goals and deliver to the organization's mandate.
- **Flexibility** – the ability and willingness to adapt to and work effectively within a variety of diverse situations, and with diverse individuals or groups. Flexibility entails understanding and appreciating different and opposing

perspectives on an issue, adapting one's approach as situations change and accepting changes within one's own job or organization.

- **Cultural Agility** is the ability to work respectfully, knowledgeably and effectively with Aboriginal people. It is noticing and readily adapting to cultural uniqueness in order to create a sense of safety for all. It is openness to unfamiliar experiences, transforming feelings of nervousness or anxiety into curiosity and appreciation. It is examining one's own culture and worldview and the culture of the BC Public Service, and to notice their commonalities and distinctions with Aboriginal cultures and worldviews. It is recognition of the ways that personal and professional values may conflict or align with those of Aboriginal people. It is the capacity to relate to or allow for differing cultural perspectives and being willing to experience a personal shift in perspective.

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