

Classification:	Clerk R11	Position:	80209
Reports to:	Manager of Human Resources and Administration	Location:	Victoria
Organization:	BC Ombudsperson	Section:	Corporate Shared Services

Context

The Office of the Ombudsperson hosts a Corporate Shared Services unit supporting a total of four offices of the Legislature including: Office of the Ombudsperson, Information and Privacy Commissioner, the Merit Commissioner and the Police Complaint Commissioner. The specific services provided by Corporate Shared Services under a joint shared services arrangement are finance, information technology (IT), human resources, facilities and administration. Considerable independence from government is a requirement for the four supported offices in order to maintain a credible and legislative requirement for confidentiality and independent functioning. As such much of the governing policies required of government/Ministry agencies must be critically reviewed for encroachment on the independent nature of the Offices. Care is demanded from the four client offices to ensure that there is no actual or perceived influence by government on the operations of the Offices.

Job Overview

To provide technical advice and ensure independent records systems are in compliance with legislative and policy requirements, and to provide administrative support to staffing processes for client offices. As this position also provides a general reception function, this position works in an often fast-paced environment and handles many routine and non-routine requests.

Accountabilities

- Provides records management coordination and advisory services to clients (e.g., updates records custodians on legislative, policy and procedural requirements) including technical support and advice for the management of electronic records management systems and for the structures on shared drives/Local Area Networks.
- Coordinates documentation, storage, and disposal of semi-active records and maintains inventory lists and related access authorization documentation for records in offsite storage facilities.
- Ensures the integrity of the electronic records systems through compliance reviews and suggests corrective action where deficiencies are found.
- Ensures correct documentation and records management procedures are followed for office and program closures, where applicable.
- Coordinates application, evaluation, and implementation of recorded information management schedules.
- Supports and/or assists in development and delivery of records management training.

- Participates in the recruitment and selection process by creating and maintaining competition files, preparing documents related to the competition process, verifying candidate eligibility, sorting resumes for shortlisting, scheduling testing, interviews, meeting rooms and any necessary electronic equipment, monitoring staffing timelines, and drafting competition letters, and other aspects of the staffing process as requested. Tracks/ensures/audits all competition files for completeness.
- Creates or runs reports related to HR Analytics, updates CHIPS, and tracks probationary and increment logs.
- Ensures each new employee receives required new hire forms and information upon starting, and provides overall human resource administrative support.
- Responds to general inquiries over the telephone or at the counter and directs calls to the appropriate unit or staff.
- Directs clients and visitors entering the facility to the appropriate area.
- Purchases office supplies, reconciles MFD invoices and related logs.
- Other general administrative duties.

Qualifications and Competencies

Education and Experience:

- Completion of secondary school **and** a minimum of two years of recent* experience working in an administrative environment providing records management services **and** a minimum of two years of recent* experience providing support in a human resources environment. **OR**
- Completed university degree in a related discipline and a minimum of one year of recent* experience working in an administrative environment providing records management services **and** a minimum of one year of recent* experience providing support in a human resources environment.
- Preference may be given to applicants with demonstrated experience with ARCS/ORCS.
- Preference may be given to those candidates who have experience providing front desk or reception services.
- Preference may be given to applicants with experience in the public service.
- Successful completion of security screening requirements of the BC Public Service, which includes a criminal records check.

***Recent experience must be within the last three years**

Knowledge, Skills and Abilities:

- Knowledge of general records management procedures.
- Knowledge of general staffing practices.
- Knowledge of general office administration procedures.
- Knowledge of independent offices of the legislature.
- Exceptional computer skills, specifically using Microsoft Office Suite (Word, Excel, Outlook).
- Ability to communicate in a clear manner, both verbally and in writing.

- Ability to learn and operate computer programs and interface programs (e.g. records management systems, HR/Pay systems, Queen's Printer ordering system).
- Ability to work in an environment with frequent interruptions, while being able to achieve results within acceptable timeframes.
- Ability to deal with the public in a calm and professional manner.
- Ability to reference and apply a variety of policies, procedures and guidelines to determine an appropriate course of action.
- Excellent judgment and reliability.

Competencies:

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 is 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.

Results Orientation is a concern for surpassing a standard of excellence. The standard may be one's own past performance (striving for improvement); an objective measure (results orientation); challenging goals one has set; or even improving or surpassing what has already been done (continuous improvement). Thus a unique accomplishment also indicates Results Orientation.

Initiative involves identifying a problem, obstacle or opportunity and taking appropriate action to address current or future problems or opportunities. As such, Initiative can be seen in the context of proactively doing things and not simply thinking about future actions.

Improving Operations is the ability and motivation to apply one's knowledge and past experience for improving upon current modes of operation within the office. This behaviour ranges from adapting widely used approaches to developing entirely new value-added solutions.

Organizational Commitment is the ability and willingness to align one's own behaviour with the needs, priorities and goals of the organization, and to promote organizational goals or meet organizational needs. It also includes acting in accordance with organizational decisions and behaving with integrity.

Office of the Ombudsperson - <http://www.bcombudsperson.ca/>

Office of the Merit Commissioner - <http://www.meritcomm.bc.ca/>

Office of the Police Complaint Commissioner - <https://www.opcc.bc.ca/>

Office of Information and Privacy Commissioner - <http://www.oipc.bc.ca/>