



Position Title: Document Coordinator	Supervisor Title: Audit Documentation Team Lead
Classification: Clerk 12 (under review)	Supervisor Position #: 00099730
Work Unit: Operational Support Services	Office: Office of the Auditor General

CONTEXT

The Office of the Auditor General (OAG) serves and reports to the Legislative Assembly of B.C. by providing independent assessments of the provincial government's operations and financial statements. Staff assist the auditor general in fulfilling that mandate.

The work of the auditor general spans all provincial government ministries, as well as Crown corporations, and the broader public sector. The auditor general's assessments are presented to the Legislative Assembly and made public. Through these reports, the auditor general assists the elected members of the Legislative Assembly to hold government accountable and improve the delivery of services to the public.

JOB OVERVIEW

Reporting to the Audit Documentation Team Lead, this position receives, reviews, formats, and finalizes all incoming audit correspondence and clarifies information with key parties to make initial determinations or recommendations within established criteria and guidelines.

This position is part of the Operational Support Services team, which is valued for their collaborative sense of teamwork and administrative expertise, making a significant impact on maintaining and improving the work of our office's diverse audit portfolios.

ACCOUNTABILITIES

- Receives and acknowledges incoming correspondence from internal staff through FastTrack, as well as external stakeholders through a shared mailbox on a variety of tasks to support the audit operations.
- Ensures the preparation, documentation, reporting, and transmission of highly confidential and high-profile audit materials.
- Establishes and maintains administrative processes in relation to approvals and tracking audit engagements from acceptance through to lock down, in support of the office's system of quality management.
- Ensures the lock down of completed audit files to prevent a breach of security.
- Reviews supporting information with audit staff to ensure documentation is complete and accurate before it is finalized and sent.
- Analyzes information provided to determine if the document is within the outlined parameters and, provides additional guidance when it is not.
- Liaises with internal and external stakeholders, and/or other parties to clarify conflicting/missing information required to support the decision-making process.
- Follows the standards and policies governing the office and makes determinations within established criteria or recommends the appropriate action to senior staff and/or management.

- Enters audit and auditee contact information in database(s) and maintains databases as well as audit files.
- Seeks guidance from professional practices, supervisor, and/or senior audit staff on unusual matters.
- Escalates cases to supervisor and/or senior staff when matters are outside established criteria or where issues are contentious.
- Provides information to staff, the public, and other parties regarding office policies and procedures.
- Proofreads, types and/or formats correspondence, documents, and audit reports from drafts or written notes.
- Updates and maintains administrative policy and procedures manuals.
- Manages and maintains template and signature libraries.
- Files audit materials along with tracking, flagging, follow-up as necessary.
- Sends embargoed reports, ensuring the confidentiality and security as well as meeting distributional deadlines.
- Issues contact verification surveys to all provincial government reporting entities and follows up for missing information to update and maintain the office's database.
- Creates electronic and printed binders, when necessary, ensuring proper order and distribution.
- Performs mail merges to send larger mail outs, such as letters of instruction to external audit partners in charge.
- Provides administrative support services to audit portfolios as needed, including booking travel.
- Provides back up reception duties as required.

JOB REQUIREMENTS

- Grade 12 graduation or equivalent.
- Experience providing administrative support in a complex environment.
- Experience using MS Office Suite, including Microsoft Word, Excel, PowerPoint and Outlook.
- Experience applying legislation and regulations.

Preferences

- Preference may be given for experience working within an auditing office and/or within the B.C. public service.
- Preference may be given for one year of office experience providing administrative support services.

BEHAVIOURAL COMPETENCIES

Achieving Business Results

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
Problem Solving and Judgement	Is the ability to analyze problems systematically, organize information, identify key factors, identify underlying causes and generate solutions.

Personal Effectiveness

Building Partnerships	Is the ability to build long-term or on-going relationships with stakeholders (e.g., someone who shares an interest in what you are doing). This type of relationship is often quite deliberate and is typically focused on the way the relationship is conducted. Implicit in this competency is demonstrating a respect for and stating positive expectations of the stakeholder.
Innovation	Indicates an effort to improve performance by doing or promoting new things, such as introducing a previously unknown or untried solution or procedure to the specific area or organization.
Integrity	Refers to actions that are consistent with what one says are important. People with integrity “walk the talk” by communicating intentions, ideas and feelings openly and directly, and welcoming openness and honesty even in difficult negotiations.

Interpersonal Relationships

Teamwork and Cooperation	Is the ability to work co-operatively within diverse teams, work groups, and across the organization to achieve group and organizational goals.
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Equity, Diversity and Inclusion

Cultural Agility	Is the ability to work respectfully, knowledgeably, and effectively with Indigenous people and/or people from different social, ethnic and/or cultural backgrounds, cultures and identities. It is noticing and readily adapting to cultural uniqueness 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 Office of the Auditor General, and to notice their commonalities and distinctions with Indigenous cultures and worldviews. It is recognition of the ways that personal and professional values may conflict or align with those of Indigenous 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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