

**Position:** Manager, Practice Review Administration  
**Reports To:** Director, Practice Review  
**Contract Type:** Indefinite, Full Time

*The Chartered Professional Accountants of British Columbia (CPABC) is seeking a customer focused, detail oriented, and collaborative individual with strong interpersonal skills for the position of Manager, Practice Review Administration. We are proud and honoured to have been recognized as one of BC's Top Employers for a fifth consecutive year in 2024. Come join a high performing and collaborative network of like-minded professionals by applying to the position.*

### **Job Summary**

Reporting to the Director, Practice Review, the Manager, Practice Review Administration is responsible for managing and coordinating the administrative requirements of the Practice Review program, which also includes acting as the department lead on the Practice Review System ("PRS") software. This role will also oversee a small team of direct reports and provide feedback, training, and coaching to these staff members.

### **Key Responsibilities:**

#### **Practice Review Administration**

- Develop, implement, and maintain processes to ensure that pre- and post-practice review administrative requirements are met;
- Identify departmental issues, recommend changes for continuous improvement, and problem solve ongoing challenges for greater efficiency;
- Provide and analyze monthly statistical reports on practice review related matters;
- Assist with drafting quarterly and annual reports for the management team;
- Provide back-up support for direct reports, as needed;
- Liaise with internal stakeholders to ensure service level expectations and stakeholder needs are met;
- Coordinate with the web development team for updates to the practice review website;
- Provide timely updates to the Director on key matters;

#### **PRS Management**

- Act as the primary contact for practice reviewers that encounter technical problems;
- Create workarounds & solutions when technology issues arise;
- Monitor 'bugs' identified and track status of their resolutions with the developers;
- Coordinate testing of new changes and enhancements on a timely basis;
- Work with IT on the deployment of updates to ensure the process is properly executed;
- Design and generate reports to monitor various internal reporting items;
- Import/export of updated glossary checklists in PRS as required;
- Attend meetings with the developers as required;
- Provide timely updates to the team on status related to issues and solutions;
- Identify key issues/risks and discuss with the Director;

#### **Team Management and Departmental Support**

- Supervise and monitor the roles and responsibilities of direct reports;
- Distribute and/or re-allocate work evenly to team members;
- Motivate and mentor the team to achieve a high level of performance;
- Meet regularly with direct reports to provide training and coaching;
- Participate in organizational training and initiatives;
- Provide administrative support to the SVP, Public Practice & Student Practical Experience on an ad hoc basis as needed;
- Other duties and special projects that may be assigned from time to time.

### **Key Requirements:**

- Bachelor's Degree or post-secondary qualification in a related field, or equivalent experience;
- Three (3) to five (5) years of relevant experience in an Administrative, Support or Assistant capacity, including two (2) plus years of experience in a team member, team supervisor, or similar role;
- Intermediate proficiency with MS Office and Adobe, in particular Word, Excel, Outlook, and PowerPoint;
- Ability to work collaboratively as a member of a team and independently with minimal supervision;
- Meticulous attention to detail, refined organizational and time management skills and the ability to multi-task;
- Tactful and diplomatic, with an ability to adapt to the situation as required;
- Proven self-starter with a strong inclination to take initiative;
- Excellent interpersonal and communication skills, both verbally and written;
- Ability to learn and adapt quickly while facing ever-changing demands
- Proven ability to prioritize competing requirements and deadlines under pressure;
- Strong people management skills with the ability to coach and motivate others;

The starting annual salary for this position is between \$76,350 – 90,650 per annum, based on candidates' qualifications, experience, and internal parity. Exceptions may be considered with further review.

If this job outline describes you, please email your **résumé** and **cover letter** to [HRCPABC@bccpa.ca](mailto:HRCPABC@bccpa.ca). This posting will remain open until filled.

We thank all candidates who respond; however, only those selected for an interview will be contacted.

**Why join our team?** CPABC offers an entrepreneurial environment with a competitive compensation package. At CPABC we live our core values:

- *We Are Open*
- *We Work Together*
- *We Communicate*
- *We Improve Every Day*
- *We Are Professional*
- *We Laugh and Celebrate*

### **About CPABC**

*The Chartered Professional Accountants of British Columbia (CPABC) is the training, governing, and regulatory body for over 40,000 CPA members and 6,000 CPA students and candidates. CPABC carries out its primary mission to protect the public by enforcing the highest professional and ethical standards and contributing to the advancement of public policy. CPAs are recognized internationally for bringing superior financial expertise, strategic thinking, business insight, and leadership to organizations. CPABC is proud to have been presented with a fifth consecutive BC Top Employer award in 2024.*