

Position: Professional Conduct Administrator
Reports To: Vice President, Professional Conduct
Contract Type: Indefinite, Full Time

The Chartered Professional Accountants of British Columbia (CPABC) is seeking a detail-oriented, results-driven individual with excellent analytical skills for the Professional Conduct Administrator role. CPABC is proud and honoured to have been recognized as one of BC's Top Employers for a fourth consecutive year in 2023. Come join a collaborative and high performing network of like-minded professionals and take the first step towards an exciting opportunity by applying to the position.

Job Summary

Reporting to the Vice President, Professional Conduct, the Professional Conduct Administrator is responsible for supporting file management and departmental processes, overseeing maintenance of CPABC's governing documents, conducting case related research, conducting ethics checks, administering departmental records management processes, and supporting departmental initiatives.

Key Responsibilities:

Case File Management & Support

- Administer pre-inquiry processes in complaint matters;
- Draft and administer formal communications for departmental use, including:
 - Settlement agreement (Determination & Recommendation (D&R)) summaries;
 - Standard letters informing complainants of D&R outcomes;
 - Department notices for publication (e.g. website content, newspaper articles, etc.);
 - Acknowledgement letters to complainants for received complaints;
 - Fulfilling any administrative requirements (e.g. file retention, follow-up, documentation, etc.);
- Communicate with Complainants and Respondents, including:
 - Responding to and answering questions where appropriate;
 - Escalating queries and issues as appropriate;
- Monitor and follow-up on compliance with D&R settlement terms;
- Administer processes for No Grounds decisions by the Investigation Committee;
- Provide administrative support on Cease & Desist files, including monitoring compliance with requirements and issuing follow-up communications;
- Populate the Investigation Plans with background information;
- Conduct research on case-related matters, including but not limited to:
 - Corporate records searches;
 - Court records;
 - Online research;
- Case manage bankruptcy and consumer proposal files;
- Ensure all file management and document culling is completed prior to file closure;

Departmental Administration and Other Duties

- Manage the department's General Inbox by reviewing incoming email enquiries, asking for direction and/or triaging as necessary, and responding as appropriate;
- Provide administrative support for all governing documentation activities, including:
 - Assisting with the approval processes for any proposed amendments;
 - Maintaining current versions and arranging publication;
- Administer Records Management policies and procedures for the department;
- Operate as the departmental lead for software administration (e.g. SharePoint, Boardvantage, e-courier, etc.);
- Conduct Ethics checks as requested by other departments within CPABC;
- Provide departmental reports (e.g. case statistics, report preparation, etc.) as required;
- Provide research and administrative support to various departmental initiatives;



- Review existing departmental processes and procedures, recommending improvement and enhancements as appropriate; and
- Other duties and responsibilities as may be assigned from time to time.

Key Requirements:

- Bachelor's degree or post-secondary qualification in a related discipline, or equivalent experience;
- Five (5) plus years of progressive experience in a Paralegal or senior legal assistant role, or similar Administrator capacity;
- Prior experience and intermediate proficiency with case management systems (e.g. Time Matters);
- Intermediate proficiency with MS Office (Word, Excel, Outlook, PowerPoint, etc.) and Adobe;
- Familiarity with SharePoint and Boardvantage would be an asset, but are not required;
- Excellent attention to detail and accuracy
- Sound judgment and discretion in dealing with highly confidential and sensitive information
- Excellent interpersonal and communication skills, both verbally and written.
- Meticulous attention to detail, refined organizational and time management skills.
- Ability to work collaboratively as a key member of a team and independently with minimum supervision;
- A high degree of tact, diplomacy and professionalism;
- Proven ability to prioritize competing requirements and deadlines under pressure.

The starting annual salary for this position is \$58,250 – 69,150 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. This posting will remain open April 30, 2024.

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.