

Job Profile: Senior Executive Assistant

Classification:	SEA 15 (S15)	Position:	00078702
Reports to:	Police Complaint Commissioner	Location:	Victoria, BC

JOB OVERVIEW

The Senior Executive Assistant is responsible for providing executive secretarial and administrative services to the Commissioner and Deputy Commissioner.

This includes responding to inquiries and distributing information internally and externally, executive schedule management, correspondence handling, report compilation and distribution, presentation development, records management, travel research and booking, and claim processing. The position makes use of a wide variety of office equipment and systems including telephone, voicemail, email, online calendar, word processing, scanning, multifunction printing, internet research, proprietary database input and queries, shredding, etc.

The Senior Executive Assistant is required to exercise discretion and ensure confidentiality is respected in dealing with internal and external stakeholders.

ACCOUNTABILITIES

- Manages the flow of information by screening and prioritizing incoming demands.
- Manages the Commissioner and the Deputy Commissioners' calendar and schedules through careful planning, coordination, and communication to maximize time management and ensure all deadlines are met.
- Organizes, prepares, and compiles accurate briefing materials and ensures security of confidential and restricted documents.
- Prepares materials for meetings, such as agendas, PowerPoint presentations and background/briefing materials; and brief the Commissioner and Deputy Commissioner on meeting topics, issues, and background as required.
- Proofreads and/or edits various forms of draft correspondence according to the Office's correspondence standards and returns to the author for corrections and changes.
- Develops, implements, and maintains administrative systems, procedures, and standards, including executive correspondence, templates, records management, and mail processing.
- Ensures information is available for issues to be dealt with in an informed, productive, and timely manner.
- Determines issues of priority and flags urgent situations; directs routine matters to other staff.
- Coordinates and prioritizes meetings with other Public Service officials (provincial, federal, municipal), business leaders, and other stakeholders.
- Tracks and follows up on issues, ensuring they are addressed and resolved in an accurate and timely manner.

- Makes travel arrangements and completes all related travel authorizations and expense reimbursements on behalf of the Commissioner and Deputy Commissioner.
- Maintains effective and current office systems such as ARCS/ORCS, bring forward system and other tracking systems.
- Uses a variety of office applications such as Word, Excel, PowerPoint, Outlook, Microsoft Teams, records management software, etc. in the performance of their duties.

SELECTION CRITERIA

Required qualifications:

- Secondary school graduation and courses in public, business, or office administration.
- Minimum one year of recent (within the last three years) experience providing administrative support services in an office environment and in a confidential capacity.
- Experience with Microsoft Office (Word, Excel, Outlook, Teams) and electronic databases.
- Experience preparing, proofing, and formatting documents such as reports, briefing notes, letters, etc.
- An equivalent combination of education and related experience may be considered.
- Successful completion of an Enhanced Security Screening will be required.

Preferred qualifications:

- Preference may be given to candidates with two or more years of recent (within the last three years) experience providing administrative support services in an office environment and in a confidential capacity.
- Preference may be given to candidates who demonstrate experience providing administrative support to senior management in a public service context.
- Preference may be given to candidates who are familiar with the mandate and operation of Independent Offices of the Legislature.

Knowledge, Skills, and Abilities

- Knowledge of program deliverables of the office and of the structure and authorities of various legislative/public service organizations (i.e., cabinet, treasury board)
- Ability to effectively and professionally communicate both verbally and in writing.
- Exceptional organizational skills to manage diverse workloads, timelines and competing priorities.
- Ability to effectively and professionally communicate both verbally and in writing.
- Ability to demonstrate flexibility required within a small working unit.
- Ability to exercise discretion when communicating and recognize the need for confidentiality.

Indigenous Relations Behavioral Competencies:

- **Self-Discovery and Awareness** means understanding one's thoughts, feelings, values, and background and how they impact the success of the interaction and relationship, or how they may influence one's work. It is recognizing one's own biases by tracing them to their origins, through reflection and by noticing one's own behaviour—and then intentionally seeking a way forward that positively impacts the interaction and relationship. It means maintaining new ways of thinking and acting when situations become difficult or uncertain, or in times of urgency.
- **Process Orientation** places a priority on how things are done. It is a willingness to remain open and follow in new directions. It means setting aside mainstream ways of achieving results and

instead following culturally respectful processes that also produce results. It is letting go of agendas or the need to control and trusting that the appropriate outcome will emerge from a good journey together. It means accepting that both the use of process orientation and a good relationship are concrete results.

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.
- **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.
- **Business Acumen** is the ability to understand the business implications of decisions and the ability to strive to improve organizational performance. It requires an awareness of business issues, processes, and outcomes as they impact the client's and the organization's business needs.
- **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.
- **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. It includes the desire and ability to understand and respond effectively to other people from diverse backgrounds with diverse views.
- **Service Orientation** implies a desire to identify and serve customers/clients, who may include the public, colleagues, partners (e.g., educational institutes, non-public service organizations, etc.), co-workers, peers, branches, ministries/agencies and other public service organizations. It means focusing one's efforts on discovering and meeting the needs of the customer/client.

Office of the Police Complaint Commissioner

*Engaging in effective civilian oversight that provides accountability
and builds public confidence in policing.*

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