

JOB DESCRIPTION

JOB DETAILS

Job Title: Communications and Client Relations
Coordinator - Quality Review

Job ID: AO2116

Classification: Administrative Officer R21

Classification Date:
(MM/DD/YYYY)

Branch: Digital Experience and Communication
Services

Unit: BRD-Digital Exp & Comm Service

Reports to: Assistant Director, Communication Services

Security Screening: No

Union/Excluded: BCGEU

BRANCH DESCRIPTION

The Digital Experience and Communication Services Branch is responsible for developing and delivering communication services for the BC Pension Corporation, including transforming the member and employer experience from print to digital and providing strategic communications support to the pension plan boards of trustees and the corporate board. This includes strategic communication advice, planning, research, writing, editing, creative design, video/photography, and distribution functions for digital and print application.

The branch delivers confidence-inspiring and professional communication services across a variety of communication and service channels that increases member and employer engagement in a highly regulated and rules-based environment. This includes integrated member-centric communication products and services including: web and other online communications; print publications; media and public relations; and marketing.

JOB SUMMARY

To develop and maintain collaborative partnerships with corporate clients to ensure the effective delivery of programs and services and to communicate program goals and objectives.

To ensure the corporation effectively connects with employees and clients for the purpose of informing pension plan members and employers, and guiding them in the completion of tasks.

JOB RESPONSIBILITIES

- Maintains and enhances a cooperative and collaborative working relationship with clients including the CEO and corporate executive, Board Secretariat, branches, work units and committees by coordinating and leading the development and implementation of communications about corporate priorities, programs and services.
- Recommends communication strategies to senior management to increase awareness of new and emerging programs, policies and services for appropriate audiences and provides communications advice, planning, coordination, execution and measurement.
- Functions with a high degree of autonomy and requires good judgment in advising senior management.
- Acts as the Quality Review point of contact and provides leadership and advice on editing techniques, approaches and strategies related to financial, legislative and service content.
- Manages relationships across the corporation to produce accurate, user-focused content and identify ways to improve content and products; explains recommendations and decisions clearly, and provides constructive criticism.
- Maintains, and updates and acts as subject matter expert for the Pension Corporation Style Guide.
- Ensures responsiveness to current and emerging business needs, increasing the quality of communications and the flow of information.
- Identifies, analyzes and tracks current, emerging and contentious issues and roadblocks as well as potential risks related to the corporation's goals and objectives through monitoring, collecting and evaluating formal and informal feedback from employees and informs senior staff.
- Researches and edits print and digital content, such as communication plans, briefing notes, presentations and pension plan websites, for diverse applications and audiences, that meet user needs and strategic goals. This includes writing, copy editing, structural or substantive editing, stylistic editing and proofreading services as necessary.
- Translates technical language into clear, accurate and plain language to assist in understanding of complex information:
 - Ensures consistency of language, terminology and style;
 - Ensures correct grammar and punctuation.
- Establishes and manages process for intake, prioritization, filing and archiving of edited content.
- Supports elaboration and maintenance of corporate brand artifacts and brand standards.
- Ensures print and digital services and member communications align with the corporation's approach to service delivery.

- Facilitates the development of partnerships, information sharing and formal agreements with other government and non-government organizations to ensure use of best practices, evaluation criteria, processes and standards for quality assurance.
- Develops and conducts presentations on communications strategies for programs and services and identifies common interests and opportunities for collaboration and partnership.
- Ability to effectively negotiate expectations with executive and senior staff on recommendations and deliverables while accurately assessing, prioritizing and managing multiple project demands with changing timelines.
- Participates in the development and/or coordination of analytical studies and projects carried out by service providers.

EDUCATION

Degree/Diploma Obtained

Program of Study

- A post-secondary credential in a Communications-related field (Communications, Public Relations, English, Journalism, Professional Writing, etc.).
- An equivalent combination of education, training and experience may be considered.

EXPERIENCE

Years of Experience

Type of Experience

3 to 5

- Recent demonstrated experience from requirements gathering to planning to execution and measurement.
- Recent experience research, writing, editing and proofreading a variety of documentation, correspondence, or communications-focused materials in a complex, multi service channel environment.
- Understanding of basic web design principles and proven ability to write and edit for the web and other digital channels.
- Experience in project management is an asset.

KNOWLEDGE, SKILLS & ABILITIES

- Knowledge of general communications principles and concepts.
- Familiarity with the Chicago Manual of Style.
- Good leadership, problem solving, organizational, and communication (written and oral) skills.
- Knowledge of how to coordinate formal and informal consultation processes.
- Proficiency in MS Word, PowerPoint, Outlook, Excel, Adobe Acrobat.
- Familiarity with database software and content management systems.
- Exceptional command of the English language and of grammar.
- Exceptional skills and abilities in interpreting technical language and complex legal concepts and performing to high standards of accuracy under pressure.

CORE COMPETENCIES

Navigating Change L3

Supporting self and others through change and transition and enabling successful transformation in work products and processes.

- Creates a culture that encourages change, innovation and improvement.
- Applies change management models, principles and practices.
- Translates change strategies into specific direction and focus.
- Adapts existing goals, plans and processes, or develops new ones to respond effectively to the change.
- Removes barriers to change.

Embracing Learning L1

Contributing to a learning culture by developing self and supporting others to acquire skills and improve performance.

- Self-assesses against expectations and standards to identify own learning needs in the current position.
- Reflects on completed activities, identifying what worked well, what didn't, and how to improve own performance.
- Openly shares knowledge with other employees.
- Seeks to learn from other employees.
- Takes advantage of learning opportunities provided to meet job requirements.

Client Orientation L2

Making it easy for our external and internal clients - seeing things through their eyes.

- Anticipates clients' needs and concerns.
- Develops procedures and practices to ensure consistent service.

- Leads or participates in efforts to enhance service delivery systems and processes.
 - Ensures consistency of service experience.
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Accountability L2

Holding self and others accountable to deliver on commitments and to achieve desired results.

- Sets challenging but realistic goals for own area of responsibility.
 - Helps people improve performance to maximize results.
 - Holds people accountable for meeting established expectations.
 - Evaluates progress against established goals and objectives.
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Inspiring Trust L2

Inspiring confidence by demonstrating integrity and building credibility.

- Creates opportunities to build internal and external relationships.
 - Demonstrates confidence in own abilities, views or decisions when challenged.
 - Provides skill, knowledge and talents to resolve complex issues.
 - Fosters trust by communicating consistent, reliable and accurate information.
 - Builds on others' ideas to develop support.
 - Helps others build confidence in themselves.
 - Recognizes the contributions and successes of others.
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Decision Making L2

Enabling progress by resolving issues and supporting others in taking calculated risks and making decisions.

- Involves the right people in the decision making process.
 - Makes decisions by weighing several factors, some of which are partially defined with missing pieces of information.
 - Uses sound business sense to make decisions.
 - Considers risks when identifying or recommending options.
 - Provides context and rationale for decisions.
 - Provides information to others to support decision making on complex issues.
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Organizational Focus L2

Aligning work priorities, processes and practices to achieve the strategic direction.

- Optimizes processes or practices to support the achievement of organizational goals.
- Helps team members understand the broader vision and how their work is aligned.
- Identifies broader implications of proposed positions, options and approaches.
- Makes connections between situations and patterns to improve decision making.
- Recommends approaches to address issues with a longer term perspective.