

POSITION TITLE		CLASSIFICATION	WAGE RATE
Compliance Services Representative		Project Coordinator	\$32.32
NUMBER OF POSITIONS	WORK TERM (START AND END DATES)	WORK GROUP OR LOCATION(S)	WORK UNIT
3	May 6, 2024 – November 30, 2024	Victoria, BC	Electoral Finance, Compliance Services

JOB OVERVIEW:

Reporting to a Compliance Officer, the Compliance Services Representative will provide information and support to external stakeholders about the financing provisions in the *Election Act*, relevant regulations, and Elections BC (EBC) policies and procedures. The Compliance Services Representative will also assist political participants with the submission of financing reports and nomination applications as well as utilize internal processes and systems to process the reports and applications to ensure they meet legislated requirements.

JOB DUTIES AND TASKS:

1. **Provides information, advice and guidance about the financing provisions of the *Election Act*, relevant regulations and EBC policies and procedures by phone and email:**
 - Documents correspondence with stakeholders including candidates, financial agents, authorized officials, advertising sponsors and the public.
2. **Conducts reviews of campaign financing disclosure statements and recommends their acceptance by:**
 - Reviews campaign financing disclosure statements for acceptance by the filing deadline according to the applicable legislation and EBC policies and procedures.
 - Provides advice and guidance to candidates, financial agents and others to facilitate problem solving to ensure acceptance of financial reports.
 - Recommends acceptance of financial reports and voluntary supplementary reports to senior staff and, once approved, advising filers (Principal Officials, Financial Agents or candidates) of acceptance.
 - For financial statements failing to comply, develops recommendations for further action required, reviewing with senior staff and, once approved, issuing instructions to filers.
3. **Reviews applications and recommends the registration of nomination contestants, candidates and advertising sponsors:**
 - Contacts participants to discuss issues with application and correct errors.
 - Processes registration applications utilizing internal polices, procedures and systems.

- Escalates issues and/or questions to direct supervisors to assist in educating external participants on the regulations and requirements of the Election Act.

4. Reviews documents and data for acceptance criteria, and prepares for publication:

- Inputs and proofs data for client management and publication.
- Prepares and scans disclosure statements for publication on the EBC website.
- Ensure private and confidential information is obscured before publishing.

5. Other related duties as required.

JOB REQUIREMENTS:

Education and Experience:

- Secondary school graduation or equivalent.
- Experience providing excellent client service in a fast paced, high-volume work environment.
- Experience using standard databases, spreadsheets, and word processing applications.

Preference may be given to applicants with:

- Completed a certificate or degree from a recognized post-secondary institution.
- Experience providing client service in a call or contact centre work environment.
- Previous experience working at Elections BC.
- Experience using CLIFF, EIS or FRPC.
- Knowledge of local elections campaign financing objectives, policies, and practices.

Applicants must be willing to:

- Apply tact and diplomacy and interact effectively with participants and stakeholders who may be emotional or uncooperative.
- Fulfil the requirement to act as a non-partisan representative of Elections BC.
- Work outside of normal business hours, occasionally, to meet deadlines.

NOTE: Successful completion of security screening requirements of the BC Public Service (a criminal record check) may be required.

Knowledge, Skills and Abilities:

- Strong attention to detail.
- Ability to interpret relevant acts, policies and procedures in plain language to a variety of individuals over the phone and by email.
- Strong analytical, organizational, communication and interpersonal skills.
- Proficiency in oral and written English.
- Ability to maintain confidentiality when working with sensitive information and materials.
- Ability to maintain a positive attitude in times of high stress and tight deadlines.

- Proven ability to work effectively independently and cooperatively in a diverse team environment, demonstrating maturity, tact, and discretion.
- Ability to analyze financial statements and determine compliance with relevant legislation, policies, procedures.
- Ability to be a non-partisan representative of Elections BC.

COMPETENCIES:

- Communication
- Analytical Thinking
- Initiative
- Problem solving and judgement
- Results Orientation
- Service Orientation
- Teamwork and Co-operation

Link to competency definitions:

<https://www2.gov.bc.ca/gov/content/careers-myhr/job-seekers/about-competencies>