

Position: Director, Practical Experience & Candidate Support Operations
Reports to: Vice President, Education and Professional Development
Contract type: Fixed Term Contract; Full Time [12 months]

The Chartered Professional Accountants of British Columbia (CPABC) is seeking a dynamic, results-driven and collaborative individual with excellent organizational, analytical, and customer service skills for the Director, Practical Experience & Candidate Support Operations role. We are proudly recognized as one of BC's Top Employers for 2021. Come join a collaborative 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, Education and Professional Development, the Director, Practical Experience & Candidate Support (PE and CS) Operations will oversee and support the Practical Experience operations of the department. In so doing, the role will be responsible for overseeing exciting new process improvement initiatives by taking part in comprehensive reviews of the services provided by the Practical Experience assessment and candidate support teams. The role will be responsible for looking for opportunities to streamline activities, improve productivity, and support team members in achieving their individual and team goals. The role will identify and create metrics that help gauge both internal and external stakeholder satisfaction levels in relation to the department's operations. And in working with the Vice President, the Director will ensure Practical Experience Requirements (PER) policies and practices are meeting the needs of the team, the profession, CPABC, and all its stakeholders.

Key Responsibilities:

Team Management (30%)

- Oversee all Practical Experience activities and operations of the teams;
- Promote teamwork and collaboration within the department, across all divisions within CPABC, as well as with other provincial and regional offices in the achievement of process improvement initiatives;
- Provide input, leadership and encouragement in the development and implementation of process improvement and change management of the department's processes while adhering to CPABC's core values;
- Support and coach teams towards their individual and collective growth;

Process Improvement Project Management (35%)

- Develop a strong understanding of the CPA Certification Program and related practical experience policies: CPA PER and CPA Harmonized Practical Experience Policies;
- Collaborate with the managers, their respective teams, and inter-departmental teams to understand the current roles, responsibilities and processes in place;
- Identify areas for process improvement across all PE and CS operations, and develop a structured methodology and change management plan;
- Lead change management activities and support the design, development, delivery and management of communication efforts;
- Assess change impact and change readiness on a regular basis;
- Support training efforts through providing input, document requirements and support the design and delivery of training activities to successfully execute the process improvement and change management plan;

Customer Service (25%)

- Enhance customer service mindset across team deliverables;
- Provide training and support to teams initiating change management initiatives;
- Implement customer service performance metrics;



Stakeholder Management (10%)

- Document and report project status providing regular updates, recommendations to enhance efficiency and mitigate risks, to the VP and senior management; and
- Other duties and responsibilities as may be assigned from time to time.

Key Requirements:

- Chartered Professional Accountant (CPA) designation required;
- Proven experience developing organizational transformation and change management strategies, combined with a track record of leading and guiding teams through the change management lifecycle;
- Minimum five (5) years experience in organizational change management, process improvement or related discipline;
- Proven project management abilities;
- Bachelor's Degree required; additional change management credentials would be desirable, but are not mandatory;
- Previous experience conducting formal performance evaluations and providing professional feedback a must;
- Excellent interpersonal, communication and presentation skills, both verbally and written;
- Ability to work collaboratively as a key member of a team and independently with minimum supervision;
- Meticulous attention to detail, comfort in working in non-routinized tasks, refined organizational skills and the ability to multi-task, required;
- Proven ability to prioritize competing requirements and deadlines under pressure.

Preferred Experience:

- Experience or background in the CPA Practical Experience field would be desirable, but is not mandatory;
- Prior experience working in Public Practice or Industry is required; experience working in both would be ideal, but is not mandatory.

If this job outline describes you, please email your **résumé** and **cover letter** with **salary expectations** to HRCPABC@bccpa.ca. This posting will remain open until filled.

We thank in advance all candidates who respond; however, only those selected for interviews 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 37,000 CPA members and 5,000 CPA students. 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 was presented with a BC Top Employer award for 2020 and 2021.