

Position: Professional Development Delivery Coordinator
Reports to: Professional Development Senior Administrator
Contract type: Full Time, Fixed Term (October 2, 2023 to December 21, 2023)

The Chartered Professional Accountants of British Columbia (CPABC) is seeking a highly organized and customer-centric individual with excellent attention to detail for the position of Professional Development (PD) Delivery Coordinator with our Professional Development team. We are proud to have been recognized as one of BC's Top Employers for a fourth consecutive year in 2023. 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

The PD Delivery Coordinator will be responsible for providing administrative support at CPABC professional development seminars, both in-person and virtual, by providing information and assistance to course attendees, and logistical support to instructors. The role will also be responsible for quality assurance, by proofreading and formatting course materials.

Key Responsibilities:

Customer Care and Program Delivery

- Hosts live webinars by creating Zoom meetings, inputting polling questions, and reviewing all requirements for the webinar;
- Coordinates and runs Zoom walkthroughs with instructors who may require more guidance and practice, and provides information on Zoom features;
- Monitors live webinars by making housekeeping announcements, introducing instructors, tracking attendance, launching attendance polls, and assisting the instructor and attendees with any issues;
- Provides on-site administration support at in-person courses by setting up the registration table and banners, setting up any required AV equipment such as projectors, reviewing for proper meeting room set-up and accurate signage, and signing in attendees;
- Troubleshoots any issues that may arise at in-person course venues at the beginning of the course – this may include addressing questions or requests from attendees, assisting the instructors, and liaising with venue staff;
- Returns to venue to pack up any items belonging to CPABC at the end of the course;

Quality Assurance

- Reviews, proofreads, and formats seminar materials to ensure quality standards are met;
- Finalizes seminar materials by preparing print files and/or electronic files, and liaises with Coordinators to review the files;
- If and when required, prints and sends course material binders to instructors;
- Reviews and edits audio and/or video recordings using Camtasia;

Other administrative and miscellaneous duties

- Updates course attendance hours in database;
- Other miscellaneous duties to support the professional development team as necessary;

Key Requirements:

- Bachelor's Degree or post-secondary qualification, or equivalent experience;
- Minimum one (1) year of experience in an office administrative or customer services capacity, or similar function;
- Excellent interpersonal and communication skills;
- Strong attention to detail with good organizational and time management skills;
- Proven ability to multi-task and prioritize competing requirements and deadlines under pressure;
- Intermediate to advanced proficiency with Camtasia or other video editing software, MS Office;



- Ability to work collaboratively as part of a team and independently with minimum supervision.

If this job outline describes you, please email your **résumé** and **cover letter** to HRCPABC@bccpa.ca by **Thursday, September 7, 2023**. 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 39,000 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 fourth consecutive BC Top Employer award in 2023.