



QUALITY ASSURANCE ANALYST AND RESEARCHER

PERMANENT FULL-TIME POSITION (37.5 hrs per week)

LOCATION: Provincial Office - 13401 – 108th Avenue, Surrey

CLOSES: May 19, 2021 at 4:30 PM PST

ABOUT MÉTIS NATION BRITISH COLUMBIA

Métis Nation British Columbia (MNBC) develops and enhances opportunities for our Métis communities by implementing culturally relevant social and economic programs and services. Through teamwork, respect, dedication, accountability, integrity, and professionalism, MNBC strives to build a proud, self-governing, sustainable Nation in recognition of inherent rights for our Métis citizens, assisting in the delivery of services based on policy, process, and specified regulations.



MNBC's *Employer of Choice Initiatives* offers employees a competitive total compensation package including:

- ✓ comprehensive group benefit package or health-care spending account and enrollment in the Municipal Pension Plan
- ✓ 14 paid days per year for statutory and cultural days (Indigenous People Day & Louis Riel Day)
- ✓ carpool, parking & public transit subsidies (Provincial Office only)
- ✓ educational spending account and professional development allowances to provide annual funding to continue lifelong learning and skills upgrade.
- ✓ remote workplace supports.
- ✓ internal advancement & redeployment opportunities

ABOUT THE OPPORTUNITY

We are seeking a highly motivated, team-orientated individual to join our Ministry of Citizenship and Community Services team as a **Quality Assurance Analyst and Researcher**.

Reporting to the Registrar and Senior Director of Citizenship and Community Services, the primary objective of the role is to oversee all aspects of quality assurance and conduct genealogy research for the MNBC Registry. This position may also provide supervision to volunteers and other work-experience students.

KEY DUTIES AND RESPONSIBILITIES

- Develop comprehensive Quality Assurance plans, including creating quality standards and performance measurements.
- Ensure compliance with policies and procedures relating to quality assurance.
- Conduct evaluation of quality standards and compliance, with the goal of continuous improvement.
- In collaboration with the Registrar and Senior Director, identify solutions to quality assurance issues.
- Cultivate and disseminate knowledge of quality assurance best practices to staff via ongoing training.
- Conduct genealogical research to support Citizenship Assessment Specialists with complex applications.
- Develop partnerships and guidelines with other organizations.
- Act as the lead Métis researcher
- Prepare and deliver presentations for communities and the public that will increase awareness and knowledge of Métis history and current issues affecting Métis people in BC.
- Maintain up to date training presentations, files, and protocols.
- Prepare a variety of reports for the Registrar and Senior Director
- Provide supervision to research volunteers and other work-experience students.

THE IDEAL CANDIDATE

- Degree or diploma in business administration
- Training in quality assurance, research methodology, Genealogy, or related field
- Minimum of three (3) years of experience in a quality assurance, research, or related role
- Combination of relevant experience, education, and training will be considered.
- Knowledge and/or awareness of the historical and contemporary contributions made by Métis people in B.C.
- Knowledge of quality assurance methods and planning
- Demonstrated ability to effectively communicate both verbally and in writing
- Ability to lead, problem solve, and utilize team-building skills
- Proven ability to utilize strong interpersonal skills to deal with others effectively
- Proven ability to prioritize tasks, meet deadlines, and work with minimal supervision
- Proven ability to utilize, adapt and embrace new technologies, including Word, Excel and other database/software required by the role

OTHER COMMENTS

- Other duties may be assigned as needed to help ensure the efficient operation of MNBC
- There will be a need to attend meetings and events which may require work and travel outside of the normal business hours.
- Ability to provide a satisfactory Criminal Record Check
- Valid BC Class 5 Driver's license and access to reliable personal vehicle for work purposes

The above requirements are what MNBC is seeking in the ideal incumbent at the time of posting and are subject to change based on needs.

Pursuant to section 41 of the BC Human Rights Code, preference may be given to applicants who self-identify as Aboriginal (First Nation, Métis or Inuit). All qualified candidates are encouraged to apply.

PLEASE NOTE THAT CANDIDATES MUST APPLY BY Wednesday, May 19, 2021 at 4:30 PM PST.

Using Quality Assurance Analyst and Researcher in the subject line of your email, please send your resume and cover letter to:

Maryann Morrison
Registrar and Senior Director of Citizenship and Community Services
Métis Nation British Columbia
Email: registryhr@mNBC.ca