Letter of Expectation: Senior Writer

This letter outlines the expectations and responsibilities for the Senior Writer at ABC. These expectations will be used as a reference point to ensure consistent performance and accountability.

Purpose of the Role

The position you have accepted serves as the primary point of contact for all branch correspondence. This includes managing the branch's public inbox, reviewing incoming emails and letters, researching driver files, preparing templates, and drafting clear, accurate, and thoughtful responses in a timely manner. The role also includes liaising with program area staff and the ministry correspondence team. Additional writing and collaboration opportunities may also be available.

Core Expectations

You are expected to consistently:

1. Manage executive & ministry requests

- Review and action incoming correspondence from the PSSG Correspondence team (ministry), as well as escalated mailbox items (executive)
- Assess key questions, issues, and required actions within each request
- Provide teams with appropriate draft templates and maintain LAN organization
- Manage workflow in eApprovals by progressing items through required approval stages
- Ensure responses are delivered within established timelines

2. Manage the branch's public email inbox

- Monitor and manage the shared inbox, ensuring all incoming messages are reviewed promptly
- Triage and prioritize emails based on urgency and date order
- Provide clear, accurate responses using templates and available information
- Escalate complex or sensitive inquiries to the appropriate team or prepare a draft letter for executive signature
- Track correspondence in CLIFF to ensure timely responses and follow-ups

3. Draft high-quality, relevant responses & communication materials

- Provide clear, accurate responses that address all questions, while keeping accessibility standards in mind
- Demonstrate sound judgment and awareness of reputational risk to RoadSafetyBC and the Province
- Submit drafts within agreed-upon timelines

4. Manage workload, communicate promptly & collaborate with others

- Work closely with RSBC teams to provide timely and accurate information
- Serve as the main contact for questions from the PSSG Correspondence team.
- Respond to clarification requests promptly and professionally
- Connect with your supervisor immediately if issues arise
- Any process changes must be recommended to your supervisor prior to implementation

- Correspondence priorities must be taken into account when agreeing to new projects or tasks

5. Maintain professional conduct

- Demonstrate a positive, respectful, collaborative, and solution-focused approach
- Attend required meetings and training sessions
- Follow instructions
- Follow all ministry and branch processes, writing standards, and templates

Training & Support

You will receive direct training and ongoing support from the Communications & Marketing team, including:

- Correspondence processes and workflows
- Writing standards for the Minister's Office
- Corporate writing best practices
- Templates, standard language, and style guidance
- Driver Case Management Programs (basic training)
- Technical training and support as needed (OneNote, eApps)

You will:

- Be included as part of the Communications team
- Have the chance to improve correspondence processes
- Have input to enhance your experience while meeting correspondence operational needs

Overall Expectations

By accepting this assignment, you agree to:

- Manage your time effectively to consistently meet deadlines while maintaining accuracy and quality
- Produce high quality correspondence and communications materials that uphold the standards and manage the reputation of RoadSafetyBC
- Communicate proactively with your supervisor and/or the Communications & Marketing team if you encounter barriers or workload concerns
- Represent the branch, your team and the Communications & Marketing team professionally
- Demonstrate enthusiasm, reliability, and a willingness to learn

Acknowledgement

By accepting this position, you agree to meet the expectations outlined above and to communicate proactively if challenges arise. Failure to meet these expectations (such as regularly missed deadlines, incomplete research, low-quality drafting, lack of communication, or not following processes) may result in reassignment from the role.

We wish to assist you in every way possible to meet these expectations and be successful in your role as Senior Writer. If you have any questions or concerns regarding these expectations, please feel free to discuss them with us at any time. We look forward to working closely with you and supporting your development in corporate writing, strategic thinking, and cross-team collaboration!