

**Job Identification**

---

**Job Title:** Document Writer  
**Division:** Bailey Metal Products Limited  
**Department:** Business Process  
**Reports to:** Director of Business Process

**Job Purpose Summary**

---

The Document Writer will be responsible for documenting and updating processes within different departments and divisions of the Bailey Organization and to assist in redesign efforts to maximize efficiency and reduce waste.

Working collaboratively with all departments, the Document Writer helps develop and document process flows and standard operating procedures for publication, managing the document control system and lifecycle of controlled documents, providing document management system training to users; creating, implementing, and maintaining good document control across the organization.

**Responsibilities and Accountabilities**

---

The responsibilities and accountabilities of the position include but are not limited to the following:

- Creation of and updating of Process Maps, Standard Operating Procedures and supporting documentation such as process documentation/workflows, reports, checklists, forms, knowledge articles and self-service guides for the Bailey Organization
- Facilitating process workflow modeling in order to collaborate on process improvements, automation capabilities and clearly defined end-to-end use cases
- Coordinating, tracking, reviewing and ensuring timely completion of high quality controlled documents (i.e. process flows, procedures, reports, forms, specifications, protocols, etc.)
- Checking the Document Update log for updating controlled documents in a timely manner based on agreed upon deadlines and meeting all local standards and requirements
- Editing and standardizing format, order, clarity, conciseness, style and terminology to controlled documents provided by others to meet company standards and best practices
- Reviewing and checking of all controlled documents and attachments to ensure consistency between and within documents. Following up with document owners when inconsistencies are found.
- Maintaining a periodic review process and following up with document owners to review their procedures, ensuring relevance and accuracy of process and initiating changes as required
- Managing the document control system by coordinating the review, approval, release and publication process of controlled documents
- Provide support in refreshing the Business Process SharePoint Online site
- Acting as a resource on all format and style related issues to ensure consistency within documents prepared by the Business Process team
- Maintaining a Technical Writing style guide to reflect new formats and changes to controlled documents. Providing updates to Business Process team regarding style, format, and content decisions.

- Providing document management training to new users and technical support to existing users, as required
- Collaborating with Human Resources to initiate training of released documents
- Provide documentation support and participate in cross-functional projects, as required
- Identifying and reporting issues, risks and opportunities to Director of Business Process for follow up, resolution and updating procedures

## **Qualifications**

---

- Bachelor's degree in Arts (in English), Business Management, Information Technology or minimum 5-8 years equivalent work experience required
- Bilingual in English and French is required
- Superior technical writing skills with high attention to proper grammatical rules and guidelines
- Accuracy and attention to detail
- Above average skills in critical thinking, decision making, document organization, effectively finding and using the available information
- Advanced skills in Microsoft Office Suite, SharePoint, Adobe Acrobat, NitroPro, Visio, and imaging software and strong skills in Process Mapping
- Experience with an electronic document management system is an asset
- Excellent verbal and interpersonal communication skills
- Ability to be self-directed and work independently

## **Working Conditions**

---

- Overtime as required
- Travel to other Bailey Divisions may be required from time to time