

## Document Writer (Bilingual) – Contract

**Location:** Bailey Metal Products Limited – Concord, Ontario

**Department:** Business Process

**Reports to:** Director of Business Process

**Position:** New



### About Bailey

Founded in 1950 by Sam Bailey, The Bailey Group of Companies (BGC) is a Canadian industry leader company with manufacturing locations in Ontario, Quebec, Alberta, and British Columbia, producing roll-formed products and providing steel slitting services for the commercial and residential construction industry. The BGC was a family-owned and operated company, that has been passed down through generations. Our growth over the decades resulted in our long-standing partnership with Saint-Gobain which led to BGC recently joining the Saint-Gobain organization. Our people, products, and industry are our pride while innovation and our customers are at the core of our business. Our associates are the key to achieving our vision of being the leaders in this industry, which is why we work hard to create a safe and healthy work environment where associates can achieve growth and development. Apply now, for this exciting opportunity!

### Why Join Our Team?

- Market competitive remuneration package
- Employer-paid comprehensive benefit package
- RRSP matching program
- Education support program and on-the-job training
- Employee referral program

### Position Summary

The Document Writer (Bilingual) will be responsible for documenting and updating processes within different departments and branches of the Bailey Organization.

Working collaboratively with all departments, the Document Writer (Bilingual) helps develop and document process flows and standard operating procedures, creatively creating training materials for publication in both English and French, managing the lifecycle of controlled documents, and creating, implementing, and maintaining good document control across the organization.

### What you'll do:

- Creating and updating controlled documents such as standard operating procedures, process workflows, reports, checklists, forms, operating manuals, and training materials in different formats (e.g., text, visual diagrams, videos, podcasts) for the Bailey Organization in both English and French
- Work with relevant stakeholders on developing and/or improving departmental process flows, procedures, and training materials
- Provide documentation support and participate in cross-functional projects, as required
- Write clear and concise documents using best practices. Follow up with document owners when inconsistencies are found.
- Format documents using Business Process operating guidelines
- Ability to understand SAP functions and identify process gaps
- Provide translation support across the organization, as required
- Maintain a Technical Content Style Guide to reflect new formats and changes to controlled documents
- Monitor and prioritize workload to meet document/project deadlines
- Act as a resource on all format and style-related issues to ensure consistency within documents prepared by the Business Process team
- Provide back-up support to the Business Process team

### What you'll need:

- Bilingual in English and French is a requirement
- Bachelor's degree in Arts (in English and/or French), Arts Management, and Media or a minimum 5-8 years of equivalent work experience is required
- Advanced skills in Microsoft Office Suite, SharePoint, Adobe Acrobat, Visio, and strong skills in Process Mapping and generating videos and podcasts

### Working Conditions:

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

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