

Challenge Assessment Coordinator (*contract, full-time*)

ABOUT THE POSITION

If you are a strong team player who is eager to work in a challenging and fast-paced department, this is a great opportunity for you!

Join SkilledTradesBC and be part of a highly engaged organization that is named one of BC's Top Employers and certified Great Place to Work!



The Challenge Assessment Coordinator is responsible for processing, tracking and reporting status updates on all applications received to challenge trade designations issued by SkilledTradesBC. The Challenge Assessment Coordinator also works closely with verification agencies and provides guidance and expertise to internal and external stakeholders related to the challenge processes.

This is a contract role for approximately 12 months.
This role reports to the Supervisor, Performance Assessment.
This position does not have direct reports.

RESPONSIBILITIES/ACCOUNTABILITIES

Challenge Assessment Administration:

- Informs of processes, roles and responsibilities, and quality expectations between Assessments and other agencies regarding the challenge application process
- Process challenge applications, including initial review, forwarding applications to verifiers, ensuring they are received in time and communicating outcome to clients
- Conducts quality assurance checks on challenge application from verification agencies and on practical assessment results received from training providers
- Conducts audits of assessment agencies, as needed
- Other duties as assigned

Internal Inquiries:

- Responds to escalations from internal staff as required
- Provides orientation, training and ongoing support for staff and service providers related to challenge process and activities

Administration:

- Manages the development and regular update of challenge related forms and information on SkilledTradesBC website
- Reviews and updates Direct Access notifications when needed
- Reconciles invoices related to the process of challenge applications, as needed
- Supports testing and troubleshooting for issues with technology tools related to challenge programs
- Develop and maintains positive relationship with internal and external stakeholders
- Other related duties as assigned

EDUCATION/EXPERIENCE

- Post-secondary degree or diploma or equivalent is preferred; combination of education and experience will be considered
- Previous experience in a high volume fast paced administration and document processing position.
- Intermediate proficiency with MS Office programs: Word, Excel, PowerPoint
- 2+ years Customer Service experience is required
- Knowledge of CRM and SkilledTradesBC programs is an asset
- Knowledge of SkilledTradesBC apprenticeship training programs or trades training is an asset.
- Ability to build and maintain strong internal and external relationships
- Articulate communicator with excellent written and verbal communication skills

WHO WE ARE

SkilledTradesBC is a crown corporation that is responsible for leading and coordinating the skilled trades training and credentialing system for the province. SkilledTradesBC provides strategic leadership, policy support and customer services to help apprentices, employers and industry. SkilledTradesBC sets program standards, maintains credential records and issues the highly regarded Interprovincial Red Seal and B.C. Certificate of Qualifications (C of Q) credentials.

COMPENSATION

Annual Salary Band 3: \$52,530

SkilledTradesBC offers a highly competitive benefits package and perks which include:

- Hybrid work schedule, floater days, and a 37.50-hour work week
- Eligible for pension contributions
- Lifestyle Spending Account
- Extensive Extended Health and Dental Plans that are 100% employer paid

HOW TO APPLY

If this sounds like you, we look forward to hearing from you! Submit your cover letter and resume (**PDF format**) by the closing date on our [careers page](#) by email to humanresources@skilledtradesbc.ca. **Be sure to include your name and the position you are applying for** in the subject line, or your application may not reach the appropriate person.

At SkilledTradesBC, we are committed to diversity and inclusion to ensure that everyone can be their best, authentic self at work. We strive to remove barriers that affect marginalized communities in our recruitment processes. We encourage all qualified applicants to apply.

We kindly ask that applications be sent by email only – no fax or mail applications – and we ask for no phone calls please. Due to the high number of applications the SkilledTradesBC receives, only applicants who are selected for an interview will be contacted.

SkilledTradesBC currently operates in a hybrid work environment which encompasses working remotely and in-office.

SkilledTradesBC is committed to providing a healthy and safe environment for all its employees and recruitment candidates. SkilledTradesBC has implemented its Mandatory Vaccination Policy for staff to help prevent the spread of COVID-19. SkilledTradesBC will continue its obligation to review accommodation requests from staff who are unable to receive the vaccine. We sincerely thank all applicants for their interest in joining SkilledTradesBC.