

## Exams Coordinator (*permanent, 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 Exams Coordinator is responsible for organizing the invigilation of SkilledTradesBC Exams across the Province. The coordinator will maintain the day-to-day relationship between vendors regarding the administration of SkilledTradesBC exams. Working closely with internal teams the Exams Coordinator will follow up with vendors to ensure adequate exams support is provided for accommodated exams, changes to schedules, venue changes and other requests to ensure apprentices and challengers can access exams as part of their trade pathway.

This role reports to the Manager, Assessments.  
This position does not have direct reports.

### RESPONSIBILITIES/ACCOUNTABILITIES

#### *Vendor and Internal Relationships:*

- Maintain day-to-day operational relationship with Service BC for invigilation services:
  - Coordinates invigilator availability
  - Coordinates facility / venue availability
  - Accommodation logistics regarding exam invigilation
  - Correctional Services security clearance
- Establish and maintain relationships with the Accessibility Resource Centre (ARC) for day-to-day operations as well as long-term process efficiency and issue resolutions
- Visit vendor locations across BC to provide training, gather information and maintain relationships
- Attends monthly meetings with vendors to ensure services are delivered according to agreements
- Serves as a primary contact for Customer Support, Completions team and vendors regarding exam related escalations, questions and/or complex problem solving
- Manages sensitive escalations regarding coordination of exam delivery that include underrepresented groups (women in trades, indigenous groups, and others)
- Analyzes exam scheduling information to identify solutions to issues, explore efficiencies and presents them to the Supervisor, Exams Administration and/or Manager, Assessments
- Supports the Manager, Assessments to:
  - Processes invoices from vendors for services
  - Plans and forecasts budget related to vendor services

***Exam Administration:***

- Attends internal meetings to represent the exams team, shares information with the team, gathers feedback and works closely with the Supervisor, Exams Administration and Manager, Assessments to make decisions
- Monitors and actions internal email via Assessments inbox and Exams queue
- Maintains close connection with internal departments to ensure exam services are provided
- Works with the exams team to assist in processing exams administrative work to maintain service levels
- Works closely with the Supervisor, Exams to identify areas of improvement and perform system testing

***Training:***

- Works with the Supervisor, Exams Administration to onboard and train new Exams Administrators
- Provides training to vendors about SkilledTradesBC exams procedures

**EDUCATION/EXPERIENCE**

- Post-secondary degree or diploma or equivalent is preferred; combination of education and experience will be considered
- Basic understanding of processing invoices
- Basic level of budget planning and tracking
- Previous experience working with a CRM system
- In-depth knowledge of Skilled Trades programs
- Working in a fast-paced customer focused team with a dynamic workload
- Working with service providers to establish and maintain close working relationships
- Knowledge of SkilledTradesBC policies, initiatives, programs, trades, and program standards
- Intermediate proficiency with MS Office programs: Word, Excel, PowerPoint
- Occasional overnight travel will be required for this position

**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 4: \$61,232**

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](mailto: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.*