

Team Lead, Exams Administration (*permanent, full-time*)

ABOUT THE POSITION

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!



Assessments department is currently seeking one (1) Team Lead, Exams Administration to join the team.

The Team Lead is responsible for overseeing the daily operations of the Exams Administrator team, including the security, maintenance, and administration of all SkilledTradesBC examinations and related processes. This role is responsible for ensuring all processes and procedures related to the scheduling, invigilation, distribution, marking and recording of results, tracking and secure storage of all SkilledTradesBC examinations are taken care of on a daily basis, under the direction of the Manager, Assessments and Completions.

RESPONSIBILITIES/ACCOUNTABILITIES

Process Oversight and Improvement:

- Reviews and proposes changes to assessment related policies, procedures, training materials and job aides to drive continuous improvement and ensure high quality service to stakeholders.
- Implements process improvement and procedure changes in exam administration to ensure continuous efficiency and high-quality work within the team.
- Monitors workflows and service demands to proactively address issues, concerns, or developing problems.
- Ensures timely implementation of new exams as well as rotation and recall of exams.
- Serves as a point of contact with internal departments and represents the exams group on internal committees, projects, and working groups to facilitate cross departmental engagement and collaboration.
- Manages the needs and requests of external stakeholders and ensures timelines are met.
- Manages inventory of answer sheets, codebooks, and supplies, working with shipping providers and warehouses to ensure adequate supply is in circulation.
- Manages the development and regular maintenance of exam related forms, schedules, and publications.
- Coordinates and promptly responds to out of province (OOP) examination requests with respective jurisdictions.
- Participates in special projects, committees, and meetings; responds to enquiries related to the work and performs other related duties, as required.
- In conjunction with the Assessments Quality Assurance Analyst, improves and maintains quality assurance process for exam administration and related functions.

Team Leadership:

- Maintains, updates, and monitors all Exam Administration training.
- Plans, assigns, schedules, supervises, and reviews the work of the Exam Administrator staff.
- Sets performance and development goals for the team, assesses work performance, and provides ongoing group and one-to-one coaching in conjunction with the Manager, Assessments and Completions.
- Supports with systems used by exam's team and escalates to IT when required.
- Responds to questions and provides advice and feedback to improve performance and resolve problems; ensures teams are informed of and understand established policies and procedures; identifies training needs.
- Creates task assignments and reviews distribution of workload; prioritizes tasks when needed.
- Leads in developing training content and the delivery of training to new and existing Exam Administrators.
- Utilizes critical thinking, proactive problem solving, and positive solutions to address or mitigate escalations, challenges, and emerging issues.

Other Job-related information:

- Provided back-up coverage to the Exams Administrators including scheduling, marking and uploads as needed based on service levels.
- Other Projects or duties as assigned by the Manager, Assessments and Completions.

EDUCATION/EXPERIENCE

- A post-secondary education in Business or related field is required; combination of education, work experience, and training will be considering.
- 2+ years of team lead experience that demonstrates leadership capabilities to guide and ability to apply critical thinking to solve problems and emerging issues, is required.
- Coaching and development experience is an asset.
- Demonstrable experience generating reports, utilizing statistics and analysis to monitor and maintain service levels is necessary.
- Knowledge of assessment and apprenticeship training programs and experience working in an Exams or invigilation environment.

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

Salary Band D: \$70,775 - \$95,755

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, on-site gym,
- 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.