

Completions Coordinator (*Temporary contract 12-months, 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!



We are currently looking for one (1) Completions Coordinator for a temporary 12- months contract full time role.

The Completions Coordinator provides in depth one-on-one support to apprentices and challengers experiencing barriers to completion. The role also supports the Customer Experience department with administrative support for targeted initiatives that directly increase the rate of trade person completions. Reporting to the Manager of Assessments & Completions, this role will help ensure SkilledTradesBC identifies and finds solutions to reduce barriers for obtaining trade certification. This role requires a strong understanding of SkilledTradesBC policies and procedures, customer support processes, and strong interpersonal skills.

This role works closely with the Manager of Assessments & Completions, Apprenticeship Advisor team, Program Standards, Equity and Engagement and Customer Service team in supporting daily work of the Completions department.

This position has no direct reports.

RESPONSIBILITIES/ACCOUNTABILITIES

Administrative Support:

- Monitors completion activities; works closely with Apprenticeship Advisor Coordinator, Analysts and Apprenticeship Advisor to provide guidance and direction for initiatives.
- Develops and maintains templates for SkilledTradesBC customer facing forms.
- Provides support to the Manager, Assessments & Completions as needed.
- Scheduling and researching individual files and preparing with manager for meetings.
- Takes and distributes meeting minutes and liaises with other departments as required.

Stakeholder Support, Engagement, And Case Management:

- Conducts in-depth interviews with trade workers to assess accommodation needs and provides relevant approvals for accommodated exams.
- Provides support and recommendations for specialized accommodation approvals.
- Conducts in-depth interviews to identify knowledge, skill, and learning gaps for trade workers, and provides learning plans to address them for both Apprentices and Challengers coming through the Certification Review.
- Engages with external stakeholders to coordinate upgrading and support options for trade workers
- Provides in-depth one-on-one support for difficult cases referred to Completions by other departments.
- Provides active and ongoing case management and advise for individuals with complex needs or barriers to completion.
- Advocates for external stakeholder interests to internal departments.

Initiative Implementation, Management, and Support:

- Serves as point of contact for supporting cases that come through the completions email. Responsible for researching, developing, and proposing solutions.
- Supports completion initiative projects, develops and guides individuals with gap training solutions to assist with their completion pathway.
- Assists HRSDC and Service BC centers on inquiries regarding Grants and Tax Credits.
- Liaises with Internal stakeholders to create and update upgrading options for individuals, coordinates with Communications Coordinator on updates to the website.
- Update individual and case notes in CRM
- Manages class and individual registrations for online LMS platform.
- Provides timely support and problem solving for LMS users.
- Works with vendors to review and update user platform.
- Coordinates and engages with Accessibility Resource Centres across the province to ensure trade workers receive timely access to accommodate exams as they need them.
- Develops outreach projects to engage non-completers.
- Develops outreach projects to communicate program changes to stakeholders.
- Provides details, guidance, and support for Apprenticeship Advisor and Customer Support outreach projects.
- Acts as jurisdictional contact for Virtual Learning Strategist 2 pilot program.
- Provides on the ground organizational/implementation support for VLS2 pilot in BC.
- Operationalizes new projects, initiatives, or supports for the organization.
- Crafts and disseminates reports on project progress, outcomes, and learnings.

EDUCATION/EXPERIENCE

- Highschool or equivalent required, and post-secondary Business Administration is an asset
- Combination of education and/or sufficient work experience is necessary to perform all aspects of the position successfully
- 1+ years of experience in a customer service environment and experience working with CRM or similar inhouse customer service tracking system is preferred
- Ability to research, analyze data for errors and summarize information for reports and produce statistical information in an effective manner
- Well-developed analytical skills are required including ability to analyze data input from external sources
- Demonstrated ability to develop and maintain professional relationships with colleagues and external partners
- Ability to de-escalate emotionally charged situations is required
- Demonstrate experience with developing, implementing, and managing projects is necessary
- Knowledge regarding learning challenges, barriers, and disabilities is an asset
- Strong advising/coaching skills or experience is an asset
- Case management experience in an asset
- Understanding of SkilledTradesBC policies and procedures and customer support processes
- Knowledge of intermediate MS Office programs, and general computer proficiency

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 C: \$63,516 - \$85,934

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.