

Update

Ministry

Describe: Basic Job Details**Position**

Position ID

Position Name (200 character maximum)

Current Class

Job Focus

Supervisory Level

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Organizational Structure

Division, Branch/Unit

Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Supervisor's Current Class

Design: Identify Job Duties and Value**Changes Since Last Reviewed**

Date yyyy-mm-dd

Responsibilities Added:

Responsibilities Removed:

Job Purpose and Organizational Context

Why the job exists:

Following the direction of the Manager, Certification, the Certification and Exam Coordinator will maintain, monitor and enforce the policies and procedures for all evaluation, certification and accreditation documents. This position provides support for all provincial fire departments, industry emergency services and educational institution training programs by processing applications, creating, monitoring, scoring and reporting for evaluations and certifications to achieve internationally recognized firefighter certification.

Responsibilities

Job outcomes (4-6 core results), and for each outcome, 4-6 corresponding activities:

1. EXAM MANAGEMENT

- generate exams using Logic eXtension Resources (LXR) Test Program or other department approved software programs
- ensure evaluation documents reflect appropriate standards
- monitor and maintain exam security during the development, administration and storage processes
- ensure correct evaluation materials are ordered and printed (e.g. correct exam, #)
- produce and analyze statistical reports for internal and external stakeholders
- ensure all exams and evaluation materials follow program and accrediting organization processes and policies
- monitor, report and maintain quality assurance and improvement processes for all exams and evaluation materials to meet program and accrediting organization expectations

2. EXAM/EVALUATION APPLICATION PROCESSING

- The Certification and Examination Coordinator functions as the team lead for reviewing and ensuring host department applications to host exam/evaluations based on the program processes and criteria are met
- ensures the application processes are communicated and followed by applicants; including the ability to communicate and coach host departments to meet program expectations
- enters host department application requests into program tracking system for data, processing and monitoring activities to ensure timely and effective services
- compile and process exam/evaluation packages for shipping
- ship examination package by traceable method
- monitor files to ensure exams are shipped and returned within program timelines
- open packages and review materials (accountability check for all evaluation material return, completed documentation, document exceptions for follow up and communications required for missing info)
- organize returned documents for marking, storage, destruction, etc.
- ensure all client expectations are met; including communications to address issues not meeting client satisfaction
- able to resolve problems that may occur, with limited supervision, to support clients and program expectations

3. EXAM/EVALUATION PROCESSING

- scan exams and review outputs (e.g. able to scan, identify errors within process or for decision)
- initial review of exam and evaluation results for course completion
- mark entry into Moodle database system
- assist candidates to access marks once entered
- enter tracking data into team quality control sheets

- create invoices for fire departments hosting exams/evaluations
- monitor files to ensure exams are shipped and returned in a timely manners as outlined within program expectations
- monitors and enforces all exam/evaluation processes to meet all security and integrity expectations

4. CERTIFICATION

- ensure policies and procedures are followed in accordance with A&C and accrediting organizations
- review certificate applications and prepare follow up communications
- track seal numbers and student information as required by the accrediting boards
- review completed certificate #s for finance payment
- create invoices for certificates to candidates
- lead A&C Unit in preparing documents for auditing and business planning processes
- administer, manage and report on all certification-related documents and processes

5. ADMINISTRATIVE

- assists in the generation of documentation as required for accrediting board audits/reviews
- generate statistics regarding certification and examination
- assists in processing fire department and candidate reports
- monitors team email and directs/responds to inquiries

6. Liaison/Public Relations and Special Projects

- Work and communicate co-operatively and positively with all internal and external stakeholder groups.
- Able to work with all internal and external stakeholders to resolve issues and achieve satisfactory outcomes that support program policies, processes and expectations
- Represent the A&C Team, department, ministry in communications and activities with internal and external departments, organizations, stakeholders in a professional and courteous manner.
- Lead, coordinate and participate in special projects/assignments assigned by the Manager.
- Willing to learn new skills and participate in activities that contribute to the improvement of the A&C Team and program.

Problem Solving

Typical problems solved:

- Addressing issues or information-related to application submissions, evaluation materials or certificate applications.
- Communicating with host departments, evaluators and candidates to address processes or outcomes that do not achieve satisfactory results. This may include issues from late/missing exams to failed exam scores.
- Corrective action to solve data for reporting processes (e.g. business planning, accreditation reports)
- Investigating and identifying incorrectly entered data for certificate numbers or exam scores.
- Addressing urgent or requests that do not meet process or policy timelines.
- Requesting information to complete services or activities.
- Addressing communications and urgent requests from stakeholders.
- Meeting timelines for creating and shipping evaluation materials.
- Internal process reviews (e.g. incorrect exam printed, labeling, incorrectly entered data)

Types of guidance available for problem solving:

- A&C Team has documented operational processes, flowcharts and guidelines.
- A&C Team members are available for support and process.
- A&C Manager available for required decision / direction.

Direct or indirect impacts of decisions:

Operates as lead of an administrative team to support internal and external stakeholder processes to:

- monitor and report on operational outcomes
- provide evidence to influence and revise program policies and processes
- apply and access evaluations, certificates and candidate records
- receive, monitor, and report evaluations and certificates invoices
- mark and enter evaluation results
- review, monitor and report on evaluation and certification results

Key Relationships

Major stakeholders and purpose of interactions:

- A&C Team members - daily contact to review work priorities and demand needs
- Fire Department Hosts - email communications to receive evaluation applications and resources
- Fire Department members - email communications to assist with certificate application and accessing online records
- Accrediting organizations - email and direct communications for audit and reporting requirements

Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
Certificate (1 year)	Other		

If other, specify:

Job-specific experience, technical competencies, certification and/or training:

- Excellent communication skills demonstrated by the ability to work with people of diverse backgrounds
- Advanced experience in providing services to demanding client groups
- Able to work, adapt and support team operations
- Proficient in using various software applications including, Microsoft Office (Word, Excel, Power point, Outlook, Teams), LXR Test Software with OMR (Scantron), Adobe (reader, writer), Moodle (or supported learning management system)
- Be effective in establishing positive working relationships with all stakeholders
- Apply confidentiality, professionalism and flexibility, work well independently and as a team player
- Provide strong technical or functional guidance to other individuals
- Must have exceptional interpersonal skills
- Ability to work within, communicate and ensure internal and accrediting bodies policies are met
- Must have strong time management skills to meet changing deadlines, priorities and/+ or unforeseen situations

Behavioral Competencies

Pick 4-5 representative behavioral competencies and their level.

Competency	Level					Level Definition	Examples of how this level best represents the job
	A	B	C	D	E		
Build Collaborative Environments	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Facilitates open communication and leverages team skill: <ul style="list-style-type: none"> • Leverages skills and knowledge of others • Genuinely values and learns from others • Facilitates open and respectful conflict resolution • Recognizes and appreciates others 	daily contact with team members and must: <ul style="list-style-type: none"> - be able to maintain professional and courteous communications during times of urgency or when stakeholders are disappointed in results/ processes - encourage communication to identify potential issues and solutions - be open to hearing different perspectives

			due to the broad range of partners (e.g. large urban fulltime to small rural volunteer depts) - understand partner issues and opportunities to apply to team processes
Drive for Results	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	Works to exceed goals and partner with others to achieve objectives: <ul style="list-style-type: none"> • Plans based on past experience • Holds self and others responsible for results • Partners with groups to achieve outcomes • Aims to exceed expectations 	This individual must be able to: <ul style="list-style-type: none"> - support a team to maintain high operational outputs according to policy and processes - operate within standardized team processes - meet expectations for quality and processes of all team members - meet process time requirements for process activities
Agility	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	Works in a changing environment and takes initiative to change: <ul style="list-style-type: none"> • Takes opportunities to improve work processes • Anticipates and adjusts behaviour to change • Remains optimistic, calm and composed in stressful situations • Seeks advice and support to change appropriately • Works creatively within guidelines 	Due to stakeholder requests and required processes this individual must be able to: <ul style="list-style-type: none"> - action changing priority tasks - identify priorities with team members based on timeline and need - support and be a contributing team member through all activities - provide support to other teams within the division, as required
Creative Problem Solving	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	Focuses on continuous improvement and increasing breadth of insight: <ul style="list-style-type: none"> • Asks questions to understand a problem • Looks for new ways to improve results and activities • Explores different work methods and what made projects successful; shares learning • Collects breadth of data and perspectives to make choices 	Due to the broad range of stakeholders, team resources and activities, this individual must be able to: <ul style="list-style-type: none"> - to identify potential challenges - participate in the development and implementation of new processes - gather information, through various communication formats, to address immediate to long-term solutions.

Benchmarks

List 1-2 potential comparable Government of Alberta: [Benchmark](#)

entral Permit Officer Supervisor (016AS11)
Pay & Benefits Specialist (016AS05)
Program Administrator (016AS07)

Assign

The signatures below indicate that all parties have read and agree that the job description accurately reflects the work assigned and required in the organization.

Employee Name

Date yyyy-mm-dd

Employee Signature

Supervisor / Manager Name

Date yyyy-mm-dd

Supervisor / Manager Signature

Director / Executive Director Name

Date yyyy-mm-dd

Director / Executive Director Signature

ADM Name

Date yyyy-mm-dd

ADM Signature

DM Name

Date yyyy-mm-dd

DM Signature