

JOB DESCRIPTION

TITLE	NAME
Coordinator, Examinations Administration and Reporting	Vacant

CLASSIFICATION LEVEL:	DIVISION	DEPARTMENT
EP 3	Exam Provider	

REPORTS TO (POSITION):

PURPOSE:		
The Coordinator, Examinations Administration and Reporting is responsible for coordinating and supporting operational activities across the end-to-end lifecycle of high-stakes professional examinations, including examination development, delivery, marking, and results reporting. Working under the direction of the Senior Manager, Examinations Administration and Reporting and as part of the Exam Provider team, the incumbent helps ensure examination processes are delivered with accuracy, integrity, confidentiality, and operational excellence. The role collaborates with internal and external stakeholders to maintain quality standards, support continuous improvement initiatives, and contribute to a positive candidate experience.		
RESPONSIBILITIES and ACTIVITIES:		
Responsibility 1: Examination Development, Delivery and Maintenance	20	%
• Maintain the administrative integrity of the multiple-choice question bank, ensuring accuracy, security, and compliance with established processes • Format examinations and ensure compliance with accessibility requirements and established quality standards • Coordinate examination printing, production and shipping activities • Assist with the development of examination schedules, timelines and operational work plans • Identify and recommend opportunities to improve examination development, delivery and maintenance processes		
Responsibility 2: Examination Marking	25	%
• Coordinate candidate response reconciliation activities and support investigation and resolution of discrepancies • Perform administrative, technical, and system-related activities supporting examination marking operations • Participate in the implementation, testing and maintenance of marking-related technologies and processes, including UAT • Coordinate and track examination remark requests in accordance with established procedures • Monitor marking processes and identify opportunities for operational efficiencies and continuous improvement		
Responsibility 3: Examination Results Reporting and Feedback	25	%
• Coordinate and support the accurate, timely, and confidential reporting of examination results to the regions and external stakeholders • Coordinate the delivery of candidate feedback for practice and live examinations in collaboration with regional representatives • Perform quality assurance activities related to results reporting and candidate feedback processes • Assist with the preparation and verification of examination performance data and reports		
Responsibility 4: Meeting Logistics and Board of Examiners Administration	15	%
• Coordinate logistical arrangements for Board of Examiner meetings, in-person marking centre, and other examination related activities, including venue research, scheduling, and vendor coordination • Support the administration of Board of Examiners policies, processes and documentation, including member appointments, onboarding, technology access and records management • Maintain records and documentation in accordance with business continuity, document retention, and other organizational requirements • Prepare meeting materials, agendas, minutes, and related administrative documentation as required		
Responsibility 5: Collaboration	15	%
• Work collaboratively with internal teams to harmonize processes and provide operational support across examination processes • Foster strong, professional relationships with authors, markers, committee members, regional partners, and external vendors. • Act as a resource for examination administration processes and respond to inquiries from internal and external stakeholders • Contribute to cross-functional projects and initiatives supporting examination operations and service delivery		
KNOWLEDGE and EXPERIENCE:		
• Bachelor's degree in a related field • Minimum 3 years of experience in a coordination, administrative, or operations support role within a business environment (equivalency will be considered on 1 year of education for 1 year of experience, or 1 year of experience for 1 year of education) • Proficiency in both English and French is considered an asset • Knowledge in HTML is considered an asset • Project management experience for projects with multiple partners/parties and tight/immovable deadlines is considered an asset • Knowledge of examination content development and marking processes and/or candidate results and feedback reporting is considered an asset		
SKILLS and ABILITIES:		
• Ability to manage projects with multiple parties and deadlines • Ability to manage confidential and highly sensitive information • Ability to exercise sound judgment in a high-stakes assessment environment • Ability to manage multiple concurrent priorities while maintaining a high degree of accuracy and attention to detail • Strong analytical and data interpretation skills • Ability to collaborate with diverse stakeholder groups • Comfortable working with data, psychometric concepts, and quality assurance processes • Familiarity with modern digital tools, including Microsoft 365 and Artificial Intelligence-enabled productivity tools (e.g., Copilot) • Strong communication, organizational, and problem-solving skills		
WORKING CONDITIONS		
• The CPA Western School of Business is a hybrid organization with employees located primarily in Western Canada. • Occasional travel for team and governance meetings, workshops, or vendor/site visits. • Flexibility to work outside of standard business hours, including evenings and weekends, is required during peak periods		

SIGNATURES: The signatures below indicate that the incumbent and supervisor have read, discussed, and agreed that the information accurately reflects the work assigned.		
INCUMBENT SIGNATURE: I certify that I have read and understood the responsibilities assigned to this position.		
Click here to enter text.		Click here to enter text.
Name	Signature	Date
SUPERVISOR SIGNATURE: I certify that this job description is an accurate reflection of the responsibilities assigned to this position.		
Click here to enter text.		Click here to enter text.
Name	Signature	Date