

JOB DESCRIPTION

TITLE		NAME
Operations Lead, Examinations Administration and Reporting		Vacant
CLASSIFICATION LEVEL:	DIVISION	DEPARTMENT
EP 5	Exam Provider	CPA Professional Examinations
REPORTS TO (POSITION): Senior Manager, Examinations Administration and Reporting		
PURPOSE:		
The Operations Lead, 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 role ensures examination processes are executed with a high degree of accuracy, integrity, confidentiality, and efficiency while supporting a positive candidate experience. The incumbent works collaboratively with internal and external stakeholders to maintain quality standards, implement process improvements, and support the successful delivery of professional assessments.		
RESPONSIBILITIES and ACTIVITIES:		
Responsibility 1: Examination Development, Delivery and Maintenance	20	%
- Support the implementation and maintenance of the administrative aspects of the multiple-choice question bank, ensuring compliance with established processes and providing quality assurance - Ensure quality examinations formatting and compliance with all necessary accessibility requirements, including being up to date on best practices and new legislation - Develop operational timelines, schedules, and workplans for examination development activities - Coordinate logistics related to examination printing and shipping - Contribute to the implementation of exam writing technology and processes, including UAT, acting as the subject matter expert - Identify, recommend, and implement operational improvements to enhance examination security, efficiency, scalability, and candidate experience		
Responsibility 2: Examination Marking	25	%
- Coordinate the candidate response reconciliation process for routine cases, as well as lead and resolve complex investigations - Coordinate staffing for all examinations marking centres including the management of leader and marker databases - Coordinate the contract issuance process related to contractors - Ensure marking teams are adequately supported in administrative and technological activities related to marking - Contribute to the implementation of marking-related technology and processes, including UAT - Coordinate the remarks request process - Identify opportunities for continuous improvement in examinations marking processes		
Responsibility 3: Examination Results Reporting and Feedback	25	%
- Ensure the accuracy, integrity, confidentiality, and timely reporting of examination results and performance data - Support the timely and accurate reporting of examination results to regional partners and the public - Coordinate with regional representatives on delivery of feedback from practice and live exams to candidates - Coordinate quality assurance processes for examination reporting and candidate performance analytics		
Responsibility 4: Meeting Logistics and Board of Examiners Administration	15	%
- Coordinate meeting logistics for Board of Examiner meetings, in-person marking centre processes, etc. including researching appropriate locations/venues and contract management - Facilitate the implementation of Board of Examiners policies, processes and documentation, including managing appointments, onboarding, technological access, and documentation - Support the implementation of business continuity, document retention, and other related policies, processes and documentation		
Responsibility 5: Collaboration	15	%
- Provide guidance, coaching and training to members of the examination administration and reporting team - Acts as a key operational contact for complex and cross-functional activities - Administer the development of budgets related to administration and reporting and ensure cost effectiveness in operational processes - Work collaboratively with the internal partners to harmonize processes and enable operational support across teams working on different exam types - Foster strong, professional relationships with authors, markers, committee members, and external partners - Support the management of relationships with external providers to ensure service levels, contractual obligations, and operational requirements are achieved		
KNOWLEDGE and EXPERIENCE:		
- Bachelor's degree in a related field - Minimum 5 of experience in a coordination or administrative role within an examinations or similar environment - 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/immoveable deadlines is considered an asset - Knowledge of exam 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 provide guidance, coaching, and technical support to colleagues, and stakeholders.
- Ability to exercise sound judgment in a high-stakes assessment environment
- 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.

Name

Signature

Click here to enter text.

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.

Name

Signature

Click here to enter text.

Date