



Completions Coordinator (Permanent, Full Time)

WHO WE ARE

The **Industry Training Authority (ITA)** is a crown agency that is responsible for leading and coordinating the skilled trades training and credentialing system for the province. ITA provides strategic leadership, policy support and customer services to help apprentices, employers and industry. ITA sets program standards, maintains credential records and issues the highly regarded Interprovincial Red Seal and B.C. Certificate of Qualifications (C of Q) credentials.



ABOUT THE POSITION

The Completions Coordinator 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 Completions, this role will help ensure the ITA identifies and finds solutions to reduce barriers for obtaining trade certification. This role requires to have a strong understanding of ITA policies and procedures and customer support processes.

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

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 ITA customer facing forms.
- Provides support to the Manager, Completions as needed.
- Schedules, researches individual files and prepares with manager for meetings
- Review, research individual files and prepares documents for meetings
- Takes and distributes meeting minutes and liaises with other departments as required

Initiatives Support

- Serves as point of contact for supporting cases that come through the completions email. Responsible for researching and proposing solutions.



- Supports completion initiative projects, develops and guides individuals with gap training solutions to assist with their completion pathway.
- Provide support and recommendations for the LD Accommodation interview assessments
- Provide support and recommendations for both Apprentices and Challengers coming through the Completions panel and Certification committee
- 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
- Works with vendors to review and update user platform

EDUCATION/EXPERIENCE

- Highschool or equivalent required, Post-secondary Business Administration an asset
- Combination of education and/or sufficient work experience is necessary to perform all aspects of the position successfully
- Demonstrated ability to develop and maintain strong professional relationships with colleagues, customers, and external partners
- Ability to research, analyse data for errors and summarize information for reports
- Strong understanding of ITA policies, procedures, and customer support processes

COMPENSATION

Annual Salary Band 3: \$52,530 – \$62,080

The ITA offers a highly competitive benefits package and perks which include:

- Flexible working schedule
- Eligible for pension contributions.
- Healthy Living Program
- 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) indicating the location you are applying for by email** before the closing date listed on our [careers page](#) to HumanResources@itabc.ca. All applicants will receive an emailed response confirming receipt of their resume submission.

We kindly ask that applications be sent by email, and we ask for no phone calls and/or in-person applications. Due to a high number of applications the ITA receives, only applicants who are selected for an interview will be contacted.

ITA currently operates on a hybrid work environment which encompasses working remotely and in-office.

ITA is committed to providing a healthy and safe environment for all its employees and recruitment candidates. The ITA has implemented its Mandatory Vaccination Policy for staff to help prevent the spread of COVID-19. ITA will continue its obligation to review accommodation requests from staff who are unable to receive the vaccine. We sincerely thank all applicants for their interest to join ITA.