Examinations Manager

Insurance Institute

DEPARTMENT: Examinations

REPORTS TO: Registrar and Senior Director, Examinations

JOB SUMMARY: We are a leading educator in the Insurance industry and can be recognized as a premier provider and authority on professional development. Our Examination department is currently recruiting for an experienced and highly regarded Examinations Manager to oversee the department.

Reporting to the Registrar and Senior Director Examinations, you will be responsible for managing the overall timely preparation and maintenance of quality examinations.

RESPONSIBILITIES:

- Direct management and day-to-day supervision of Examination Specialists staff
- Ensure quality of examinations through effective management of Examinations Specialist staff including performance management, coaching and development
- Manages and allocates workload and helps define priorities
- Plans, organizes and coordinates formal and informal training of the Examination Specialists
- Prepare and maintain quality examinations
- Confirm quality and accuracy of examination questions by adherence to established benchmarks
- Deliver exam questions that fairly test student knowledge, understanding, skills and application utilizing text resources
- Confirm appropriateness of examination competencies
- Ensure exams reflect standards outlined in examination blueprints
- Edit/proofread/audit examinations for quality assurance
- Meet all deadlines for examination preparation
- Research and incorporate best practices for the compilation of exam questions and exam formats, including applicable adult education principles
- Develop and maintain examinations questions and answers databank

QUALIFICATIONS:

- Degree/Masters in Education or related discipline
- 3 - 5 years proven experience in leading and managing staff
- 3 - 5 years of progressive experience in higher education environments
- Experience with testing and evaluation criteria an asset
- Property and casualty insurance industry experience an asset
- CIP or FCIP designation an asset
- Excellent communication skills—oral and written
- Excellent interpersonal skills—with customers and colleagues
- Strong customer service orientation
- Ability to effectively manage staff with conflict resolutions skills
- Strong analytical ability and good project management skills
- Ability to develop processes and utilize technology to increase efficiencies and meet deadlines.

Qualified candidates please submit a resume and cover letter to: llove@insuranceinstitute.ca before August 26, 2011