



EXAMINATIONS REPRESENTATIVE

Under the authority of the *Professional Engineers Act*, Professional Engineers Ontario (PEO) governs over 87,500 licence and certificate holders and regulates professional engineering in Ontario. PEO's mission is to regulate and advance the practice of engineering to protect the public interest.

PEO has an immediate opening on a full-time basis for an experienced customer services representative to support clerical duties associated with processing the association's Professional Practice Examination (PPE) and technical exams required for licensing professional engineers in Ontario.

RESPONSIBILITIES

Key responsibilities include:

- Register applicants in the database for examination sitting, follow-up with online payment and provide correspondence to register applicants for examinations;
- Maintain current listings of PPE and technical exams in the applicant database as well as generate reports;
- Record PPE and technical exam results in the database and produce correspondence to inform applicants of their exam results, providing feedback to failed applicants;
- Receive and respond to phone calls, e-mail and other correspondence on a daily basis and provide guidance to applicants based on their exam program according to the exam process as well as deal with applicant complaints;
- Schedule and package the exams to invigilators for each sitting. This includes sites around the world, taking into consideration logistics required to assemble exam materials for all sites (this may include moving boxes/packages for shipping);
- Track exam inventory and order exam materials as required.

The successful applicant will:

Possess College or University education, with minimum three years' experience in general office administration along with the following skills and competencies:

- Ability to prioritize a rigorous schedule to meet competing deadlines and be extremely detail-oriented, organized and self-motivated;
- Be skilled in both written and oral communication; and
- Proficiency with Microsoft Office (Word, Outlook) and experience with database management.

Qualified professionals are invited to submit their resume along with a cover letter stating salary expectations no later than **March 8, 2019**. Please submit by email in confidence to:

Professional Engineers Ontario
40 Sheppard Avenue West, Suite 101, Toronto, Ontario, M2N 6K9
Email: peopledevelopment@peo.on.ca

We thank all applicants for their interest; however, only those considered for an interview will be contacted.