

JOB DESCRIPTION

TITLE	NAME	
Operations Lead (LS)		
CLASSIFICATION	PROGRAM, FUNCTION, AREA, ETC.	DEPARTMENT
14	Learning (Contractor Management & Learner Support)	Learner Support
REPORTS TO (POSITION): Manager, Learner Support		

PURPOSE:
The Operations Lead, Learner Support, is responsible for encouraging learner competency development through leading the delivery of supplemental operational support for learners. The Operations Lead reports to the Manager, Learner Support. The Operations Lead will connect directly with learners, responding to inquiries and directing them to resources and other contacts at the CPAWSB. The Operations Lead will address learner special circumstances requiring accommodation or extension. The Operations Lead would provide some oversight and guidance to the Coordinator, Learner Support in their daily duties.
RESPONSIBILITIES and ACTIVITIES:
<ul style="list-style-type: none"> • Operational Delivery: Responsible for the execution of ongoing learner support-related processes to ensure their smooth operation and effectiveness, including: <ul style="list-style-type: none"> o Academic advising o Academic (exam) eligibility, including: <ul style="list-style-type: none"> ▪ Extensions ▪ Workshop accommodations o Peer-to-peer support o Coaching o Tutoring o Supplemental resources
<ul style="list-style-type: none"> • Learner Communication: Respond to ad-hoc learner queries and provide advising to CPA learners, ensuring compliance with applicable CPA policies and regulations, including difficult cases and inquiries escalated from other departmental or organizational staff.
<ul style="list-style-type: none"> • Issue Identification: Identify key issues affecting learners and collaborate with the Manager, Learner Support, and Director, Learner Support, to develop innovative solutions.
<ul style="list-style-type: none"> • Process Improvement: Continuously seek opportunities to streamline Learner Support processes, reduce inefficiencies, and propose improvements to achieve better results.
<ul style="list-style-type: none"> • Direct Advising: Provide advising directly to CPAWSB learners on an individual basis, as requested, offering guidance and support.
<ul style="list-style-type: none"> • Team Guidance: Offer support and guidance to the Coordinator, Learner Support, fostering a collaborative team environment.
<ul style="list-style-type: none"> • Stay Informed: Stay updated on all relevant updates and changes related to CPA certification, ensuring accurate and timely information dissemination.
<ul style="list-style-type: none"> • Website Management: Ensure that the content on the Learner Support website is current and up-to-date, providing learners with accurate information.
<ul style="list-style-type: none"> • Documentation Maintenance: Keep documentation of administrative processes within the Learner Support area current and organized for easy reference.
<ul style="list-style-type: none"> • Project Participation: Participate in miscellaneous ongoing tasks and special projects as required by the department.
<ul style="list-style-type: none"> • Professional Development: Engage in annual professional development activities relevant to the role to enhance skills and knowledge.
<ul style="list-style-type: none"> • Privacy Compliance: Ensure compliance with School privacy policies and all applicable privacy legislation when carrying out all job duties and functions and obligation to report known or suspected breaches of privacy.
KNOWLEDGE and EXPERIENCE:
<ul style="list-style-type: none"> • Five years of experience in an office work environment with successive increased in independent decision-making authority. • Completion of a high school diploma; related diploma or degree at the post-secondary level is an asset. • One year of leadership experience within an office environment. • Advanced level of proficiency with the Microsoft Office suite. • Possess knowledge of the Canadian accounting education world, with a focus on the various CPAWSB programs, resources, and policies, in addition to Canadian accounting certification requirements.
SKILLS and ABILITIES:

- Demonstrate time management skills.
- Demonstrate strong written and verbal communication skills.
- Ability to prioritize competing tasks.
- Ability to adapt as the CPAWSB programs change and evolve, providing tailored learner support that demonstrates a deep knowledge of our programs and offerings.
- Demonstrate a high level of attention to detail.
- Ability to manage confidential information and/or issues using discretion, sensitivity, empathy, and sound judgment.
- Demonstrate an advanced level of proficiency with the Microsoft Office suite.
- Willingness to work overtime on evenings and weekends, as required.
- Willingness to travel intermittently across Western Canada, when required.
- Ability to read, write and speak English fluently.

SIGNATURES: The signatures below indicate that the incumbent and supervisor have read, discussed, and agreed that the information accurately reflects the work assigned.

INCUMBERNT 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
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SUPERVISOR SIGNATURE: I certify that this job description is an accurate reflection of the responsibilities assigned to this position.

Name	Signature	Date
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