

NCSO®/NHSA™ COORDINATOR VACANCY

REPORTS TO

The NCSO®/NHSA™ Coordinator reports directly to the Manager, Health & Safety Services

PURPOSE OF POSITION

The NCSO®/NHSA™ Coordinator is responsible for the administration of the BCCSA's NCSO®/NHSA™ programs

(National Construction Safety Officer (NCSO®)/National Health & Safety Administrator (NHSA™))

GENERAL DESCRIPTION

Under the guidance of the Manager, Health & Safety Services the NCSO®/NHSA™ Coordinator is the key contact for external and internal stakeholders regarding the NCSO®/NHSA™ designation. The NCSO®/NHSA™ Coordinator is responsible for reviewing applications, which includes verifying construction experience. This position is accountable for contacting references, validating experience as well as reviewing the NCSO®/NHSA™ Safety Proficiency Assignment Submissions. The NCSO®/NHSA™ Coordinator will be called upon to use judgment when making decisions regarding NCSO®/NHSA™ applicants, and scheduling and delivery of NCSO®/NHSA™ exams. This position is accountable for the data integrity of the program and in addition, providing support to BCCSA's Training Team.

DIRECT DUTIES

The following represent the direct duties of the NCSO®/NHSA™ Coordinator:

NCSO®/NHSA™ Administration

- Act as a key resource for NCSO®/NHSA™ applicants, answer inquiries by phone, email or in person
- Complete NCSO®/NHSA™ program data entry requirements
- Schedule all NCSO®/NHSA™ exam writing dates: book facility and update information on BCCSA's website
- Perform data management: receipt of exams with documented results (e.g. pass/fail exam, answers, code of conduct)
- Provide technical support to NCSO®/NHSA™ applicants
- Review online proctoring results and address proctoring violations
- Develop and distribute NCSO®/NHSA™ physical certificates
- Prepare statistical reports quarterly and as needed
- Deliver information during study sessions and answer student questions
- Coordinate quarterly Connect communications for all stakeholders.
- Provide support for BCCSA's Health and Safety Conference and other NCSO®/NHSA™ related events
- Provide administrative support to BCCSA's Safety Training team as needed

Program Quality Assurance

- Review applications to ensure they meet the BCCSA's standards
- Consult/advise on the completeness of the NCSO® construction experience letters. As required, refer issues and/or concerns to management for follow-up.
- Investigate issues and concerns regarding the Code of Ethics
- Mark the NCSO®/NHSA™ Safety Proficiency Assignment Submissions and provide feedback to applicants who require revisions and resubmissions
- Conduct exam marking with Review Team

NCSO®/NHSA™ COORDINATOR VACANCY

- Oversee the continual development and maintenance of the NCSO®/NHSA™ database in BCCSA's LMS
- Ensure accurate record keeping of the NCSO®/NHSA™ database
- Create opportunities to coach and mentor as necessary with NCSO®/NHSA™ applicants
- Administer approved training providers' applications and assist in the quality assurance review

Communications

- Deliver presentations on the NCSO®/NHSA™ designation
- Prepare reports on NCSO®/NHSA™ recertification, and issue communications to NCSO's on the recertification process
- Develop outreach communications including email and promotional materials.
- Ensure NCSO®/NHSA™ information on website is accurate and up to date
- Represent BCCSA at trade shows
- Provide excellent customer service to all stakeholders

Other Program Assistance

- Assist the Certificate of Recognition (COR®) department, when necessary
- Assist the Training Department, when necessary
- Assist in the organization of BCCSA's Safety Conference, when necessary

Human Resources

- Assist in BCCSA's advocacy to promote staff, passion, fun and commitment to excellence in the workplace

Other Duties as Required

SPECIFIC SKILLS AND KNOWLEDGE

The ideal candidate will have:

- ✓ Completion of Health and Safety post-secondary education, either certificate or diploma in OH&S or equivalent training and experience.
- ✓ A NCSO®/NHSA™ designation or working towards one of these designations.
- ✓ Adult education qualifications and/or experience in training program evaluation.

Knowledge

- ✓ Sound knowledge of the construction industry and a minimum of 3 years working in construction.
- ✓ Sound knowledge of administrative and project processes, policies and procedures.
- ✓ Expert knowledge of the Microsoft Office Suite.
- ✓ Strong knowledge in the use of office technology.

Skills

- ✓ Confident communicator, with the ability to manage difficult conversations.
- ✓ Experience in dealing with a wide variety of public in person and in other formats.
- ✓ Pleasant phone manner with strong customer service skills.

NCSO®/NHSA™ COORDINATOR VACANCY

- ✓ Excellent organization and time management skills.

Ability to

- ✓ Take initiative
- ✓ Work alone, and with a team
- ✓ Process high volume of work accurately and efficiently
- ✓ Problem solve, and identify solutions that support continuous improvement

SPECIAL REQUIREMENTS

- Travel will be required within and outside the lower mainland
- A valid Class 5 Driver's License and access to a vehicle
- An "ambassador" within a team environment

This position is continually reviewed and revised as necessary, at minimum, annually and subject to change.

Interested candidates should submit their resume, cover letter and salary expectations to hr@bccsa.ca.

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