



## **IELTS Assistant Administrator**

ILSC is currently looking for an IELTS Assistant Administrator for its Vancouver test center. IELTS is accepted as evidence of English language proficiency for study, work and migration in Australia, Canada, New Zealand and the UK, as well as for study and work in the USA. IELTS is accepted by over 3,500 institutions in the USA, including boarding schools, associate, undergraduate, graduate, professional and law programs. Approximately 99% of American 4-year colleges and universities that enroll more than 1,000 international students now accept IELTS as proof of English proficiency for their international applicants.

The IELTS Assistant Administrator reports to the National Test Center Manager Canada and is responsible for the day to day administration of the center. This is a full-time position that may require working on occasional Saturdays.

### **Specific responsibilities and tasks onsite:**

#### **Staff and Stock Management**

- Liaise with IELTS (staying up to date on newsletters, IELTS Manuals, WordPress blog, submitting monthly reports)
- Support examiners and invigilators recruitment.
- Schedule orientation and training for new examiners and invigilators
- Participate in approved training and professional development, either from ILSC or IELTS
- Maintain stock records on daily, weekly and monthly basis
- Ensure that all documents, records are up to date as per audit and compliance requirements

#### **Communicate with (potential) candidates**

- Respond to inquiries about the test and the schedule of dates, etc.
- Contact each candidate in Online Registration System to submit the required documents/payments;
- make necessary changes in the system
- Charge credit cards and issue receipts
- Emailing all candidates regarding test day information and speaking schedules
- Communicating test results/information with candidates
- Schedule test dates, schedule examiner calibration and re-training (once per year)
- Informing test day staff about test details, allocation of duties via email
- Reconcile generated income and submit to National Test Center Manager



### Security of Test material

- Maintain strict security protocol when handling test day material
- Ensure all materials are locked as per the requirements

### Test Day and Set-up

- Estimate candidate numbers and order test papers in IWAS
- Mark, proctor, and/or run the exam on test day (often on Saturdays)
- IWAS management (generate reports and export data for each test date)
- IAM management (reports, import/export data for each test date)
- Monitor/assist with all aspects of the process on test days (e.g test day setup as per number of candidates, arrange staff and prepare boxes for test day)

### Post-test

- Run jagged entry reports (and schedule re-marking as necessary)
- Run TFT reports
- Charge credit cards for local and international courier services
- Destroy confidential documents post-test

### Essential Qualifications, Skills, and Attributes:

- Bachelor's degree or equivalent
- Minimum 1 year of IELTS experience as Administrator or Assistant Administrator or Supervisor is a must
- Strong computer literacy skills

### Core Skills

- Communication and influencing skills: *display good listening, writing and speaking skills, setting out logical arguments clearly and adapting language and form of communication to meet the needs of different people/audiences.*
- Planning and organizing skills: *is methodical: able to plan own work over short timescales for routine or familiar tasks and processes*
- Analyzing data and problems is systematic: *breaks down problems into a list of tasks to be done and decides on appropriate action*
- Using technology: *operates as a basic user of information systems, digital and office technology. Able to use office software and IELTS systems to do the job and manage documents or processes*
- *Customer-service mindset, dealing with candidates in a pleasant and professional manner*



**EDUCATION  
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**Application deadline:** September 28, 2020  
**Start date:** 1<sup>st</sup> week of October, 2020  
**Hours:** 37.5 hours weekly  
**Benefits:** All applicable ILSC employee benefits

**Contact Information:**

Please submit your resume and cover letter directly to [paul.bulgakov@ilsc.com](mailto:paul.bulgakov@ilsc.com) by September 28, 2020. Please mention 'IELTS Assistant Administrator- Vancouver' in the subject line of your email. Please note, only those shortlisted will be contacted. Remuneration will commensurate candidate's skills and experiences.

**About ILSC:**

ILSC Education Group is an award-winning global educator that delivers quality educational programs using a dynamic approach that responds to student interests. Our largest and longest running division, ILSC Language Schools, has been offering language training programs to International students from more than 100 countries since 1991. We also offer a range of programs through our Colleges, Corporate Training, and Continuing Education divisions. Since opening its first school in Vancouver, BC, Canada, ILSC has become a world leader in language and career training, and has grown to include 9 incredible locations around the world, in Vancouver, Toronto and Montréal, Canada; San Francisco and New York, USA; New Delhi, India; and Brisbane, Sydney, and Melbourne, Australia.

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