



Insurance Council of Manitoba
EXAMINATION COORDINATOR
Full-Time Permanent Position

Join Our Team!

The Insurance Council of Manitoba (ICM) is seeking a dedicated and motivated individual to join our team in a full-time, permanent position.

Qualified applicants are invited to submit a cover letter and resume by **end of day August 6, 2025**, to hroffice@icm.mb.ca or via the Indeed platform.

Please note:

- Only candidates selected for an interview will be contacted.
- No telephone or in-person inquiries, please.
- The start date will be determined based on the successful candidate's availability.

The Insurance Council of Manitoba is committed to building an exemplary public service that reflects the diversity of the citizens we serve. We value the unique contributions that individuals of all backgrounds, abilities, cultures, identities, languages, and perspectives bring to our organization. We support equitable employment practices and encourage applications from members of designated groups, including women, Indigenous peoples, persons with disabilities, and visible minorities. Applicants may request reasonable accommodations related to the materials or activities used throughout the selection process.

POSITION SUMMARY, REPORTING and SALARY

This position is responsible for coordinating all aspects of examinations, ensuring the smooth execution of all exam-related functions. Additionally, this role collaborates with the Administrative Assistant to ensure smooth front office operations and to maintain an efficient workflow.

This position is not offered as a hybrid position.

Reporting: Direct Report to the Director, Licensing

Compensation range: \$43,900.00 - \$59,400.00 (salary)

Hours: Monday – Friday 8:30am – 4:30pm (1 hour lunch)

Location: 466 – 167 Lombard Avenue, Winnipeg, MB R3B 0T6

RESPONSIBILITIES

Coordinate the Exam Process

1. **Prepare Examinations:** Prepare all examinations prior to exam day; collaborate with on-line exam providers; maintain control of the number of exams administered and retaken; and ensure that exam sittings meet the required demand.
2. **Provide Exam Information:** Provide information to the public regarding examinations; Assist with the overall process of scheduling examinations; upload all exam marks in the system.

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3. **Examination Fees:** Ensure fees match with exam module writes; ensure any fee is refunded when applicable; maintain the monitoring of exam fees on the portal.
4. **Lead the Marking of Examinations:** Lead in the grading of licensing examinations, with assistance from the licensing department.
5. **Maintain Hardware for Examinations:** Work with IT to ensure the examination hardware remains up to date, and notify the Director, Licensing when updates may be required.
6. **Supply Bubble-sheets:** Ensure ICM always has bubble-sheets available for in-person examinations.
7. **Accuracy of Information:** Ensure accuracy of examination information in the portal, within the Examination User Guide, and on the website. Report any potential changes to the Department Director.
8. **Identify Issues:** Bring forward any issues to the Director, Licensing.
9. **New Exams:** Work with the jurisdiction that hosts the national examination and ensure it is uploaded appropriately to the ICM system, ensure the hardware is kept running efficiently, cleaned and updated when necessary. Coordinate the new exams with the Director, Licensing.
10. **Confidentiality:** Maintain confidential client files according to Insurance Council of Manitoba policies.
11. **Act as Liaison:** Liaison with other jurisdictions to determine suitability for examination information.
12. **Emergency Evacuation of Examinees:** Coordinate the safety and orderly evacuation of exam applicants, in accordance with our established emergency protocols.

Provide Exceptional Customer Service

1. **ICM Office:** Maintain professional appearance of the ICM office, including front area and exam room. Shared responsibility for the distribution of incoming phone calls and general mailbox emails.
2. **In Person Communication:** Effectively and professionally greet and communicate with all visitors to the office.
3. **Respond to Inquiries:** Respond to any email and in-person examination inquiries, and general inquiries.

Support the Licensing Department

1. **Prepare Cancellations/Terminations:** Provide assistance with completion of cancellations/terminations within the LMS database, including submission of any communication as outlined in the internal processes.
2. **Participation in advancement of system:** Provide ideas for system and process improvements to the Director, Licensing.
3. **Participate in System Development meetings:** Participate in Norima meetings as required and give feedback by way of testing the system in specific examination areas.



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Perform Office Duties

1. **MS Office:** Prepare documents using MS Excel Spreadsheets, MS Word, and Office 365 Outlook and Teams.
2. **Examination Room Maintenance:** Ensure this space is always ready for use. This includes organizing and cleaning the room after examinations, reconfiguring the space from board meeting setup to examination format, ensuring all necessary adjustments and preparations are made, and coordinating with the Director, Licensing to maintain a seamless, professional environment for each examination sitting.
3. **Bank Deposit, Mail & Courier:** In the absence of the Administrative Assistant, complete the bank deposit, administer and manage inbound/outbound mail, including packages, courier services, and other correspondence.
4. **Provide Support:** Provide assistance to the office as required.
5. **Other Duties:** Perform other duties at the direction of the Director.

EDUCATION AND KNOWLEDGE REQUIREMENTS

- High School diploma supplemented with post-secondary education
- 1 – 2 years' experience in a professional office environment
- Highly adept with using a PC Computer system
- Highly adept in MS Office; Excel, Word, and Outlook
- Working knowledge of proprietary office systems
- Working knowledge of common use office equipment
- A basic working knowledge of the Insurance Act and regulations is considered an asset
- Preference to persons who have worked in a regulatory environment involving consumer protection

SKILL REQUIREMENTS

- Good typing skills
- Friendly disposition
- Extremely punctual and dependable
- Accomplished in showing your ability to stay calm with unhappy exam applicants
- Strong communication skills, both verbal and written
- Customer service experience
- Pays great attention to detail and accuracy; well organized
- Able to maintain strict confidentiality

SPECIAL REQUIREMENTS

- Must pass a criminal record check and be legally entitled to work in Canada