

**World Skills Employment Centre Internal Job Posting**  
**Program Support and Reporting Assistant, Credential Recognition Program (CRP)**

<b>Term:</b>	Full time position (35 hours per week) <b>August 27 to February 13<sup>th</sup> 2026</b>
<b>Application process:</b>	Please send your cover letter and resume saved as one file with <b>Your Name_Program Support CRP</b> as the subject heading to <a href="mailto:hr@ottawa-worldskills.org">hr@ottawa-worldskills.org</a>
<b>Deadline:</b>	August 10 <sup>th</sup> , 2025
<b>Salary and Benefits:</b>	\$25.08 per hour plus a comprehensive benefits plan including health, dental, RRSP and vacation leave

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**Position Summary:**

World Skills Employment Centre, a not-for-profit employment service for new Canadians, is seeking to fill the position of Program Support and Reporting Assistant within the Credential Recognition Program (CRP).

The Credential Recognition Program is delivered in partnership with World Skills, OCISO, LASSA and OCLF. The program supports internationally trained professionals to achieve their credential recognition goals and gain employment in their chosen careers in Canada.

The main responsibilities of this position are to provide administrative, logistical, data and reporting support for the Credential Recognition Program (CRP) and World Skills as required.

This individual is an integral member of the World Skills team, collaborating closely with staff and programs across the organization including reception, intake, assessment, and other activities for World Skills clients.

**Major Responsibilities:**

**Administrative Program Support**

- Schedule and register clients for CRP and World Skills services including all necessary communication and follow up with clients and staff
  - Maintain client attendance records for CRP events, workshops and activities including the participation of CRP clients in World Skills activities
  - Communicate with CRP and World Skills staff to ensure the CRP program guidelines are being consistently applied
  - Serve as a primary point of contact for CRP program (e-mail, telephone and walk-ins) and refer clients to appropriate resources and program opportunities
  - Build and maintain tools to manage program processes (e.g. intake and assessment tools, program templates, data management requirements) to optimize information flows and outputs within World Skills and across CRP partner agencies
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- Coordinate logistical and administrative tasks as required (preparation of promotional materials; event logistics and follow up; creation and maintenance of information resources, updating of event calendars, etc.)
- Contribute to staff meetings, team meetings and other external meetings as required and share best practices with colleagues
- Collaborate with program support and reception team colleagues to provide cover as agreed
- Perform other duties from time to time, as required by the organization

### **Data Entry and Reporting**

- Maintain an overview of client data (referrals, case notes, etc.) and activity outcomes in databases ensuring timely entry and accuracy of inputs
- Provide guidance and training to team members to ensure accuracy and consistency of data entry
- Collaborate with CRP management to design, develop, and implement tailored reporting tools that meet program management information needs and reporting requirements.
- Develop and maintain tools to promote consistency and ease of access to information required by staff and clients to ensure efficiency and high-quality outcomes (e.g. information portal for licensing information)
- Support the team to develop and manage client/program processes including technical proficiency to drive efficient workflow in alignment with project requirements
- Collaborate with other staff and stakeholders to ensure the creation of efficient reporting solutions that meet all functional project needs
- Coordinate inputs into narrative and other reports as required including monthly and quarterly CRP reports

### **QUALIFICATIONS:**

- Completion of a degree, diploma or certificate in a related field with 1-3 years of progressive administrative experience
  - Fluency in English (oral and written) is essential, French is desirable
  - Experience with data entry and reporting using various databases and computer software applications
  - Advanced skills in communication, writing, MS Office and current technologies
  - Excellent customer service skills
  - Understanding of the challenges faced by newcomers to Canada
  - Flexible, responsive and open to learning and contributing to a range of organizational activities to add value to our work
  - Strong intercultural communication skills, diplomacy, maturity, integrity and ability to maintain confidentiality
  - Proven ability to work effectively as part of a team in a multi-cultural environment
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- Ability to work under pressure, to communicate effectively (verbal and written), to establish priorities and deal with tight timelines
- Ability to recognize the need for change and to develop plans for change where necessary
- A strong work ethic having the needs of the organization and the clients as the primary priority.

World Skills operates in a hybrid environment. This position is currently expected to work in the office a minimum of 2 days per week, plus in-person meetings or events as required, and will be expected to cover reception as needed when the receptionist is away.

World Skills Employment Centre is committed to accessibility in employment and to ensuring equal access to employment opportunities for candidates, including in the recruitment process. If you are selected for an interview and you require accommodation due to a disability during the recruitment process, please notify the HR Manager. We encourage applications from qualified people of all backgrounds, including women, members of visible minorities, Indigenous peoples, persons with disabilities, and persons of any sexual orientation and gender identity.

**Thank you for your interest in this position; only candidates selected for an interview will be contacted.**