

**CANADIAN  
POLICE  
KNOWLEDGE  
NETWORK**



**RÉSEAU  
CANADIEN DU  
SAVOIR  
POLICIER**

## **eProctor Specialist**

Canadian Police Knowledge Network (CPKN) is one of Canada's most experienced providers of technology-enhanced learning products and services. Specializing in building national learning models, we work across multiple sectors including police and security.

The CPKN team is seeking a eProctor Specialist to administer and monitor on-line exams for its eProctor Canada brand ([www.eproctorcanada.com](http://www.eproctorcanada.com)). This position is based on Prince Edward Island and works 37.5 hours per week, commencing immediately. Hours are subject to change.

### **What We're Looking For:**

The ideal candidate will have excellent interpersonal, organizational, customer service, and problem-solving skills. They will be a motivated individual who works effectively in independent and team environments. They will possess, or are working towards post-secondary diploma, or an appropriate combination of education and experience will also be considered. Knowledge of customer support procedures, web browser environments, and windows-based applications is required. *Proficiency in French and prior experience in test center or educational setting are preferred assets.*

### **What You'll Do:**

The eProctor Specialist will be responsible for:

- Working with clients and test takers to ensure an efficient and effective e-Proctor Canada
- experience from account creation to exam booking to exam completion.
- Assist in the development and modification of proctor processes.
- Follow and enforce numerous protocols to ensure the safety and validity of the test environment.
- Greet and check-in test takers.
- Read instructions and time the exam.
- Constantly monitor test takers during exam administration as a visible security presence.

- Maintain a quiet environment conducive to testing.
- Monitor test takers or materials during breaks to ensure constant security of testing environment.
- Protect the accuracy, integrity, security, and privacy of user data.
- Track feedback and issues. Provide the CPKN team with timely information on trends or specific concerns as they relate to the eProctor Canada system.
- Maintain eProctor Canada procedures manual, identify potential gaps, and implement processes improvements.
- Other duties, as required.

CPKN values collaboration and teamwork and as such, the ideal candidate will demonstrate a collaborative spirit and will want to be part of a team that fosters a positive working environment.

This is a full-time position and offers a competitive salary between \$38,000 and \$45,000 and benefits package. If you have a positive attitude, great attention to detail and a passion for providing exceptional customer service, please send resume and cover letter to [mel.lefurgey@cpkn.ca](mailto:mel.lefurgey@cpkn.ca) and please reference the position title in the subject.

*CPKN thanks all applicants but only those selected for interviews will be contacted.*