Career Opportunity

WHO WE ARE

AccertaClaim Servicorp Inc. (Accerta) is a B Corp certified social enterprise enabling healthcare equality for all.

As a social enterprise, we manage dental, vision, drug, and healthcare benefits programs exclusively for government and social services agencies in Canada. Our targeted experience and innovative technology provide cost savings, reliable service, process continuity, and accurate, insightful data that enables governments to make informed strategic decisions, reducing stress on the healthcare system through streamlined administration.

ABOUT THIS OPPORTUNITY

Accerta Services Inc. (ASI), a subsidiary of AccertaClaim Servicorp Inc., is seeking a full-time Learning Management (LMS) Administrator. The successful candidate will report to the Director, Contact Centre Operations and will be responsible for managing and optimizing the Learning Management System, ensuring seamless functionality and user experience. This role involves system maintenance, user support, and content management, requiring a blend of technical proficiency and excellent problem-solving skills to enhance our e-learning environment.

ACCOUNTABILITIES

- Oversee LMS Compliance: Ensure the learning management system meets regulatory standards and maintains data accuracy and integrity
- Administer LMS: Manage the LMS system, including training records and course materials.
- Deliver Employee Training: Conduct training sessions for employees using various instructional techniques.
- Provide LMS Expertise: Offer expertise in LMS setup, eLearning implementation, and support.
- Update Procedures and Enhance LMS: Investigate and implement enhanced functionalities of the LMS, and keep procedures up-to-date.
- Create SOPs and Training Materials: Develop standard operating procedures, training materials, and system reference guides.
- Monitor Training Progress: Oversee the progress of training programs, keeping stakeholders informed and solving related issues

- Manage eLearning Content: Review, update, and manage eLearning content within the LMS.
- Record Keeping and Data Analysis: Maintain accurate records and reports, process course updates, and analyze data for evaluating training effectiveness.
- Provide Technical Support: Offer technical support and training to employees and stakeholders, resolving service issues and maintaining the client portal
- Liaise with Vendors and Teams: Collaborate with LMS software providers, HR, and other cross-functional teams, ensuring effective communication and support for LMS-related matters
- Other duties as assigned.

QUALIFICATIONS

- Successful completion of 3 Year College Diploma in Computer Technology/Science, Educational Technology, Adult Education or Human Resources.
- Minimum of 2-3 years of experience in administering and managing a Learning Management System in a corporate or educational environment.
- Proven track record in LMS implementation, management, and troubleshooting.
- Experience in developing and delivering training programs using various instructional techniques.
- Knowledge of instructional design principles and eLearning content development.
- Strong technical skills with an ability to troubleshoot LMS issues and understand system integrations.
- Familiarity with industry standards and regulatory compliance requirements relevant to training and LMS. Demonstrated ability to manage projects, coordinate schedules, and meet deadlines.
- Organizing resources and establishing priorities.
- Competence in data analysis, generating reports, and evaluating the effectiveness of training programs.
- Ability to process and interpret complex data related to LMS usage and training outcomes.
- Excellent communication skills, both written and verbal, for effective interaction with all levels of the organization.
- Proven ability to work effectively in a team environment and collaborate with cross-functional teams.
- Experience in working with external vendors and stakeholders.

How to Apply: We accept applications submitted via email to recruit@accerta.ca

Website: www.accerta.ca

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- Commitment to staying updated with the latest trends and best practices in LMS, eLearning, and training technologies.
- Solid knowledge of corporate learning platform systems, system configuration, implementation, program design and development.
- MS Office.

WHAT WE OFFER

- A permanent position with a competitive salary package and easily accessible downtown location.
- A competitive benefit package that includes a DB Pension Plan and Health Care Expense Account (HCEA).
- Opportunities to increase your earnings through performance-based incentive programs.
- Growth opportunities in a company that promotes from within.
- Time off to volunteer within our community
- Hybrid working environment

FLEXIBLE WORK ARRANGEMENT:

We support a hybrid approach, which will give everyone the best of both worlds – a mix of home and in-office workdays. Hybrid schedules will be determined in partnership between individuals, managers, and the team.

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INCLUSION AND EQUAL OPPORTUNITY EMPLOYMENT
Accerta is an equal opportunity employer and committed to fostering diversity and inclusion in the workplace. We are committed to fair employment practices and all qualified applicants will receive consideration for employment. We offer accommodation for applicants with disabilities, as required throughout the recruitment process. Accommodations are available on request for candidates taking part in all aspects of the selection process.
To request accommodation, please contact accessibility@accerta.ca.

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We appreciate your interest in working with us; however, only those applicants selected for interviews will be contacted.

Final candidates for this position may be required to undergo a security screening, including criminal records check, judicial matters check, vulnerable sector screening and employment reference check.

To learn more about us please go to: www.accerta.ca

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