

Cross Connection Control Exam Proctor

Reports to:	Senior Program Coordinator, Cross Connection Control
Supervisory responsibilities:	n/a
Job description revision date:	July 10, 2025

Role Summary

The Cross Connection Control (CCC) Exam Proctor serves as a key representative of the BCWWA, responsible for the fair, impartial and efficient administration of certification and recertification exams for CCC testers, in accordance with BCWWA protocols and guidelines and that of the hosting institution. This role requires strong communication skills to clearly convey exam procedures to students and collaborate effectively with invigilators, instructor proctors and other BCWWA personnel.

In addition to overseeing exams, proctors may be called upon to support training efforts or evaluate the performance of invigilators and fellow proctors. The position works closely with approved invigilators, instructor proctors, other CCC proctors and the BCWWA Senior Coordinator, CCC Control (or designated CCC Administrator).

Key Responsibilities/Deliverables

- **Ensure the integrity of the examination process:**
 - Ensure that the instructor proctors assisting with the practical component of the exam are on the BCWWA list of approved proctors.
 - Ensure that the invigilator of the written component of the exam is on the BCWWA list of approved invigilators.
 - Verify the identification of students writing the exam against the exam roster.
- **Oversee the practical examination** in accordance with the administrative procedures for BCWWA Cross Connection Control Tester Certification in the most recent edition of the *BCWWA Proctor Handbook*.
- **Act as a Proctor during the practical examination** (alongside any BCWWA-approved instructor proctors), administering the examination in accordance with the Practical Examination Guide in the most recent edition of the *BCWWA Proctor Handbook*.
- **Manage all on-site appeals** in an impartial fashion, in accordance with the Practical Examination Guide in the most recent edition of the *BCWWA Proctor Handbook*.
- **Review the performance of other proctors on-site at the examination event** and report to the BCWWA CCC Administrator.
- **Report any issues or incidents of concern arising from the examination process** to the BCWWA CCC Administrator.

- **Be involved in the training of new proctors** as required a directed by the BCWWA CCC Administrator.
- **Collect the completed written examination package from the invigilator**, collate this with the practical examination results from all proctors at the end of the practical exam, and send the entire examination package to the BCWWA CCC Administrator.

Education and Experience

- High school diploma or equivalent required.
- Post-secondary education or training in a related field (e.g., water/wastewater, plumbing, public health or education) is an asset.
- Successful completion of the CCC Certification course with a grade of 85% or higher
- Successfully proctored an exam while under observation from an experienced CCC exam proctor.
- 5+ years of experience testing backflow devices in the field.
- Current member of the Association in good standing.

Knowledge

- Comprehensive understanding of the hydraulics of water and how backflow can be prevented.
- Proficient knowledge with backflow devices, hazard levels and backflow testing procedures.
- A strong understanding of exam procedures, policies and ethical standards governing certification assessments is essential.
- Demonstrated ability to enforce examination rules consistently and professionally, including managing late arrivals and addressing irregular or suspicious behaviours.
- Knowledge of procedures for secure storage, handling, and return of exam materials.

Skills and Abilities

- **Excellent written and verbal communication skills** in English, with the ability to convey instructions clearly and professionally.
- **Strong attention to detail**, with a commitment to accuracy and adherence to established procedures.
- **Highly organized**, with the ability to manage materials, documentation, and logistics efficiently in a time-sensitive environment.
- **Effective time management**, ensuring punctuality and the smooth coordination of exam activities throughout the day.
- **Sound judgment and problem-solving abilities**, capable of assessing situations quickly and implementing appropriate solutions.
- **Professional interpersonal skills**, demonstrating fairness, patience, and respect when interacting with diverse candidates and colleagues.

- **Ability to remain impartial and composed** under pressure, particularly when handling disputes, irregularities, or unexpected situations.
- **Comfort with following and enforcing standardized procedures**, including those related to exam security and candidate conduct.

Primary Competencies

- Adaptability
- Accountability
- Communication
- Focus on service to customers
- Initiative
- Planning
- Result and solution-oriented

About Us

The BC Water & Waste Association (BCWWA) is a not-for-profit organization that represents around 4,500 water professionals who are responsible for ensuring safe, sustainable and secure water, sewer and stormwater systems in BC and the Yukon. Our members work every day to keep our water systems clean and safe – from source to tap to drain and back to the environment. They include water and wastewater facility operators, utility managers, engineers, technicians and technologists, consultants, government policy and regulatory staff, backflow assembly testers and cross connection control specialists, researchers, and suppliers. The Association delivers professional development, education, certification, and advocacy programs and services to ensure that our water systems continue to protect public health and the environment.