



## Company Profile

The College of Dental Technologists of Ontario (the “College”) is the governing body established by the provincial government to regulate the practice of dental technology in Ontario and exists to serve and protect the public interest. The College protects the rights of patients to safe, competent and ethical care by ensuring that dental technologists maintain professional standards of practice and are held accountable.

## Position Details

**Position:** Registration & Examinations Assistant

**Supervisor:** Manager of Registration & Examinations, Office Administrator/Registration Assistant

**Type:** Ten (10) week contract, 35.0 hours/week, Paid

**Location:** Remote with the potential of occasionally working in office

## POSITION SUMMARY

The incumbent to this role will take direction from the Manager of Registration & Examinations, Office Administrator/Registration Assistant to support the registration and examination departments work plan.

## KEY RESPONSIBILITIES

The key responsibilities outlined below are interpreted as being descriptive in nature and are not an exhaustive or comprehensive list of all possible job responsibilities, tasks and duties:

### REGISTRATION TASKS

- Provide professional, timely, and accurate customer service to potential applicants for registration;
- Complete preliminary review of all application submissions for registration and assessed in accordance with relevant legislation and CDTO’s policies, ensuring that all required documents are in place and fees collected;
- Participate in the design of the application and renewal guides for registration to be posted on the website;
- Assist with the review, development and implementation of transparent, objective, impartial and fair processes for the administration of the College’s registration program for new applicants and Members;
- Finalize documented registration processes required for managing the administrative suspension and revocation of Members, Member status and legal name changes, Laboratory Supervision Stamp Orders/Retrievals, Certificate of Registration Orders/Retrievals, etc.;
- Contribute to the development of an education and recruitment strategy potential/future applicants; and
- Review data to ensure the integrity and validity of registration information on the Member database and the Public Register.

### EXAMINATIONS TASKS

- Provide professional, timely, and accurate customer service to applicants and potential applicants for examinations;
- Assist with the administration of the College’s provincial entry-to-practice examinations and examination materials provided by the College;
- Complete revisions to the 2021 examination materials necessary for examination administration;
- Provide support to the Examination Task Force;

- Assist with the ordering examination materials and ensuring sufficient supply for administration of examination;
- Prepare examination statistics for publication and to inform the Ontario dental technology educational institution;
- Contribute to the development of an education and recruitment strategy for potential exam candidates and previously unsuccessful candidates;
- Provide support for the first administration of the National Dental Technology Entry-to-Practice Examination (Summer 2021); and
- Ensure examination papers, materials, projects and results are held securely at all times.

#### GENERAL

- Any other duties commensurate with grade/status as required by the Manager of Registration & Examinations, Office Administrator/Registration Assistant.

#### QUALIFICATIONS

This position is funded in part by the Government of Canada, Youth Employment Strategy, Canada Summer Jobs Initiative. The applicant;

- Must be between 15 and 30 years of age at the start of employment
- Must be a Canadian Citizen, permanent resident, or person to whom refugee protection has been conferred under the Immigration and Refugee Protection Act for the duration of the employment and,
- Must have a valid Social Insurance Number at the start of employment and be legally entitled to work in Canada in accordance with relevant provincial or territorial legislation and regulations.

The interview session, if you are selected, will be done virtually. The position at this time due to Covid-19 restrictions and safety considerations for College staff will be remote (Work from home). The candidate should be advised that they may be required, if necessary, to go into the physical office, but this is dependent on restrictions in place at that time.

#### EDUCATION, EXPERIENCE, KNOWLEDGE

- Student or graduate of an undergraduate degree, preferably in public policy, administration and/or a research related field;
- Exceptional interpersonal and relationship management skills with the ability to gain cooperation and build trust as a means of influencing outcomes;
- Knowledge of protocols and legislation regarding protection of privacy of individuals such that information regarding members of the College, their patients/clients, members of the public and witnesses is appropriately protected.

#### SKILLS

- Ability to manage multiple tasks and work in a fast-paced environment where team members must support each other and the Registrar to accomplish work;
- Ability to work independently and with teams providing situational leadership to achieve goals;
- Ability to function at an intermediate to advanced level with MS Office and Adobe applications;
- Ability to upload and update documents to a website;
- Ability to use independently standard office equipment such as computers, copiers and printers;
- Highly developed presentation skills to convey complex information in an organized manner easily understood by audiences with various levels of knowledge and technical understanding;
- Excellent writing skills to prepare a variety of communication pieces for electronic and print mediums, prepare correspondence and document minutes;
- Excellent listening and enquiry skills to understand public and member comments/concerns, to understand meeting proceedings and to make notes for follow-up.

## ANALYSIS AND JUDGEMENT

- Advanced judgement to make independent decisions and to provide appropriate advice to the Registrar and committees;
- Tact, diplomacy and empathy to provide appropriate responses to members and stakeholders without conveying a personal opinion;
- Discretion to not disclose confidential information or demonstrate personal feelings, and to maintain professional demeanour at all times;
- High level of political and organizational acuity to distinguish when issues may draw public attention and to ensure that such issues are escalated appropriately to the Registrar.

The College of Dental Technologists of Ontario is an inclusive employer. Accommodations are available under the Ontario Human Rights Code.

**To apply:** This position is funded in part by the Government of Canada, Youth Employment Strategy. Please provide your résumé and a cover letter to [info@cdto.ca](mailto:info@cdto.ca) of no more than 2 pages outlining how your education and experience relate to the criteria in this post. Only candidates who are selected for an interview will be contacted. We are looking to fill the position immediately.