

## **SENIOR COORDINATOR, REGISTRATION**

### **Full-time Permanent Position**

The College of Opticians of Ontario is the body that registers and regulates all opticians in the province, and we ensure that optical services in Ontario are provided by healthcare professionals who maintain a high standard of practice and professionalism.

We are a small and highly motivated team, and as the **Senior Coordinator, Registration**, you'll have the opportunity to have a big impact on our College. At the College, we encourage creativity and innovation, and are continually improving our processes and policies with the help of our dedicated and insightful team.

This is a great opportunity to make a difference, grow professionally, and work in a collaborative, supportive team environment.

As the Senior Coordinator, Registration, you will work with the Manager, Registration, to support the Registration Committee, Registration Department Processes, and in the facilitation of the National Examinations. The Senior Coordinator is an individual who is extremely reliable and who takes pride and ownership in the following projects, initiatives and tasks:

#### **Registration Services**

- Provides support to applicants and registrants by answering queries related to registration services.
- Processes registration and reinstatement applications for all classes of registration, tracks applicant status and follows-up with applicants/registrants; processes changes to registrant statuses.
- Oversees processing of applications for Contact Lens Mentors status.
- Assists with annual registration renewal processes for all classes of registration.
- Maintains systems for manual and electronic filing, ensuring appropriate data and documentation is collected and accurately entered into an Excel spreadsheet and/or registration database; compiles data and statistics.
- Corresponds with opticianry teaching program coordinators to confirm enrolment and graduation status when required.
- Trains, mentors and oversees the work of registration department staff.
- Attends trade shows and continuing education events as required, which requires weekend work (twice yearly).
- Keeps the Registration Manager apprised of any issues that arise while performing the above-noted duties, on a regular basis.

#### **Project Management**

- Records project initiative and decisions (e.g. assigned tasks and next steps) and creates and updates workflow documents.
- Assists in breaking projects into doable tasks and setting timeframes.

### **National Examination Support**

- Coordinates the administration of the National Examinations. Confirms candidate eligibility, prepares all candidate schedules, and correspondence to candidates and examiners.
- Assists with the invigilation of the National Examinations, which requires weekend work (twice yearly).
- Functions as the first point of contact receiving inquiries related to the National Examinations.

### **Registration Committee Support**

- Processes applications for Prior Learning Assessment and Recognition (PLAR), tracks applicant status and follows-up with applicants, and, and Registration Committee decisions in excel spreadsheet/database.
- Coordinates the PLAR competency assessment process and liaises with the Quality Assurance Program with respect to the PLAR interview assessment.
- Maintains systems for manual and electronic registrant case files and applicant files, ensuring appropriate data is collected and accurately entered into an Excel spreadsheet/database.
- In consultation with the Manager, Registration Services, develops meeting agendas and prepares committee materials, ensuring all information is uploaded to a secure site for review by the committee.
- Tracks action outcomes of committee meetings and ensures appropriate follow-up.
- Attends committee meetings, records and prepares draft meeting minutes.
- Prepares decision letters to registrants based on the outcomes of registrant cases reviewed by the Registration Committee.
- Coordinates internal and external meetings including checking availability of all meeting attendees, inviting meeting participants, booking facilities, audio-visual requirements and web/teleconference arrangements.

### **Required Qualifications**

- University degree in business, social sciences or public administration preferred, College Diploma (Business and/or Administration), or a combination of education and experience.
- Knowledge of and ability to work within a legislative framework; demonstrated experience with the Regulated Health Professions Act, 1991 and the Health Professions Procedural Code is a definite asset.
- Minimum of 2 years of administrative support experience in a not-for-profit organization, preferably with another regulatory body, would be considered an asset.
- Previous experience working with databases would be considered an asset.

### **Required Competencies**

- Excellent project management skills with experience in managing projects to deadlines.
- Ability to think critically and exercise independent and sound judgement in anticipating needs and taking initiative.
- Ability to deal effectively with challenging situations utilizing tact and discretion.
- Ability to deal with confidential issues in a sensitive, efficient and professional manner internally and externally.

- Strong writing and proofreading skills, including knowledge of correct grammar, spelling and punctuation, to draft decisions, reports, correspondence, respond to e-mail, etc.
- Ability to apply judgment and analytical skills in reviewing incoming correspondence and information requests.
- Ability to work collaboratively in a team as well as independently; excellent interpersonal skills
- Excellent initiative, attention to detail, and organizational skills with the ability to prioritize a diverse workload and manage competing priorities.
- Dependability, professionalism, trust and confidentiality – exhibits exceptional work ethic and values consistent with the organization.
- Absolute discretion in all matters and handling of sensitive and confidential issues/materials.
- Proficiency with Microsoft Office suite of programs, specifically Outlook, Word, Excel, Notebook, and PowerPoint; proficiency with Adobe Acrobat, including creating and editing forms, and ability to learn and fully utilize the College database program.
- Bilingual- French/English an asset.

To apply, please email your resume and cover letter to Marijke Kanters at [mkanters@nevazasolutions.com](mailto:mkanters@nevazasolutions.com) by **April 29, 2019**. We will review applications as they are received and look forward to hearing from you.

The College of Opticians on Ontario is an equal opportunity employer. In accordance with the Accessibility for Ontarians with Disabilities Act, 2005, upon request, accommodation will be provided throughout the recruitment, selection and/or assessment process to applicants with disabilities.