



Position: Coordinator, Investigations and Hearings

Company: College of Optometrists of Ontario

Type: Full-Time Position

Classification: Hybrid

Location: 65 St. Clair Ave. E., 9th Floor, Toronto, ON M4T 2Y3

About the Organization:

At the College of Optometrists of Ontario, our foremost priority is protecting the public by ensuring that optometrists across the province provide safe, ethical, and effective care. Our mission is to instill public trust by supporting a profession that is competent, accountable, and ethical.

Why Work with Us:

Joining the College means becoming part of a dynamic, collaborative team environment. We offer a supportive culture and a strong commitment to professional growth and work-life balance, including:

- Competitive salary
- Comprehensive health and dental benefits
- RRSP contribution plan
- Generous vacation allowance
- Personal development opportunities
- Hybrid work arrangement
- Emphasis on work-life balance

Position Overview:

This role provides investigative and administrative support to the Director, Investigations & Resolutions. It is responsible for coordinating and monitoring the College's complaints and resolution processes, responding to public inquiries, ensuring accurate records and information flow, monitoring member compliance, and providing general administrative support. The Coordinator will also act as administrative resource to the Discipline Committee, including liaising with the Committee Chair and members, communicating with the parties and ensuring the proper scheduling and coordination of discipline hearings and pre-hearing conferences.

What Makes You a Strong Fit:

Strong Communication - This role carries significant influence on the College's reputation, given its responsibility for complaints, resolutions, and discipline processes, as well as stakeholder relations. You interact directly with the public, members, government agencies, legal offices, and other stakeholders. In every interaction, your communication must be clear, professional, and approachable.

Detail-Oriented – You bring precision and care to every task. Your thoroughness ensures high-quality, accurate work.

Self-Motivated and Organized – You take initiative, manage competing priorities effectively, and stay organized in a fast-paced environment.

Key Responsibilities:

- Respond to public inquiries over the telephone and email regarding the complaints process, providing clear information about steps and timelines.
- Maintain organized and confidential files, records, and databases for complaints and reports; receive, record, and prepare initial documentation for the Director and the Inquiries, Complaints, and Reports Committee (ICRC).
- Review and analyze information submitted by parties, flagging issues or irregularities for the Director's attention.
- Ensure effective case management of complaints and Registrar's Reports, including timely and appropriate investigative measures.
- Draft and prepare documentation based on written and verbal instruction, established precedents, and guidance from the Director.
- Ensure accurate and timely communications with all parties involved in complaints and resolution processes.
- Liaise with legal counsel, as directed, to obtain input and ensure compliance with legal obligations.
- Monitor member compliance with undertakings and agreements, ensuring detailed information is captured fully in case files and databases.
- Provide administrative and logistical support for the ICRC and other committees, including assisting with meeting materials, agendas and minutes.
- Provide information on the Alternative Dispute Resolution (ADR) process.
- Build and maintain positive working relationships with internal and external stakeholders.

Requirements and Qualifications:

- University degree or college diploma, preferably in Administrative Law, Dispute Resolution, English, Business, or Healthcare.
- Minimum of 3 years' relevant experience, including complaints resolution.
- Experience in a regulatory or not-for-profit environment; healthcare experience is an asset.

- Strong ability to explain complex information clearly to diverse stakeholders and effectively manage complaints and conflicts.
- Excellent listening, problem-solving, and interpersonal skills.
- Superior written communication skills, with strong editing and proofreading ability.
- Exceptional attention to detail.
- Proficiency in Adobe Acrobat and MS Office (Word, PowerPoint, Outlook, Excel, Mail Merge) and database software; experience with content-managed websites is an asset.
- Training or experience in Alternative Dispute Resolution is an asset.
- Ability to work independently as well as collaboratively, to prioritize and manage several different and varied tasks simultaneously and meet deadlines.

How to Apply:

To apply, please submit your resume and a letter of interest to: **Katherine Taylor** – ktaylor@taylormcmahon.com

Equity and Accessibility Commitment

The College of Optometrists of Ontario is an equal opportunity employer. We welcome and encourage applications from all qualified individuals, including those from equity-deserving groups and individuals who identify as 2SLGBTQIA+. We are committed to a barrier-free, inclusive hiring process. In accordance with the Accessibility for Ontarians with Disabilities Act (AODA) and the Ontario Human Rights Code, accommodations are available upon request throughout the recruitment process. If you are selected to participate in the selection process, please let us know of any accommodations needed to support your full participation.

We look forward to hearing from you!