



Job Posting

About the CFPC

Representing more than 39,000 members across the country, the College of Family Physicians of Canada (CFPC) is the professional organization responsible for establishing standards for the training, certification and lifelong education of family physicians and for advocating on behalf of the specialty of family medicine, family physicians and their patients. The CFPC accredits postgraduate family medicine training in Canada's 17 medical schools.

Our Mission: Leading family medicine to improve the health of all people in Canada—by setting standards for education, certifying and supporting family physicians, championing advocacy and research, and honouring the patient-physician relationship as being core to our profession.

Our Vision: Leading family medicine. Improving lives.

Our Values: Caring; Learning; Collaboration; Responsiveness; Respect; Integrity; and Commitment to Excellence.

We are recruiting for an Examination Candidate Coordinator

Posting #:	2020-17
Department:	Certification and Assessment
Division:	Academic Family Medicine (AFM)
Reports to:	Assistant Manager, Credentials and Registration
Classification:	Support Staff
Job Family:	Associate/Team Member
Status:	Contract Full time (ending March 2022)
*FTE:	1
Level:	3

Summary

Working in a team environment, this position will assist in being the first point of contact for all inquiries of the department from potential and registered candidates for the Certification Examination in Family Medicine, Pearls.ce pre-certification program, the alternative routes to certification and the Examination of Added Competence in Emergency Medicine.

Main Responsibilities

Essential duties include:

- Provide front-line support via telephone and e-mail, to guide examination candidates through the entire examination application process including:
 - determining eligibility
 - online registration process
 - payments, withdrawals, cancellations
 - entrance documentation
 - retrieval of results, feedback, appeals
 - certification
- Assess candidate applications to verify eligibility and completeness and follow up with candidates as required with respect to approval or further information required
- Liaise with university departments of family medicine to both provide and obtain information pertaining to candidates and certification process
- Maintain continuous up-to-date knowledge on examination eligibility criteria, policies, procedures, and administration details and accurately respond to inquiries
- Prepare and distribute candidate communications and examination materials
- Maintain document files and update electronic database including application status, certification status and financial information
- Track, monitor and report requests for technical support on examination administration software tools
- Produce statistical reports for internal and external organizations, program directors, medical regulatory authorities, etc.
- Keep accurate candidate records using various software applications and databases e.g., Exam Admin tool, OpenWater and iMIS platforms
- Disseminate information regarding examination results, feedback on performance and the appeal process
- Coordinate departmental translation and editing requirements
- Coordinate the process of issuing certificates to those who meet criteria as well as the production distribution and accurate record keeping of certificates and attestations
- Coordinate process for recommendations and confirmation of completion of training
- Administer the Pearls.ce pre-certification program for practice eligibility including:
 - Candidate enrolment, distribution of materials, assignment of peer tutors, progress tracking and program completion
 - Recruit, manage and arrange training for peer tutors
 - Provide technical support for Pearls.ce software platform
 - Monitor budget, process payments/refunds and track expenditures

Related Duties:

- Ensure effective and professional communications with all internal/external contacts
- Develop and maintain collaborative relationships at all levels of the organization
- Work in accordance with all CFPC policies, procedures and processes, and all applicable legislation
- Work in accordance with all health and safety requirements
- Demonstrate behaviours aligned with the CFPC Values
- Demonstrate competencies aligned with the CFPC Competency Framework
- Contribute to delivering on the overall work plan of the department and strategic goals of the CFPC
- Participate on special projects as required
- Participate on internal staff committees or working groups as required
- Assist with the onboarding of new team members as required
- Support the team and collaborate with colleagues to ensure department needs are met including absence coverage and cross-training as required

Requirements

- College diploma in a relevant field or equivalent work experience
- Minimum 3 years of office experience at similar organization
- Exceptional customer service skills with the ability to exercise discretion and judgement in sensitive matters
- Proven attention to detail and the ability to work with a high degree of accuracy while maintaining confidentiality
- Experience maintaining organized records in both electronic and hard copy formats
- Intermediate computer skills in MS Office applications, social media sites and the ability to learn new applications quickly; knowledge of SharePoint is an asset
- Works well under pressure in a deadline-driven environment
- Demonstrated organizational skills with the ability to prioritize workload and meet deadlines
- Excellent time management skills
- Self-motivated to work independently while also being committed to working in a team environment demonstrating a positive approach
- Proven superior oral and written communication skills with the ability to express complex rules and processes clearly and effectively in English; French is an asset

Working Conditions

- Open-concept office environment
- 8:00 a.m. – 4:00 p.m. *or* 8:30 a.m. – 4:30 p.m. *or* 9:00 a.m. – 5:00 p.m. Monday to Friday
- Occasional evening/weekend work related to Emergency Medicine exam in Toronto

If you share our passion, and are committed to living our CFPC Values please submit a cover letter and your résumé referencing the posting#2020-17 to: careers@cfpc.ca by August 7, 2020.

The CFPC is committed to fostering a healthy and positive work environment. In accordance with the Accessibility for Ontarians with Disabilities Act, 2005 and the Ontario Human Rights Code, The CFPC encourages applications from all qualified candidates and will accommodate applicants' needs throughout all stages of the recruitment and selection process. If selected to participate in the recruitment and selection process, please inform Human Resources of any accommodation(s) that you may require to ensure your equal participation.

We thank all those who apply but only those selected for further consideration will be contacted.

**Full-Time Equivalent*

