Job Posting

About the CFPC

Representing more than 40,000 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 FMF Customer Service Representative

Posting #: 2022-17  
Department: Conferences and Events  
Division: Corporate Services  
Reports to: Manager, FMF  
Classification: Support Staff  
Status: Permanent  
Job Family: Associate/Team Member  
Full Time Equivalent: 1.0  
Bilingual (English/French): No

Summary

The FMF Customer Service Representative is responsible for handling all FMF inquiries from members, associates, partner organizations, staff and chapters. The FMF CSR is often the main point of contact for all questions from FMF attendees and takes the lead for the VIP program. The FMF CSR also plays a critical role in creating the overall content, flow, testing and continual improvement of our FMF registration system. This role also creates and provides many FMF reports for staff and financial reconciliations for internal VIP costs and external workshop providers as required.
Main Responsibilities

Essential Duties:

FMF Registration Customer Service Lead:
- Lead customer service rep for all FMF Registrations (approximately 4,000 to 5,000 registrations annually).
- Monitor and promptly respond to all FMF email and phone line inquiries (2500 email and 500 phone/yr).
- Source answers and learn each related area to build a knowledge base for future inquiries.
- Questions about FMF events and activities and how to register with and step by step email, phone and zoom support.
- Provides confirmations of attendance, copies of receipts, and credit certificates on request.
- Maintain and record numbers of issues and questions from attendees, categorized by topic and preferred language.
- Tracks year over year registration and other payment deferral and fulfils registration contest prizes.
- Assist with all FMF registration reports and reconciliations of financial transactions with Finance.
- Coordinate, enter, update, and test registration information in the external registration system.
- Pulls reports to create registrant lists for specific sessions and events such as workshop attendees.
- Produce, e-mail, and file invitation letters requested by international delegates.
- Work onsite at FMF Registration as the lead customer service representative.
- Train and educate onsite support staff as required.
- Keep FMF supply inventory of registration supplies such as lanyards and ribbons.
- Order supplies as required with approval, prepare and ship to and from FMF locations.
- Knowledgeable and understands the importance of CASL and PIPEDA as it applies to members.
- Required to take PCI training and adhere to all aspects and enhancements to ensure compliance.

FMF VIP Lead:
- Oversee all aspects of the VIP list including:
- Draft all VIP invites with specific inclusions and information required for approval by Office of the CEO.
- Collect and compile a list of VIPs through ongoing collaboration with internal stakeholders.
- Draft and distribute VIP Invitation letters to hundreds 5VIPs annually.
- Seek required approvals, collect account codes as needed, and explain the reconciliation process and
- Work with Systems and Digital Events Specialist to upload and test all VIPs in the registration platform.
- Coordinate, track, respond and consult as needed for all customer service needs of all VIPs.
- Liaise on regular basis with staff of Honours and Awards, Translation, Finance, and Office of the CEO.
- Reconcile all internal transfers needed for VIPs for Manager and Director within 2 weeks of FMF and
- Seek ongoing feedback from internal stakeholders and members to facilitate continuous improvement.

FMF Workshop Financials:
• Fully audit and reconcile all confirmed and paid workshop attendees from final system data.
• Compile accurate financial tracking with confirmed attendees and contracted presenter fees.
• Reconcile all incidental and incremental costs and deductions from the contractual rates.
• Track and issue final payments to all FMF workshop providers (less any deductions).
• Create and send supporting documentation / detailed reimbursement data to each provider.

Requirements

• College Diploma
• College Diploma in conference and event planning is preferred
• 2 years of experience in a similar role
• 5 years of working knowledge and experience with MS software
• Experience with ACT! Database and CRM system is an asset
• Experience with MicroSpec registration platform is an asset
• Experience with in-Person, Virtual and Hybrid events is an asset
• Verbal and written communication skills, with the ability to express ideas and opinions clearly and effectively in English. French is an asset.

Working Conditions

• Open office. Flexible schedule 8am to 4pm, or 8:30am to 4:30pm, or 9am to 5pm. 5 days a week
• Willingness to work overtime hours, if required and approved, leading up to and including FMF
• Travel is required during FMF

If you are interested in this vacancy, please submit a cover letter and your résumé referencing the vacancy# 2022-17 to: careers@cfpc.ca

The CFPC is committed to employment equity and diversity in the workplace and welcomes applications from women, visible minorities, Indigenous people, persons with disabilities, and persons of any sexual orientation or gender identity or expression. 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.

All internal applications will be acknowledged.