

JOB OPPORTUNITY

About the CFPC

The College of Family Physicians of Canada (CFPC) is the professional organization that represents more than 43,000 members across the country. The College establishes the standards for and accredits postgraduate family medicine training in Canada's 17 medical schools. It reviews and certifies continuing professional development programs and materials that enable family physicians to meet certification and licensing requirements.

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 Administrative and Customer Support Representative

Posting #: 2024-10
Department: Program and Practice Support
Division: Professional Development and Practice Support
Reports to: Assistant Manager, Self Learning Program
Classification: Support Staff
Status: Contract Part-Time
Contract end date (if applicable): 1 year from date of hire
Job Family: Professional Knowledge worker
Full Time Equivalent: 0.4
Bilingual (English/French): No
Salary Range: Min.\$46,201.44 Mid.\$ 53,860.56 Max.\$64,632.48

Summary

The Administrative and Customer support representative will perform a variety of tasks that contribute to the success of the Self Learning Program (SLP), with the primary duties focusing on providing excellent customer service, database and record keeping support.

To succeed in this role, the incumbent will have technical, administrative and customer support skills along with a positive attitude and a drive towards an efficient operation. The incumbent is deadline and quality driven, exercising the utmost care and attention to details.

Main Responsibilities include

Customer Service

- Maintains a professional and courteous demeanor while assisting customers to ensure a positive customer experience and in accordance with the SLP's standard response time policy.
- Monitors shared email inbox, responding to, or forwarding inquiries as appropriate, and filing correspondences.
- Interacts with customers via various communication channels (phone and email) to provide information, resolve inquiries, and address concerns.
- Processes customer request for subscription sign-up or renewal as well as how to purchase a back issue.
- Provides customers with accurate information about products, services, or organizational policies in a timely manner. This could include advice on ways subscribers can make the most out of their subscription and instructions on how to claim CPD credits. Provides accurate information about ways to maximize a subscription, how to purchase or renew subscription or purchase back issues, instructions on how to claim CPD credits, and other program information.
- Reviews subscribers' renewal status with the goal to increase sales and retain loyal subscribers.
- Sends out program materials such as books and receipts to subscribers electronically and by postal mail as requested.
- Completes impact assessment requests.
- Cross-checks data between various sources to ensure data quality and accuracy.
- Updates the customer service tracker with customer requests and enquiries in real time.
- Collaborates with other departments to escalate and resolve complex customer problems when necessary.
- Helps subscribers navigate the SL website and provides assistance with technical challenges.

Administrative

- Acts as backup for the PPS Administrative Assistant and the Self Learning Coordinator, providing support for the following key tasks:
 - Schedules committee meetings, team meetings and maintain calendars for the program.
 - Provides administrative support when preparing for committee meetings.
 - Support with post meeting administrative tasks.
- Support with some administrative tasks related to the production of Self Learning books.
- Support to prepare for external meetings and conferences.
- Performs other administrative tasks such as participating in internal team meetings and taking notes, support the team to schedule meetings, etc.

Database Management

- Maintains up-to-date Self Learning subscriber records in SLP databases including data entry, subscription verification and adjustments in membership databases (SLP database, Customer Relations Management system, and Mainpro+ system).

- Handles administrative duties such as data entry, filing, document management, and record-keeping.

Quality Assurance

- Ensures that the service provided adheres to organizational standards and policies.
- Identifies opportunities for process improvement, including updating process documents and manuals, and suggesting enhancements to customer support procedures.

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
- 1 year of experience in customer service and or administrative support roles.
- Strong communication and interpersonal skills.
- Excellent problem-solving abilities.
- Proficiency in using Microsoft office software and customer relationship management (CRM) tools.
- Verbal and written communication skills, with ability to express ideas and opinions clearly and effectively in
- Attention to detail and strong organizational skills.
- Ability to multitask and work in a fast-paced environment.
- Adaptability and a customer-focused mindset.
- Knowledge of the company's products or services is a plus.

Working Conditions

This role is based in Mississauga and the successful candidate may have the ability to work remotely in accordance with the Organization's policies and procedures dealing with remote and/or hybrid work arrangements in effect from time-to-time.

There's a certain sense of job satisfaction that comes from working for a not-for-profit organization such as the College of Family Physicians of Canada (CFPC). If you share our values and would like to join our team of dedicated professionals helping the CFPC achieve its mission, please submit a cover letter and your résumé referencing the posting# 2024-10 to: careers@cfpc.ca by 6th March 2024

The CFPC is committed to employment equity and diversity in the workplace and welcomes applications from women, visible minorities, Indigenous peoples, 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.

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