Job Posting

About the CFPC

The College of Family Physicians of Canada (CFPC) is the professional organization that represents more than 42,000 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 Examination Administration Coordinator

Posting #: 2022-62
Department: Certification and Assessment
Division: Academic Family Medicine
Reports to: Assistant Manager, Examination Administration
Classification: Support Staff
Status: Contract, Full-Time, until 29th November 2024
Job Family: Associate/ Team Member
Full Time Equivalent: 1.0
Bilingual (English/French): Yes/No
Salary Range: Min. $58,119 Mid. $72,649 Max. $87,179

Summary

The Examination Administration Coordinator is responsible for planning, organizing, and acting as a key member of the Command Centre Team for the delivery of the Certification Examination in Family Medicine and the Examination of Added Competence in Emergency Medicine for approx. 900+ examination volunteers. The position is the first point of contact for all active CCFP members looking to
get involved in the Examination process as well as to coach and build relationships with experienced examiners and interested members

**Main Responsibilities**

*Recruitment and retention of FM and EM examination volunteers*
- Lead the recruitment of required examination volunteers (Chief Examiner, Simulated Office Oral (SOO) Lead/ Assistant Leads, SOO/Structured Orals Examiners, Simulated candidates, Short Answer Management Problems (SAMPs) Markers, etc.) and secure the presence of examination committee members at the exam related activities
- Update the web-based application form and issue calls for participation to all interested CCFP members in good standing
- Screen and validate a high volume of member applications by reviewing member credentials against criteria established by the Committee of Examinations
- Select, assign roles and maintains accurate records of all actions in the Examination Administration Tool
- Lead the time-critical replacement and/or reassignment of exam volunteers due to cancellations and facilitate the redistribution of exam material accordingly
- Create, compile, and distribute a high volume of confidential and time-critical examination material to all examination volunteers
- Facilitate the examiner pre-training and training sessions as well as coordinate nationwide teleconferences
- Facilitate the Short Answer Management Problems (SAMPs) marking session
- Provides professional, front-line support to examination volunteers by guiding them through the examination process such as application form submission, accessing assigned material, reimbursement and addressing their concerns
- Maintain up to date examiner/marker performance records by collecting and reviewing feedback from Leads/Coordinators and Chief Examiners

*Reimbursements*
- Distribute and gather Physician Examiner/Marker Invoice, Volunteer Reimbursement, T4A Request and Electronic Fund Transfer forms to/from all 900+ examination volunteers
- Analyze, validate, reconcile and ensure accuracy and consistency of time-sensitive and confidential forms along with supporting documentation receipts/invoices
- Review, code and approve examiner travel invoices, hotel accommodation and other special requests
- Monitor, track and ensure timely, effective and accurate record keeping of all submitted forms
- Maintaining confidentiality of information
- Consulting with Internal and External Stakeholders
- Key contact and main support for approx. 1300 + examination volunteers
- Provide direction and lead the communication with examination volunteers regarding exam logistics, assigned responsibilities and examination material
- Deliver high volume of confidential and time-critical examination material to all examination volunteers
- Collaborate and maintain a good rapport with family medicine departments across Canada to assist with examiner/simulated candidate recruitment challenges
- Collect examiner/marker comments and feedback, prepare summary for continuous quality improvement purposes and support the implementation of required examination activities
• Liaise with other CFPC departments and stakeholders for examination planning purposes, including but not limited to, Finance, Marketing and Communications, Translations Services, IT, Membership, MainPro, The Medical Council of Canada and examination delivery vendors

Candidate Appeals

• Investigate, analyze and validate candidates’ requests for Review of Marks and Reconsideration of Awarded Standing for the oral examination components
• Rescore results to ensure accuracy for potential mathematical and mechanical errors
• Gather and corroborate all relevant documentation pertaining to appeals such as issue logs, examiner performance records, standardized marking documents and interview recordings
• Prepare and distribute information to candidates in a time-critical detected

Participate in the Virtual SOO Command Centre

• Support delivery of virtual SOO exam and Structured Orals examination; monitor candidate/examiner status and progress to ensure timely connection to the virtual exam platform
• Identify and offer resolution to critical exam incidents and anomalies such as delays, technical issues, cheating and conflicts of interest, etc.
• Provide information and direction to Communications Lead/Coordinator on relevant in-exam communications
• Communicate with examination delivery vendor support and proctors to answer queries and address exam participant issues
• Record incidents in issues log
• Source examiners for reruns and emergency sessions and confirm commitments via direct (phone) communication and share corresponding logins
• Reschedule candidates and reassign examiners as needed

Requirements

• Bachelor’s degree in Business or related program, required
• 3 years of experience in an academic or professional association that have voluntary members, required.
• Verbal and written communication skills, with the ability to express ideas and opinions clearly and effectively in English.
• Microsoft Office advanced skills.
• Communication, Organizational, attention to detail, and critical thinking skills, advanced.
• Ability to work well under pressure and ability to meet deadlines, advanced.

Working Conditions

• Flexibility to work evenings and weekends during exam administrations

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.

On September 22, 2022, our Executive Team announced that we will move towards becoming a hybrid nationally distributed (pan-Canadian) organization. By “hybrid” we mean that we will work and meet remotely for our routine tasks and will make
efforts to connect in person when the work/discussion warrants in person interaction. We also recognize that to maintain culture, teams, and cohesive working environment, we will need to come together for purposeful in person discussions. When we come together in person, we may do so through the permanent space we hold or through partners’ space. There is much work to be done and specifics to be ironed out, but we are moving towards being a nationally distributed (pan-Canadian) organization with hubs distributed across the country and unified by strong branding. Work style follows function, with staff benefitting from flexibility that is informed by the nature of their roles/tasks and is rooted in options and dependent on the need of the work and business unit leads. This would be embedded in policies and principles.

While we examine implications (using a framework) for various teams across the organization, staff will continue to work remotely (or work in our office in Mississauga). In person attendance in the office and at offsite meetings remains voluntary, although there may be policies and/or procedures that require regular in-person attendance introduced in the coming weeks. Unless otherwise identified, all new employees and internal employees who apply for new positions will be expected to commute to our office in Mississauga at their own expense if required to do so.

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# 2022-62 to: careers@cfpc.ca by 20th December 2022.

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.