

## 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 Candidate Coordinator

**Posting #:** 2022-60  
**Department:** Certification and Assessment  
**Division:** Academic Family Medicine  
**Reports to:** Assistant Manager, Examination Development and Production  
**Classification:** Support Staff  
**Status:** Contract- Full Time ending 29<sup>th</sup> November 2024  
**Job Family:** Professional/Knowledge Worker  
**Full Time Equivalent:** 1.0  
**Bilingual (English/French):** No  
**Salary Range:** Min. \$58,119 Mid. \$72, 649 Max \$ 87,179

### Summary

The Examination Candidate Coordinator position is the first point of contact for all inquiries related to examinations administered by the CFPC (i.e. the Certification Examination in Family Medicine administered twice a year, and the Examination of Added Competence in Emergency Medicine administered once a year). This position exists to educate, support, coordinate and deliver all aspects of the examination process in a professional manner.

The incumbent will be able to understand and apply complex policies so as to advise 3000+ candidates and stakeholders per year.

## Main Responsibilities

Process registration and credentialing of examination candidates

- Provides professional, front-line support via telephone and e-mail to guide examination candidates through the entire examination application process including but not limited to making decisions on examination eligibility, approving and declining applications, requesting supporting documentation, processing payments, adjustments, withdrawals, cancellations and refunds
- Maintains accurate records of all actions, interactions and details related to candidate registration, eligibility and examination attempts
- Scheduling candidates for simulated office oral components (family medicine) and structured oral components (emergency medicine)
- Guides candidates through the appeal process including billing and information management
- Liaises with the Manager, Psychometric Services to obtain data files and conducts manual re-scores of written examinations for candidates who request review of marks or reconsiderations of awarded standing: Conduct investigations, compiles information and sends response letters
- Provide support to the Assistant Manager, Credentials and Registration; Assistant Manager, Examination Administration (Bilingual); and the Manager, Operations and Administration
- Continually updates examination information on the CFPC website

### *Liaises with various internal and external stakeholders*

- Produces and issues confidential eligibility letters to candidates and medical regulatory authorities as requested
- Provides and obtains confidential information from medical regulatory authorities, including new CCFPs reports, designations status validation, and updates
- Liaises with university departments of family medicine to confirm recommendation and completion of training dates of each residency eligible candidate
- Works closely with IT and vendors to test, review and evaluate vendor platform and assesses compatibility with the team's needs and requirements for upcoming tool, processes and procedures
- Participates in meetings with vendors and various departments and provides expertise and recommendations as needed
- Notifies IT of any technical and operational issues by submitting detailed service tickets through Helpdesk
- Works with Finance department as needed (including but not limited to participating in reconciliation meetings at the end of the fiscal year, participating in weekly refund meetings, providing information for audits and conducting investigations)
- Request reports and information from vendors when needed to complete Reconsideration of Awarded Standing investigations
- Liaise with the Finance and Asset Management department to order supplies, schedules deliveries and pick-ups.

*Coordinates the Pearls.ce program for spring and fall FM examinations*

- Enroll and invoice candidates
- Recruit CCFP certified practicing physicians as peer tutors
- Assign practice-eligible examination candidates to tutors based on availability and time zones
- Review, update and deliver program materials and instructions to candidates and tutors via email (i.e., welcome letter, program information, candidate checklist with tutor information and online resources)
- Answer all inquiries from tutors and candidates throughout the duration of the program
- Liaises with CFPC Library services as needed
- Monitors program and follows-up with candidates and tutors to assure timely completion requirements
- Processes all withdrawals and refunds as needed
- Requests final reports from tutors at the end of the of the program to confirm candidate eligibility
- Update candidate and tutor records
- Liaise with the Finance department throughout the program to ensure accurate record keeping
- Remunerate each tutor by filling out and submitting individual cheque requisition forms to the Finance department
- Submit final reports to the Mainpro department to ensure each candidate receives 20 Mainpro+ credits
- *To be a subject matter expert at in person events*
- Actively participate in the Command Center for the virtual delivery of the FM and EM oral examination components (three weekends for FM and one weekend for EM) Responsibilities include but not limited to:
  - Coordinate, monitor and deliver virtual SOO exam in accordance with assigned role,
  - Support identification and resolution of operational incidents
  - Confirm the need for and lead the coordination of reruns and emergency sessions and assign candidate/examiner credentials accordingly
  - Coach, support and assist CFPC volunteers and contract/agency staff with the delivery of the exam, depending on the need
  - Represents the CFPC at the Family Medicine Forum once a year when held virtually or in-person once every few years when held in Toronto
  - Represents the CFPC at the Pri-Med Conference
  - Exam information distribution and mailouts
  - Makes decisions regarding the printing, packing, and mailing of FM certificates, EM certificates and PGY3-Clinical Scholar Attestations
  - Process requests for replacement certificates (including payments)
  - Investigate all certificate returns: contacts member, changes addresses, if necessary, re-send or destroys packages
  - Keep records of all activities
  - Assist with entrance and result letters mail-outs

## Requirements

- Bachelor's degree in Business or related program, Required
- 3 years of experience providing administrative, project coordination and committee/stakeholder group support, required
- 3 years of Experience maintaining organized records in both electronic and hard copy formats
- Verbal and written communication skills, with the ability to express ideas and opinions clearly and effectively in English, required.
- Advanced Microsoft Office skills, required.
- Advanced attention to detail, organizational, customer service, confidentiality, accuracy, interpersonal and coordination skills, required.

## Working Conditions

- Occasional weekend work for committee meetings and exam administration
- Some travel (< 10% of the time), including both in and out-of-town

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# 2022-60 to: [careers@cfpc.ca](mailto:careers@cfpc.ca) by December 8<sup>th</sup>, 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.*

