

## Job Posting

### About the CFPC

Representing more than 37,000 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 a Self-Learning Program Assistant Coordinator (Bilingual)

**Posting #:** 2010-01  
**Department:** Programs and Practice Support  
**Division:** Professional Development and Practice Support  
**Reports to:** Assistant Manager, Self Learning Program, Program and Practice Support  
**Classification:** Support Staff  
**Status:** Contract Full Time – approx. 9 months  
**\*FTE:** 1.0  
**Level:** 3B

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### Main Responsibilities

The Self Learning Program (SLP) Assistant Coordinator supports the SLP Assistant Manager, the Self Learning Committee, and operational aspects of the Self Learning continuing professional development program. The position is responsible for the maintenance of member records and financial adjustments related to Self Learning subscriptions and plays a key role in the production and promotion of the program.

#### Self Learning Membership Database Maintenance/Customer Service

- Principal bilingual contact for the Self Learning Program
- Process subscription and information requests via email, phone and fax
- Data entry, verification and adjustments in member databases
- Cross-checking data between various sources to ensure data quality and accuracy
- Process billing adjustments for refunds

#### Production of Self Learning

- Create first draft according to guidelines
- Assist with editing, proofreading, and testing of both online and booklet versions
- Assist with production and development of online version
- Work with Information Services to source articles and prepare articles for editor review

#### Promotion of Self Learning

- Responsible for managing and updating email and social media schedule
- Work with Communications team to prepare social media posts
- Prepare and send email campaigns using Constant Contact
- Prepare complementary and promotional mailings
- Assist with the development and production of various promotional materials
- Promote the Self Learning Program at national and provincial conferences

#### Self Learning Committee

- Prepare and distribute committee materials
- Responsible for working with appropriate CFPC staff on meeting logistics (location, catering, AV, etc.)
- Assist during meetings with question review notation, typing, photocopying, etc.
- Assist with meeting preparation, set-up and clean-up

#### General

- Respond to general and technical inquiries about the program
- Maintain stock and assist with inventory and ordering of supplies
- Perform general clerical duties as required and other tasks as assigned
- Supporting the department with newly emerging projects

**Key Requirements and Competencies:**

- Post-secondary education – College/University level in administration or equivalent
- Minimum one-year experience in a similar role
- Strong interpersonal and service-orientation skills; experience working in a service-oriented environment is an asset
- Proven attention to detail with an eye for accuracy
- Deadline-driven with outstanding organizational and time management skills
- Experience working in a member-based, professional and/or healthcare organization is an asset
- Demonstrated excellent oral and written communications skills in both English and French is a firm requirement
- A resourceful individual with the ability to work independently when required
- Proficient computer skills in MS Office - Word, Outlook, Excel

**Working Conditions:**

- Open concept office environment

**Hours of Work:**

- 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.

**If you share our passion, and are committed to living our CFPC Values  
please submit a cover letter and your résumé referencing the posting# 2019-01 to: [careers@cfpc.ca](mailto:careers@cfpc.ca) by 5pm  
on February 7, 2019.**

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*

