



College of Traditional Chinese Medicine  
Practitioners and Acupuncturists of Ontario

Ordre des praticiens en médecine traditionnelle  
chinoise et des acupuncteurs de l'Ontario

**Position: Registration and Examinations Assistant**  
**Type: 1 Year Contract Position with possibility of a Permanent Role**  
**Location: Hybrid - 55 Commerce Valley Drive West - Thornhill**

The College of Traditional Chinese Medicine Practitioners and Acupuncturists of Ontario (the “College”) was established under the Traditional Chinese Medicine Act, 2006 and the Regulated Health Professions Act, 1991 to regulate the practice of traditional Chinese medicine in the public interest. It has a duty to ensure that the public has access to safe, effective and ethical care in their dealings with members of the College.

We are seeking a **Registration and Examination Assistant for a ONE-year contract**. There is a very good chance this position will turn into a full-time position for the right candidate. The College currently offers a hybrid work environment, with staff working from home and from our office at 55 Commerce Valley Drive West in Thornhill. We have a family like culture where we spend time getting to know one another on a professional and personal basis.

We also provide:

- Computer and communication equipment for home and office
- Two weeks vacation
- Paid sick days

Salary Range - between \$42,000 to \$52,000, depending on experience.

#### **The Position:**

The Registration and Examination Assistant position is critically important to the College because it ensures exam applications are reviewed in a fair and equitable manner and that registrations are processed appropriately and on time. You will split your time between fielding enquires from the public, coordinating case inventories, and executing a wide variety of complex administrative tasks.



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### **What you will be responsible for:**

- Responds to requests for information regarding the registration processes, maintains logs of interactions, questions, advice, and direction provided
- Receives, reviews, and processes all applications, including applications for initial registration, status changes, and certificates of authorization
- Compiles member files, ensuring completeness, and fulfillment of the College's registration requirements
- Reviews file documentation with the Manager as required and enters relevant information in the College's database; flags applications that may require a committee review
- Prepares and processes incoming and outgoing Registration Team correspondence related to initial registration and renewals. Tracks application processing timelines, ensuring compliance with the College's commitment to transparent, objective, impartial and fair registration processes
- Completes data entry; maintains hard-copy and electronic records for College members and applicants; ensures that files are accurate and current
- Updates member information for posting to the website and public Register
- Responds to requests for letters of standing; collaborates with the QA and Conduct departments to prepare letters of standing
- Prepares certificates of registration for new members
- Maintains program statistics and prepares reports and analysis as required by College leadership, Council and Committees and the Ministry

### **Registration Committee**

- Compiles and disseminates materials in preparation for Committees and Panels, attends Committee meetings
- Prepares draft Decisions and Reasons for the Registration Committee Panels
- Updates Committee operations manuals and resource materials for the Committee as directed by the Manager and in keeping with College policy and best practices
- Apprises the Manager regarding case file management, Committee activities and escalated issues resolution
- Prepares Committee reports as required



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## Examinations Program

- Responds to requests for information regarding the Pan-Canadian examinations, the Jurisprudence Course Test and the Safety Program Test
- Maintains and updates applications forms, eligibility criteria and resource materials, in keeping with College policy and best practices, including posting of website content
- Coordinates examination activities, schedules and logistics (examination guides and applications), including accommodation requirements, and notifies candidates regarding examination dates, times and other relevant information
- Notifies candidates regarding examination results, maintains and updates candidate records
- Responds to candidate requests for information and assistance regarding the examination process, requirements, and timelines, directing to on-line resources as appropriate, and maintaining logs of interactions, questions, advice and direction provided
- Records and communicates examinations results received from third party to applicants and members via mail and email.

## What makes You the Ideal Candidate?

- Post-secondary education in an administrative or business-related field or equivalent experience
- Two or more years' experience working with a membership/client database
- Understanding of professional health regulation in Ontario; knowledge and experience working with the *Regulated Health Professions Act, 1991*, and the *Traditional Chinese Medicine Act, 2006*, would be an asset
- Excellent written and verbal English communication skills; proficiency in French, Mandarin and/or Cantonese language would be an asset
- Ability to deal with confidential and sensitive information with tact and diplomacy
- Strong attention to detail, organizational, analytical, and excellent problem-solving skills.
- Ability to work under stress and to meet tight deadlines
- Ability to work independently and to develop effective working relationships as a team player
- Proficient in computers, Microsoft Office (word, excel, PowerPoint, etc.) and database programs (CRM)



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### **How to Apply:**

Please submit your cover letter and resume to Human Resources at [hr@ctcmpao.on.ca](mailto:hr@ctcmpao.on.ca) by May 31, 2023 and include **“Registration and Examinations Assistant”** in the subject line.

Please note: applications will be reviewed when they are received. Interviews with eligible candidates may begin prior to the deadline. The College invites all eligible candidates to apply. We thank all applicants in advance, however, only those selected for an interview will be contacted.

*CTCMPAO promotes diversity in the workplace and is committed to ensuring that its recruitment and other employment activities are fair and equitable. Accommodations are available at all stages of the employment cycle upon request.*

We look forward to hearing from you!