

Examinations Coordinator (Contract)

(Full-Time Contract Role – 15 months)

The College of Physiotherapists of Ontario regulates physiotherapists and exists to protect and serve the public. The College protects the rights of patients to safe, competent, and ethical care by ensuring physiotherapists are qualified to practice, maintain professional standards of practice and are held accountable for their conduct and practice.

The College of Physiotherapists of Ontario is currently seeking the services of a professional, self-motivated, detail-oriented candidate for the **Examinations Coordinator (15-month Contract)** role.

This is a remote position as the College has a virtual office, but occasional onsite attendance in Toronto will be required. Office attendance 12-15 calendar days a year is required, which may include weekends, for examinations coordination.

Position Overview

The Examinations Coordinator is responsible for assisting in managing the development, administration, delivery, and maintenance of the College's entry to practice licensure examination. This role also provides support for the Manager of Examinations and partners.

The role is ideal for a highly motivated, independent self starter, with strong problem-solving skills and exceptional customer service skills and ability to demonstrate compassion.

The Coordinator will manage a fast paced and unpredictable workday and build strong relationships with team members, examiners and exam candidates. Success in this role will require someone who is confident, credible, diplomatic and an advocate for quality improvement initiatives.

Duties and Responsibilities

Development and Coordination of the Examinations

- Provide onsite logistical support on exam day:
- Compile and maintain detailed exam day documentation, including candidate registration, examiner attendance, exam delivery documentation, and incident reports.
- Participate in post-exam activities with partners.
- Review requests for deferrals, appeals, observer reports, examiner surveys, content feedback from examiners

Customer Service

- Provide information and support to candidates and examiners about examinations and identify inquiries that require escalation to the Manager, including complex, legal, or policy issues.

- Flag concerns regarding inquiries that do not meet policies and procedures and bring these to the Manager's attention.
- Function as the central communication point for candidates and examiners, by email and phone, to obtain information regarding the clinical exam and the examination process.
- Collaborate with other College departments as needed to assist in fulfilling candidate and examiners requests.

General Administrative Support

- Actively participate in program quality improvement (QI) initiatives such as post-exam debrief, logging lessons learned, documenting program recommendations/goals, and tracking progress in attaining goals.
- Create, compile and maintain standard operating procedures (SOP) for all activities undertaken.
- Provide support to College-wide functions as required by participating in cross-departmental projects or team building activities, which contribute to the culture and continuing quality improvement of College work.
- Participate in the College's cross-coverage activities, which provide coverage during absences and peak times to maintain organizational efficiency and customer service.

Education and Experience

- Post-Secondary education in a related area or equivalent combination of education and experience.
- Minimum of 2 years of relevant experience in a role where similar skills were used.

Specialized Knowledge, Skills & Abilities

- Intermediate computer skills, including Microsoft Office Suite (Word, Excel, PowerPoint, SharePoint, Teams) and Adobe
- Ability to organize and manipulate data in Excel
- Proficiency in the French language (an asset)
- Excellent oral, written, and interpersonal communication skills
- Solution-driven mindset and ability to respond effectively to candidate and Examiner queries and requests and to make appropriate decisions on when to refer more complex issues to the Manager
- Ability to work effectively under pressure and to consistently exercise sound judgment
- Ability to maintain candidate confidentiality, with regards to examination materials, and examination candidates' personal and financial data
- Ability to plan, document, and prioritize workload in large scale projects and handle competing demands while maintaining accuracy and attention to detail
- Ability to work independently and to perform effectively as a member of a team

Terms, Salary, and Working Conditions

- A full-time 15-month contract position
- The starting annual base salary range for an **Examinations Coordinator** role is **\$68,000.00 to \$75,000.00** based on qualifications and experience

Benefits

The College provides the employees with a comprehensive benefits package that includes an extended health benefits plan and Employee and Family Assistance Program upon joining. We offer paid opportunities for continuous learning and professional growth, strive for work-life balance, including work-from-abroad and summer hours, and provides an excellent and challenging work environment where innovation, teamwork, and creativity are supported.

How to Apply

If you are interested in this position, please apply by sending your resume and cover letter via email to our Manager, People & Culture at peopleandculture@collegept.org no later than **Friday, March 28, 2025**. Please include the name of the role you are applying for plus your first and last name in the subject line (Subject: Examinations Coordinator, First Name, Last Name).

Thank you for your interest in this position; only applicants selected for an interview will be contacted.

The College's goal is to create a diverse and inclusive workforce that reflects our communities. Please let us know if you require any accommodation to participate in this recruitment process by sending an email to peopleandculture@collegept.org.

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