



Position overview

Type: Permanent, full-time

Report to: Registrar

Direct reports: N/A

Job summary

The Regulatory Coordinator serves as the first point of contact for all external constituents of the Alberta College and Association of Chiropractors (ACAC), so therefore must be welcoming and professional at all times. The incumbent must be able to manage a busy workload with constantly changing priorities while maintaining accuracy and professionalism. The Regulatory Coordinator provides administrative support to the regulatory team as directed by the Registrar, coordinates the practice review program, assists with annual membership renewal, manages professional corporation renewal, and data entry of member information including continuing competence requirements, etc.

Major responsibilities

Administrative

- Provide reception service as the first point of contact for callers and visitors to the ACAC, respond to and redirect phone calls to the appropriate ACAC colleague, and provide other resources as appropriate
- Manage and respond to two ACAC email accounts
- Maintain first-floor common space appearance and functionality (lobby, copy area, reception desk)
- Coordinate regulatory meetings, including scheduling, RSVP collection, confirmations to attendees, catering and set up, video conference equipment and IT set up and support, clean up after meeting, etc.
- Backup to Administrative Assistant in managing IT support, including service calls, installations and repairs
- Backup to Administrative Assistant on managing postage meter, photocopier supplies
- Provide administrative support to Registrar; other regulatory staff as directed by the Registrar

Regulatory

- Manage member information in database, including data entry and integrity, address changes, WCB and Netcare authorization
- Support registration and licensing of new/returning members, preceptors and annual membership renewal
- Provide administrative support for Annual General Meeting (AGM) as required
- Develop and maintain deep understanding of regulatory information on website to assist members and clinic staff when they call
- Proactively review Regulatory sections of ACAC website related to practice review program and professional corporation licensing and renewal for currency, legibility, and accuracy, and make recommendations for change as required
- Facilitate updates to the regulatory content on the website as directed by the Registrar
- Facilitate volunteer trainings including registration, preparing materials, and staffing
- Maintain up-to-date regulatory resource library (Registrar's Reports, reports to members and government, etc.)

Continuing competence

- Coordinate and manage all aspects of the practice visit program
- Monitor member compliance with remedial orders and refer to Registrar as required
- At the direction of the Registrar, responsible for management of Continuing Competence Committee volunteer program, including recruiting, tracking, orientation and ongoing education/communication
- Maintain and keep current member continuing competence credits in database

Professional corporation registration and renewal

- Manage all aspects of professional corporation registration, amalgamation, and amendments
- Coordinate and manage all aspects of the professional corporation renewal process, including communication, website review, database launch and deregistering

Other

- Serve as backup for Professional Practice Officer as needed
- Serve as limited backup to the Hearings Director
- Serve as limited backup for the Administrative Assistant
- Occasional evening/weekend work and/or travel required
- All other duties as assigned

Qualifications, skills and abilities

- High school diploma minimum; additional education and/or coursework in business/office administration considered an asset
- 2-3 years related regulatory and/or administrative experience; equivalent experience in another setting may be considered
- Must speak, read and write English fluently
- Excellent verbal communication and listening skills
- Advanced working knowledge of Microsoft Applications (Word, Excel, PowerPoint), emailing, and database management
- Demonstrated ability to follow process consistently and accurately
- Demonstrated accuracy in all work with a strong attention to detail
- Ability to work well under pressure and to meet deadlines without compromising quality and accuracy
- Excellent organizational skills
- High level of tact and discretion; ability to maintain confidentiality
- Sufficient discretion to understand when to consult with supervisor on matters

Characteristics/traits for someone to enjoy this role

- Interest in serving as an “air traffic controller” for regulatory department enquiries
- A deep affection for and commitment to process
- Hardwired to care about accuracy and organization
- Excellent ability to listen, comprehend and translate requests for information
- Desire to deliver excellent customer service for both internal and external stakeholders
- Active interest in continuous improvement to find ways to streamline process and maximize efficiency for staff and members
- A “get it done right” mindset
- Committed to a consistent, process-oriented approach when executing activities
- Willingness to develop understanding and knowledge on the Standards of Practice, Administrative Policies, and other legislation as required

Posting details

Last revised: January 2020

Salary range: \$53,000 - \$68,000

Why are we hiring for this position?

This position has been re-scoped from a part-time Regulatory Coordinator to a full-time Regulatory Officer. Our current Regulatory Coordinator has agreed to stay on with the ACAC over the next few months to ensure a smooth transition and onboarding for the successful applicant.

To apply, please forward your cover letter and resume to communications@albertachiro.com. This posting will close Feb. 21, 2020, at 4 p.m. We thank all those who apply in advance. Only those who have been selected for an interview will be contacted. No phone calls, please.