



## College of Physicians and Surgeons of British Columbia

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## JOB DESCRIPTION

### Administrative Assistant, Diagnostic Services

#### POSITION SUMMARY

Reporting to the manager, diagnostic services the administrative assistant is responsible for providing administrative support to the manager, diagnostic services, the accreditation specialist, the accreditation assessment officers and the accreditation research and development officer.

#### DUTIES AND RESPONSIBILITIES

Duties include but are not limited to the following:

##### Accreditation

- support the administration of the Diagnostic Accreditation Program (DAP) facilities current profile, key contact list, accreditation status and historical record of accreditation activities
- receive and redirect or respond to telephone inquiries from a variety of sources and bring forward supporting information or data as required
- ensure incoming letters from client organizations or other DAP stakeholders are provided to the appropriate staff member
- support the process for accepting new client organizations into the DAP
- ensure all appropriate documentation for the facilities on-site assessment is prepared and uploaded onto the DAP website
- draft facility letters for on-site assessment for diagnostic services
- update scheduling and document tracking spreadsheets with dates
- receive and store document submissions from client organizations in preparation for assessment activities
- complete quality control of all DAP facility web upload documents
- prepare final reports and documentation to be sent to the facilities
- assist in processing all correspondence and documentation regarding tracking and follow up of outstanding mandatory requirements

##### DAP assessors

- maintain an accurate database of peer assessors that is inclusive of assessor demographics, qualifications, dates of training and orientation and sites assessed, among other information

- organize and maintain the individual peer assessor information
- assist in the organization of assessor orientation training and development programs
- schedule peer assessors for on-site accreditation assessments
- book travel and accommodation for both staff and peer assessors when required
- prepare assessor iPads and co-ordinate delivery to and collection from the assessors
- ensure all appropriate documentation for assessor packages has been prepared and uploaded onto the website when required

#### **DAP accreditation standards**

- format the DAP accreditation standards, protocols and other accreditation forms and documents as requested

#### **Advisory committees**

- assist in the scheduling of advisory committee meetings
- assist in travel arrangements for committee members
- prepare and distribute meeting materials and agendas using DAP website
- assist in meetings by recording, preparing and distributing minutes
- prepare meeting room and equipment
- make catering arrangements as required

#### **Policies and procedures**

- provide assistance in identifying and obtaining applicable policies and procedures and reference manuals
- format the DAP policies and procedures and other accreditation forms and documents as requested
- develop new processes and procedures as required

#### **Electronic databases**

- maintain and update the DAP website as required
- respond to and resolve any queries in relation to the DAP website
- prepare PDF versions of documents to go onto the website
- update and format forms for both the website and internal use
- contribute to the ongoing improvement of the DAP database and other program-related IT initiatives

#### **General**

- provide relief assistance to other administrative assistants as appropriate and required
- coordinate and book meetings, focus groups and workshops
- undertake any other administrative duties under the direction of the manager, diagnostic services

- participate in internal audits as required
- consolidate credit card statements when needed

## **SKILLS AND QUALIFICATIONS**

Required skills and qualifications include:

- completion of grade 12 supplemented by completion of a secretarial/administrative training program and additional course work in advanced word processing, spreadsheet, database, and scheduling applications
- three years of recent related experience working in a professional office setting or an equivalent combination of education, training and experience
- demonstrated ability to communicate effectively both verbally and in writing, including the ability to work with discretion in preparing and handling information of a confidential or sensitive nature
- demonstrated ability to organize and prioritize work, work under time pressures to meet deadlines and handle interruptions and changing priorities
- demonstrated ability to work independently and make decisions to determine appropriate action to take in handling inquiries
- working knowledge of Microsoft Office applications including Word, Excel, Access, Outlook and PowerPoint
- ability to organize and multi-task, take direction from many, and work effectively in a team-based environment
- previous experience with dictation equipment is advantageous

The College of Physicians and Surgeons of British Columbia has been recognized as one of BC's top employers since 2011 and one of Canada's top 100 employers since 2014. Our goal is to attract, develop and retain highly talented employees. We offer an excellent working environment, opportunities for personal and professional growth, and a comprehensive benefits package.

All applications for this position must be submitted online at <https://www.cpsbc.ca/about-us/careers>.

We thank all applicants for their interest; however, only those selected for interview will be contacted.