



College of Physicians and Surgeons of British Columbia

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JOB DESCRIPTION

Administrative Assistant, Registration

POSITION SUMMARY

Reporting to the manager, registration, the administrative assistant completes the application and registration requirements process for applications for independent practice and visiting physicians. Additionally, the administrative assistant is required to answer emails, voice mails and telephone calls about registration inquiries.

DUTIES AND RESPONSIBILITIES

Duties include but are not limited to the following:

- complete tasks related to applications or registration/licensing for provisional and full applicants for registration
 - manage incoming requests and files for application for registration
 - compile and review required documentation
 - liaise with applicants regarding additional documentation required
 - prepare files prior to registration appointment scheduling
 - review pending applications to determine if any outstanding are ready for licensure, ensuring appropriate contact is made
 - schedule registration interviews for physicians applying for licensure
 - print, file and prepare internal and external documentation related to provisional licensure candidates as required (including Ministry of Health letters and Service Canada letters)
- answer emails, voice mails and telephone calls about registration inquiries
 - answer the registration general phone line and provide information in response to registration-related inquiries
 - provide written answers in response to email registration-related inquiries
- other related duties as required include but are not limited to the following
 - office support (filing, photocopying, data entry)
 - type routine correspondence

- draft post registration committee correspondence

CONSEQUENCE OF ERROR/JUDGMENT

The employee is expected to perform professionally and make proper and sound decisions. With access to a wide range of confidential information that may be governed by the *Freedom of Information and Protection of Privacy Act (FOIPPA)*, the employee must make informed decisions regarding the release of information.

SKILLS AND QUALIFICATIONS

Required skills and qualifications include the following:

- post-secondary degree preferred or an equivalent combination of education and experience
- a background in health care or familiarity with medical language is preferred
- medical/surgical terminology an asset
- previous experience interfacing with patients or the public is an asset
- working knowledge of Microsoft Office applications including Word, Access, Outlook and PowerPoint
- excellent editing and proofreading skills
- excellent analytical and investigative skills
- ability to interpret, research and apply complex standards to provided information
- attention to detail and a high level of accuracy
- demonstrated high level of initiative, time management and organizational ability
- excellent communication skills, both written and verbal
- ability to organize and set work priorities
- ability to work both independently and as a team member
- ability to maintain a calm demeanor during busy or stressful times
- ability to exercise good judgment in recognizing scope of authority and protecting confidential information a must