Administrative Assistant, Inquiry Committee
Employment Opportunity – Permanent, Full-time

The College of Dental Surgeons of BC (CDSBC) is the regulatory body for dentists, dental therapists, and certified dental assistants (CDAs) in BC. CDSBC’s mandate is to protect the public by ensuring that dentists, dental therapists and CDAs are registered and qualified to practise, and that they are consistently providing safe and ethical care to their patients.

We are seeking a permanent full-time Administrative Assistant in the Complaints Department. The successful candidate will work under the direction of the Director of Professional Practice, and will primarily provide assistance to the Complaint and Inquiry Committee Officer on Inquiry Committee support. The Complaints Department, in conjunction with the Inquiry and Discipline Committees, plays an integral role in CDSBC’s mandate as they receive, investigate and dispose of complaints from members of the public who have concerns about the conduct or competence of a dental professional registered with CDSBC.

Our working environment is welcoming, respectful, innovative and rewarding. We offer a competitive salary, an excellent benefits package, a professional development allowance, and encourage reasonable work-life balance.

CDSBC maintains a commitment to organizational excellence. We are trusted as an organization to act ethically, fairly and with integrity. We are communicative, transparent, objective, impartial and accountable.

Our physical office is currently closed to the public and staff are working remotely until further notice during the COVID-19 pandemic. We are conducting interviews virtually by video or telephone conferencing to support physical distancing, per the guidance of the Provincial Health Officer.

Essential Duties

- Maintain Inquiry Committee and Panel calendars and bring forward system
- Inquiry Committee and Panel document management and data entry in CRM database
- Assist with administrative tasks related to the appointment of Inquiry Committee Panels
- Photocopy and distribute Inquiry Committee and Panel Memoranda and supporting documents, including electronic duplication of related dental records (radiographs, study models, patient charts, etc.)
- File Inquiry Committee Minutes on physical and electronic Panel files
- Receive, process, distribute and acknowledge incoming mail, email and records
- Close complaint files and diarize for bulk scanning

Regulating dentistry in the public interest
• Prepare Inquiry Committee training packages
• Open new complaint files
• Review all incoming records and follow up with registrants and complainants as necessary
• Attend Inquiry Committee and/or Panel meetings as required
• Provide back-up to the Inquiry Committee Officer as required
• Provide reception back-up as required
• Other duties as assigned by the Complaint and Inquiry Committee Officer

Qualifications & Skills

• Minimum of 2 years of relevant office experience
• Minimum of 1 year work experience in a regulatory or not-for-profit environment
• Experience using Datto, or a database or customer relations management system and electronic filing systems
• Excellent computer skill with proficiency in Microsoft Office and SharePoint
• Proven skills using technology (computer, internet, phone, video conferencing); remote work experience is an asset
• Experience handling sensitive and confidential information with discretion
• Attention to detail is second nature
• Ability to maintain tact, grace, and diplomacy in all situations
• Proven ability to mitigate, handle, and resolve potential challenges or conflict
• Adaptability, flexibility and ability to deal with change
• Resilient and calm under pressure
• Exceptional written and verbal communication skills, in person and remote
• Exceptional organization skills with the ability to multi-task and prioritize
• Strong clerical and administrative skills
• Graduation from a recognized legal administrative assistant program is an asset

If you are seeking a fast-paced work environment that is welcoming, respectful, and collaborative, we invite you to email your cover letter and resume to hr@cdsbc.org.

Applications will be accepted until August 5, 2020.

We thank all applicants for their interest; however, only those candidates selected for an interview will be contacted. No phone calls, no recruiters, please.