

Program Services Administrator

The National Dental Examining Board of Canada (NDEB) is the organization responsible for establishing and maintaining a national standard of competence for dentists in Canada. Its mission is to serve the Canadian public, Dental Regulatory Authorities, and dental education institutions by ensuring a valid and reliable evaluation of competence for dentists in Canada.

We have a full time opportunity for a Program Services Administrator to join our team. This position is based in Ottawa and will be reporting to the Program Services Team Leader.

Key Activities

- Respond to service requests, appeals, and program service related inquiries received via email. Triage the NDEB Appeals mailbox and follow up with internal staff as required.
- Provide registration services in accordance with NDEB's procedure which includes but is not limited to drafting registration documentation; processing proof of certification and requests for transcripts, preparing confirmation of registration letters, resolving duplicate receipt requests, assisting in printing and mailing certificates.
- Produce weekly and monthly reports for all processes, review and verify the accuracy of data.
- Update numbers for all examinations and assessments on NDEB's public boards and report numbers to Team Lead weekly.
- Assist the Team Lead in preparing results and statistics for NDEB stakeholders.
- Provide support for the appeals processes, including but not limited to preparing committee materials, pre-populating reports, setting up meeting space, as directed.
- Track manual re-score requests and triage to the appropriate department for processing.
- Receive, process and track medical documentation for withdrawals, appeals, and test accommodations.

Qualifications

- 2-3 years of related experience
- Fluently bilingual – both written and spoken
- High degree of critical thinking skills
- Creative thinker
- High degree of accuracy and attention to detail
- Ability to conduct research
- Highly organized
- Strong communication and interpersonal skills
- Display initiative and collaboration skills
- Ability to handle highly confidential data with sensitivity and care
- Ability to travel and work occasional weekends

Accommodations will be provided at all stages of the hiring process; we ask applicants to make their needs known in advance.

Please note that this is an immediate requirement and we will begin our screening and interview process as resumes are received.

If you have the skills and experience and are interested in applying, please send your resume to cdesbiens@ndeb-bned.ca

We thank all applicants for their interest. However, only candidates selected for an interview will be contacted. The National Dental Examining Board of Canada (NDEB) is an equal opportunity employer.