

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 services related inquiries received via email. Triage the Program Services mailbox and follow up with staff as required.
- Provide assigned registration services in accordance with NDEB's procedures. This 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. Identify and investigate issues, resolve them personally and/or refer them to the Team Lead.
- Update numbers for all examinations on NDEB's public boards and report numbers to Team Lead weekly.
- Assist 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.
- Provide support for test accommodations and withdrawals.
- Provide support for the NDEB ticketing system as required.
- Assist in responding to general inquiries via telephone and replace Receptionist when required.
- Travel to examination centres as required.

QUALIFICATIONS

- 2-3 years of related experience
- Fluently bilingual – both written and spoken is preferred
- High degree of critical thinking skills
- Proven team player
- 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

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

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.