



Position Description

Position:	Registration Associate (maternity leave replacement)
Reports To:	Deputy Registrar
Date Last Reviewed:	February 2020 (amended September 2020)

Scope of the Position

Working under the direction of the Deputy Registrar, the Registration Associate will assist the Registration Manager in maintaining the register of members. This includes assisting applicants with accessing the Member & Applicant Portal (MAP) and providing support to applicants submitting applications; processing of applications for registration; supporting members in accessing and using the online member services and processing of monthly renewals of registration for registered members.

This position description outlines the nature and level of work and results expected. It is not designed to provide an exhaustive list of activities, but rather to outline the scope of the job and the expected results.

Key Responsibilities

1. Member Services

1. Maintains accurate records for each member and applicant in the register by updating data with changes received from members
2. Monitors changes made to the register by members in the Member & Applicant Portal (MAP)
3. Assists members with accessing the MAP and provides support to members with processing online renewals as required
4. Maintains accuracy of online public register and update public register pages as required
5. Manages requests for information from employers and external stakeholders by directing them to the public register of members

6. Reviews declarations with unexpected responses from members during the renewal process and forwards to appropriate department for follow up
7. Processes member resignations
8. Processes updates to member records including requests for change of name, adding a name used in practice and changes in contact information
9. Processes requests for letters of good standing and requests for out of province in good standing certificates
10. Reviews applications for registration in an additional specialty and applications for reinstatement for compliance with registration requirements and prepare for approval
11. Facilitates communication with members for renewal fee payment notices and late-fee notices as required
12. Assists members in meeting their regulatory accountabilities

2. Applicant Services

1. Maintains accurate records for each applicant and updates the register record with changes as required
2. Manages and processes applications for registration for compliance with registration requirements and prepares for approval
3. Responds to e-mail, mail, and phone requests for information and provides information related to the application and registration processes as required
4. Arranges appointments for internationally educated applicants to meet with the CMRITO staff as required
5. Reviews and identifies declaration responses with unexpected responses from applicants during the application process and forwards for follow up
6. Identifies when the information provided by applicants does not meet the requirements set out in the registration regulation and notifies the Deputy Registrar
7. Assists applicants to provide all necessary documentation for review of the application

3. Information Technology

1. Monitors the IT systems regarding the register including checking that the public register and online member services are operational

1. Participates in the development of new IT supports, systems and processes regarding registration

4. Member and External Relations

1. Supports the communications strategy of the CMRITO by managing email and telephone enquiries
2. Responds to member/applicant/past-member inquiries by telephone, email and in person
3. Prepares and sends communications using approved templates requesting additional information from applicants
4. Prepares correspondence and other documents as directed by the Deputy Registrar, Registration Manager and Directors

5. Other Support Services

1. Provides support and backup to the Corporate Services Associates, and covers reception and phones as required
2. Provides back up support and coverage to other program areas to cover any absences as required
3. Participates in implementing business continuity plans when necessary
4. Supports the Registrar and Directors in project management as required
5. Other duties as required