



Position Description

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| Position: | Registration Associate |
| Reports To: | Deputy Registrar & Registration Director |
| Date Last Reviewed: | October 2021 |

Scope of the Position

Working under the direction of the Deputy Registrar & Registration Director, the Registration Associate will assist the Registration Manager in maintaining the register of members and the Member Services Manager in managing applications from internationally educated applicants.

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 and data management.

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

Key Responsibilities

Under the direction of the Director and in coordination with the Managers, the Associate will:

1. Member Services

1. Maintain accurate records for each member and applicant in the register by updating data with changes received from members
2. Monitor changes made to the register by members in the Member & Applicant Portal (MAP)
3. Assist members with accessing the MAP and provide support to members with processing online renewals as required
4. Maintain accuracy of on-line public register and update public register pages as required

5. Manage requests for information from employers and external stakeholders by directing them to the public register of members
6. Review and reconcile application and member fees received with revenue received in CMRITO's online payment vendor account
7. Review declarations with unexpected responses from members during the renewal process and forwards to appropriate department for follow up
8. Process member resignations
9. Process updates to member records including requests for change of name, adding a name used in practice and changes in contact information
10. Process requests for letters of good standing and requests for out of province in good standing certificates
11. Review applications for registration in an additional specialty and applications for reinstatement for compliance with registration requirements and prepare for approval
12. Prepare daily, weekly, and monthly payment deposits and revenue reports for finance
13. Facilitate communication with members for renewal fee payment notices and late-fee notices as required
14. Assist members in meeting their regulatory accountabilities

2. Applicant Services

1. Maintain accurate records for each applicant and update the register record with changes as required
2. Manage and process applications for registration for compliance with registration requirements and prepare for approval
3. Respond to email, mail, and phone requests for information, and provide information related to the application and registration processes as required
4. Arrange appointments for internationally educated applicants to meet with the CMRITO staff as required
5. Review and identify declaration responses with unexpected responses from applicants during the application process and forward for follow up

6. Identify when the information provided by applicants does not meet the requirements set out in the registration regulation and notify the Deputy Registrar & Registration Director
7. Assist in the management of applications for registration from internationally educated applicants
8. Assist in preparing, coordinating, and supporting the Registration Committee meetings
9. Assist with the preparation of applicant files for review at the Registration Committee meeting; following the meeting, assist in completing any follow up work as required
10. Assist applicants to provide all necessary documentation for review of the application
11. Process evaluation fees for applicants referred to the Registration Committee

3. Information Technology and System Monitoring

1. Monitor the IT systems regarding the register including:
 - a. checking that renewal processes have generated as expected
 - b. confirming that late fees have generated as expected
 - c. checking that the public register and online member services are operational
 - d. checking registration related emails are delivered and follow up on bounce backs
 - e. system processes and workflows for execution and accuracy
 - f. ensuring accuracy of member records when system changes are made
2. Participate in the development of new IT supports, systems, and processes regarding registration
3. Assist in compiling and printing member related CRM statistical reports as required

4. Data Management and Auditing

1. Monitor and maintain membership data to ensure data integrity for data submissions
2. Assist with submissions of data to the health professions database
3. Follow up with members to ensure accuracy and completeness of member records

4. Support audit activities as required with follow up as directed
5. Update member data as required
6. Monitor CRM system for duplicate contacts and make necessary updates

5. Member and External Relations

1. Support the communications strategy of the CMRITO by managing email and telephone enquiries
2. Respond to member/applicant/past-member inquiries by telephone, email and in person
3. Prepare and send communications using approved templates requesting additional information from applicants
4. Prepare correspondence and other documents as directed by the Deputy Registrar & Registration Director, Registration Manager, Member Services Manager and other Directors as required
5. Participate in the development of new application, member and other forms and the revision of existing forms as required

6. Other Support Services

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