



## Registration Assistant

Professional Geoscientists Ontario (PGO) is a self-regulatory organization governing the practice of professional geoscience in Ontario. The PGO office is a small team of professionals, that was established in 2000 and is located downtown Toronto. This team is committed to the maintenance of high standards of professional practice of Geoscience in Ontario, for the purpose of protecting the public and the environment. PGO reports to the Ontario Minister of Mines.

PGO is searching for a dynamic individual to join the team in the position of Registration Assistant. The Registration Assistant is responsible for assisting with all aspects of the registration process. This is an administrative and data entry position where communication with Registrants and applicants is of high importance. The Registration Assistant will provide support to the Registrar and Assistant Registrar and will be involved in the management of the registrant (member) database and in the communication of exam results and registration decisions to applicants. *The position is located in the PGO office in downtown Toronto and will follow a hybrid work model.*

### Responsibilities

- Process new applications of potential registrants for PGO
- Review and accurately enter applicant information for processing (transcripts, references, ID documents, any other supporting documents)
- Tracks document submission and maintains clear records of submissions
- Communicate with applicants with application progress and when documents are missing
- Assist with Competency-Based Assessment (CBA) administration
- Process Certificate of Authorisation applications
- Request invoices for new registrants
- Process and ensure documents, annual fees and dues are received through the registration process via credit card form, cheque or online payments
- Support the Registration Committee decision process (form letter writing)
- Provide support to the Registration Process by populating files to be reviewed
- Prepare letters of good standing as requested
- Support the NPPE and technical exam process by preparing form letters and communicating exam results
- Update exam application forms for the website when necessary
- Provide support during the annual dues renewal process
- Monitor the general information email account and respond to applicants and registrants in a timely manner, providing clear information

- Assist with communications regarding continuing professional development program
- Provide support during the CPD audit process
- Assist with coordination of student outreach activities
- Act as the Hearing Coordinator to support the discipline process
- Take meeting minutes when required
- Administration of the new mentoring program

### **Qualifications**

- A University Degree or a College Diploma in Public Administration, Business Administration or a relevant discipline would be an asset
- 1-5 years of relevant work experience
- Experience with databases, regulatory authorities and government is an asset

### **Skills, Knowledge and Abilities**

- Microsoft Office (Word, Excel and PowerPoint) and Adobe Acrobat and MPower database
- Effective communication strategies and tactics
- Proven analytical skills with attention to detail
- Excellent organizational, time management, analytical and problem-solving skills are required
- Good customer service skills
- Ability to manage your own time in a work-from-home environment

### **Why should you join the team?**

- Competitive compensation
- Benefits including a health care spending account
- RRSP Program
- Employee Assistance Program
- Generous Paid Leave
- Professional Development

The position is located in the PGO office in downtown Toronto and will follow a hybrid work model.

We are committed to preventing and removing barriers to employment for people with disabilities and encourage you to contact us if you have questions regarding accessibility or accommodation.

We encourage all qualified individuals to submit applications, however only those selected for an interview will be contacted.

If you are looking to join a dynamic team of individuals that value integrity, innovation, team building and best in class member services. we want to meet you!

Please send your CV and cover letter to Eilidh Lewis at [elewis@pgo.ca](mailto:elewis@pgo.ca).