

**Position:** Professional Development Registration Coordinator  
**Reports To:** Manager, Professional Development Operations  
**Contract Type:** Indefinite, Full Time

*The Chartered Professional Accountants of British Columbia (CPABC) is seeking a detail oriented, collaborative and customer-centric individual for the position of Professional Development (PD) Registration Coordinator. We are proud and honoured to have been recognized as one of BC's Top Employers for a fourth consecutive year in 2023. Come join a collaborative network of like-minded professionals and take the first step towards an exciting opportunity by applying to the position.*

### **Job Summary**

Reporting to the Manager, PD Operations, the PD Registration Coordinator will be responsible for seminar and session registrations and customer care. The position processes registrations (cancellations/waitlist maintenance); monitors and responds to customer inquiries, and provides administrative support at CPABC professional development seminars, both in-person and virtually, by providing information and assistance to seminar attendees, and logistical support to instructors. The role will also be responsible for quality assurance by preparing seminar evaluations and compiling evaluation summary reports, and proofreading/formatting seminar materials and video files. The position is also responsible for printing and sending seminar material binders to instructors, as required.

### **Key Responsibilities:**

#### **Program Registration & Customer Care**

- Process registration and PD Passport activities (e.g. purchases, cancellations, transfers, refunds);
- Monitor and respond to customer inquiries via email and phone;
- Communicate seminar changes (e.g. location, date/time, cancellation) to instructors and attendees;
- Follow-up on any problems or issues related to registrations or processed transactions;

#### **Program Delivery & Quality Assurance**

##### **Program Delivery**

- Coordinate, host and monitor live webinars. Responsibilities will include:
  - Reviewing webinar requirements, creating Zoom meetings and polling questions;
  - Conducting Zoom walkthroughs, ensuring instructors are set-up and prepared;
  - Making housekeeping announcements, introducing instructors, tracking attendance and launching polls;
  - Assisting instructors and attendees with any issues;
- Provide on-site administrative support for in-person seminars. Responsibilities will include:
  - Setting up the registration table / banners and signing in attendees;
  - Ensuring proper meeting room setup, include any A/V equipment, and accurate signage;
  - Troubleshooting on-site issues (e.g. addressing attendee questions or requests, assisting instructors with general requests, liaising with venue staff);
  - Pack up and return any CPABC items at the end of the seminar;

##### **Seminar Evaluation**

- Prepare seminar evaluations in Survey Monkey, emailing evaluation links to attendees on the day of the seminar and following up with reminder emails;
- Consolidate and review completed evaluations for data integrity prior to review by the PD Management team;
- Compile annual seminar evaluation reports;
- Coordinate with Data Analytics and IT teams on issues and improvements to the collection of evaluation data;
- Train temporary staff on the preparation and summarization of evaluations

#### Seminar Material and Video Editing

- Review, proofread and format seminar materials to ensure quality standards are met;
- Finalize seminar materials (print and/or electronic files), liaising with Coordinators for review;
- As required, print and send seminar material binders to instructors;
- Review and edit audio and/or video recordings for On Demand seminars using Camtasia

#### **Equipment & Inventory Management**

- Monitor and oversee the performance of department equipment (e.g. A/V (projectors, laptops), printers (Xerox document production system), etc.), coordinating with appropriate parties for service, maintenance, repairs or replacements;
- Ensure necessary presentation files and/or software is installed on laptops;
- Oversee the storage of A/V equipment, ensuring equipment is returned and securely kept;
- Ensure proper organization and cleanliness of the Print Room and PD shelving units, performing routine inventory counts and ordering necessary materials as needed;

#### **Department Administration**

- Track and record sign-in sheets from each seminar, ensuring the attendance record is updated in a timely manner;
- Follow-up with instructors and/or PD Coordinators on missing sign-in sheets;
- Other duties and responsibilities as may be assigned from time to time.

#### **Key Requirements:**

- Post-Secondary degree in a related discipline, or equivalent experience;
- Minimum one (1) year of experience in an Office Administration or Coordinator role, or similar capacity;
- Excellent interpersonal, communication and presentation skills, both verbally and written;
- Intermediate proficiency with MS Office, including Word, PowerPoint, Excel and SharePoint;
- Ability to work collaboratively as a key member of a team and independently with minimum supervision;
- Meticulous attention to detail, refined organizational and time management skills;
- Proven ability to prioritize competing requirements and deadlines under pressure.

If this job outline describes you, please email your **r sum ** and **cover letter** to [HRCPABC@bccpa.ca](mailto:HRCPABC@bccpa.ca). This posting will remain open until filled.

We thank all candidates who respond; however, only those selected for an interview will be contacted.

**Why join our team?** CPABC offers an entrepreneurial environment with a competitive compensation package. At CPABC we live our core values:

- *We Are Open*
- *We Work Together*
- *We Communicate*
- *We Improve Every Day*
- *We Are Professional*
- *We Laugh and Celebrate*

#### **About CPABC**

*The Chartered Professional Accountants of British Columbia (CPABC) is the training, governing, and regulatory body for over 39,000 CPA members and 6,000 CPA students and candidates. CPABC carries out its primary mission to protect the public by enforcing the highest professional and ethical standards and contributing to the advancement of public policy. CPAs are recognized internationally for bringing superior financial expertise, strategic thinking, business insight, and leadership to organizations. CPABC is proud to have been presented with a fourth consecutive BC Top Employer award in 2023.*