

Position: Professional Development Registration Coordinator
Reports to: Manager, Professional Development Operations
Contract type: Full Time, Permanent

The Chartered Professional Accountants of British Columbia (CPABC) is seeking a passionate and highly self-motivated individual with proven organizational, interpersonal, and communication skills for the Professional Development Registration Coordinator role. We are proudly recognized as one of BC's Top Employers for 2020. Come join a collaborative network of like-minded professionals and take the first step towards an exciting new opportunity by applying to the position.

Job Summary

The PD Registration Coordinator is responsible for registrations and customer care. The position processes registrations (cancellations/waitlist maintenance); monitors and responds to customer inquiries, and provides onsite administration at seminars. The position is also responsible for proof reading and formatting seminar material, and uploading seminar materials in electronic format on iMIS Staff View. The position also supports the delivery of web based PD seminars and products.

Key Responsibilities:

- **Registration and Customer Care (45%)**
 - Processes registrations and PD passport purchases; including cancellations; transfers; and refunds; maintains waitlists and contacts waitlisted individuals when spaces become available; monitors and responds to customer inquiries by email and phone; communicates with instructors and members in regards to seminar location changes, date changes, and/or cancellations. Follows up with any problems and/or errors related to registrations or transactions processed.
- **Program Delivery (15%)**
 - On site administration - Setting up registration table (banner, materials, sign-in sheets); set up projectors and other AV equipment; check on proper room set-up (adequate number of chairs) and accurate signage; trouble shoot any problems the instructor might encounter (material/AV); address last minute special meal requests by attendees with the venue; receive last minute registrations via walk-in and accept cheques if provided and/or follow up with payment; at the end of the day return to the venue and "close up" (take down projectors, banner, store leftover material). Zoom monitoring – set up online meetings in Zoom with the requested webinar features, carry out walkthrough with instructors, provide support to instructors and attendees and troubleshoot during the webinar, manage Zoom features for
- **Quality Assurance (25%)**
 - PLDP - Editing reviews of seminar material and posting on SharePoint. Prepare paperless and print files, and send seminar binder to instructors
 - Non-PLDP – editing reviews of seminar material. Prepare print and electronic files for Coordinators to review before printing and/or uploading to iMIS Staff View
 - On-Demand courses – Listens to and edits Audio and/or video recordings using Camtasia to ensure quality assurance of audio/video products.
- **Database Maintenance for Paperless Delivery (10%)**
 - Prepares and uploads electronic seminar materials on iMIS Staff View, including any pre-work/post-work files
 - Prepares and uploads videos and electronic seminars materials for web based seminars offered by other PD providers.



- **Other PD administration and miscellaneous duties (5%)**
 - Organizes, prepares and sends out PD Plus Pass forms and letters. Responds to inquiries from members regarding the PD Plus Pass
 - Maintains record of attendance for Certificate programs, tracks, records and produces certificates.

Key Requirements:

- Bachelor's Degree or post-secondary qualification in a related discipline, or equivalent experience;
- Minimum one (1) year of experience in an Office Administration capacity, or similar function;
- Excellent interpersonal, communication and presentation skills, both verbally and written;
- 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 and the ability to multi-task;
- Advanced analytical skills with the ability to deal with sensitive and complex information;
- Intermediate to advanced proficiency with MS Office, in particular Word, Excel and Outlook; and Adobe
- Proven ability to prioritize competing requirements and deadlines under pressure.

If this job outline describes you, please apply with your résumé and cover letter by **Monday, January 26, 2022.**

We thank in advance all candidates who respond; however, only those selected for interviews 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 almost 38,000 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 was presented with a BC Top Employer award for 2020.