



NDHCB Bilingual Administrative Assistant (Full-time, Indeterminate Position)

Posted August 17, 2021

The National Dental Hygiene Certification Board exists so that Canadian Regulators, acting in the public interest, have testing mechanisms for assessing current dental hygiene competencies for a worthwhile investment of resources. The NDHCB is responsible for the development, administration, scoring and results reporting of the National Dental Hygiene Certification Exam. Based on successful completion of the Exam - a written examination to assess a candidate's readiness for entry-to-practice per nationally established practice and education standards - the Board issues the National Dental Hygiene Certification Certificate. The Certificate enables the holder to obtain registration or licensure to practice dental hygiene in most Canadian provinces (the NDHCE is not currently required in Quebec), providing all other requirements imposed by the regulatory authorities are also met.

We are currently recruiting a **bilingual administrative assistant** who will support the CEO, Exam Coordinator and Chief Examiner. The position will be full-time. The incumbent will be expected to mainly work in the office in Ottawa, pending COVID closures or stay at home orders.

Responsibilities

- Communications with exam candidates and stakeholders: the incumbent will be responsible for responding to inquiries to the general inbox and telephone, as well as escalating issues that are more appropriately handled by other staff, including support on exam days.
- Application management: The incumbent will review all applications for exams and equivalency evaluations for completeness, and process payments as required. For exams, the applicant will liaise with Program Directors to confirm candidate eligibility. The incumbent will process transfers and withdrawals, keeping accurate records for bookkeeping.
- Office management: payment processing, filing, mail and courier, arranging for office cleaning, ordering office supplies, etc.
- Reviewing translated documents: the NDHCB works in both official languages. The administrative assistant will be asked to review all translated documents, such as candidate communiques and policies.
- Meeting planning: working with the Exam Coordinator and Chief Examiner, the incumbent will help with meeting planning including travel arrangements through our travel agency and hotel contracts.
- Minutes: the admin assistant will be required to take minutes of meetings, exercising accuracy in recording and discretion of confidential information.
- Assist with special projects or other activities as they may be assigned from time-to-time.

The successful candidate will possess the education, experience, and knowledge listed below:

Education and experience

- A college diploma in a relevant field is a minimum requirement. Any additional education will be considered an asset.
- A minimum of five years of relevant experience.

Knowledge

- Computer-savvy, with excellent knowledge of the Microsoft suite of products including Excel and Word.
- Excellent typing skills with demonstrated accuracy and efficiency.
- Some financial knowledge is an asset.
- Experience working with databases.

Abilities/Qualities

- Must be bilingual with excellent English and French reading, writing and verbal communication skills.
- Exceptional, professional communication style with an emphasis on quality customer and stakeholder service.
- Proactive, positive, collaborative, team-worker, nimble and flexible.
- Commitment to accuracy – the NDHCB is responsible for recording and disseminating high-stakes exam results. It is essential that this is done accurately.
- Open to change – the NDHCB intends to amalgamate with another organization in January 2022. We are looking for someone who is open to change and continuous improvement.
- Maintain the confidence and security of examination items by abiding by the NDHCB Code of Ethics.

The NDHCB office is located in Ottawa, Ontario. Starting salary of \$55,000 with additional percentage in lieu of benefits.

Interested candidates are asked to submit their curriculum vitae with a cover letter to the Interim CEO (Leacy O'Brien) at director@ndhcb.ca by **Tuesday, September 7, 2021**.

While all responses will be appreciated and handled in strictest confidence, only those being considered for interviews will be acknowledged.

The National Dental Hygiene Certification Board adheres to the tenets of the Canadian Human Rights Act and the Ontario Human Rights Code. We encourage applications from women, Indigenous peoples and persons of all races, ethnic origins, religions, abilities, sexual orientations, and gender identities and expressions. The NDHCB will provide accommodation during all parts of the hiring process, upon request, to applicants with disabilities. If contacted to proceed to the selection process, please advise us if you require any accommodation.