



CAPR
Canadian Alliance
of Physiotherapy
Regulators

ACORP
Alliance canadienne des
organismes de réglementation
de la physiothérapie

CLIENT CARE COORDINATOR

What We Do:

The Canadian Alliance of Physiotherapy Regulators (CAPR) is a credentialling and assessment agency that provides Evaluation Services on behalf of our Members – the Canadian provincial and territorial physiotherapy regulators (called Colleges). On behalf of our Members, we review the education and qualifications of applicants educated outside of Canada to determine whether or not they are substantially different from those of Canadian-educated physiotherapists. For both Canadian- and internationally-educated physiotherapists, we administer the Physiotherapy Competency Examination (PCE) to determine a candidate's readiness for safe, effective and independent physiotherapy practice. CAPR also supports physiotherapy regulators across Canada by providing policy, research and knowledge brokering services.

What We Need:

We are seeking a temporary full time Client Care Coordinator to assist is in our Credentialling Team for a period of three to six months with the possibility of renewal.

Position Summary:

Reporting to the Manager, Credentialling, the Client Care Coordinator supports the Credentialling team by providing professional and courteous service to clients by accurately addressing email and telephone inquiries in a timely manner.

Key Responsibilities:

- Referencing paper files or databases, responds to client inquiries and requests by phone and email regarding application status in a timely and effective manner;
- Log client communication in IMIS Database and Access (as required);
- Direct client inquiries to Credentialling staff as appropriate;
- Provides support to Credentialling staff as required;
- Adheres to CAPR Policies and Procedures and escalates issues and complaints to the Credentialling Officer and/or Management as appropriate;
- Participates in CAPR quality improvement initiatives;
- Performs other duties as assigned.

Key Competencies:

- Exceptional interpersonal skills and works well within a team with the ability to adapt to different training/mentoring styles;
- Works well independently maintaining accuracy and a focus on details;
- Possesses excellent verbal and written communication skills;
- Demonstrable problem solving and critical thinking skills;
- Ability to exercise confidence, courtesy, professionalism, tact and diplomacy when dealing with stakeholders through various communication means.



Qualifications:

- Post-secondary diploma/degree with a focus in Business, Administration or related field preferred;
- Experience in customer service responding to specific client inquiries, with knowledge of and experience with deescalating techniques;
- Experience in office administration, with experience in related fields such as professional associations and colleges, university/college examinations and admissions and international relations preferred;
- Demonstrated proficiency in Microsoft Office programs including Outlook, Excel, Word and Teams as well as Adobe
- Proficiency with databases experience with data entry, (with a knowledge of Access and/or iMIS preferred).
- Excellent command of the English language (both written and verbal) required, with a fluency in French an asset.

To apply, please respond with a **resume and cover letter in PDF format** outlining the qualifications and experience you would bring to this position. Due to the timely need to fill this role, we will be accepting applications up until June 8, 2021 but will begin reviewing applications as they are received. Please forward to:

Canadian Alliance of Physiotherapy Regulators
1243 Islington Avenue, Suite 501, Toronto, Ontario M8X 1Y9
Email: Resume@alliancept.org

We thank all applicants for their interest in this opportunity, however only those under consideration will be contacted. No employment agencies please.

For more information, please visit our website at www.alliancept.org

CAPR is committed to fair and accessible employment practices and we are committed to providing accommodations for persons with disabilities. If you require accommodations to apply for this opportunity, require this posting in an additional format, or if contacted for an interview and require accommodation during any stage of the recruitment process, please contact us at the email below. We will work with all applicants to determine appropriate accommodation for individual accessibility needs.