

Position: Professional Development Registration Coordinator
Reports To: Manager, Professional Development Operations
Contract Type: Fixed Term, Full Time (June until Dec 20, 2024)

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 fifth consecutive year in 2024. Come join a high performing and collaborative network of like-minded professionals 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

- 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 seminar evaluation reports, and email reports to seminar instructors as required;
- Review and edit audio and/or video recordings for On Demand seminars using Camtasia;
- For in-person seminars, assist with packing up and returning any CPABC items at the end of the seminar, as required;

Equipment & Inventory Management

- Print, prepare, coordinate, ship and track course material and handout shipments to venues, troubleshooting and resolving issues with couriers as required;
- As required, print and send seminar material binders to instructors;
- Monitor the weekly schedule of courses and organize a print schedule to ensure inventory of course materials is sufficient;
- Assist with the organization and inventory maintenance of departmental AV equipment (e.g. allocating and tracking required AV equipment), ensuring equipment is properly shipped, returned and stored;
- Ensure proper organization and cleanliness of the Print Room and PD shelving units;



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 Office Administration, Customer Service, Event Support, or similar capacity;
- Excellent interpersonal, communication and presentation skills, both verbally and written;
- Intermediate proficiency with MS Office, including Word, PowerPoint, Excel and SharePoint;
- Prior experience with data entry or database administration would be an asset;
- 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.

The starting hourly rate for this position is \$23.00 per hour, based on candidates' qualifications, experience, and internal parity. Exceptions may be considered with further review.

If this job outline describes you, please email your **résumé** and **cover letter** to HRCPABC@bccpa.ca. This posting will remain open until filled. 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 over 40,000 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 fifth consecutive BC Top Employer award in 2024.