

September 19, 2022

## **Job posting**

**Position: Registration Administrator, CMTBC (full-time)**

**Position open until filled**

## **Who we are**

The College of Massage Therapists of British Columbia (CMTBC) regulates approximately 6,000 registered massage therapists (RMTs) in British Columbia. Operating under provincial legislation – the *Health Professions Act* – CMTBC serves the public by protecting its right to safe, ethical, and effective massage therapy, and it aims to be an innovator and leader in public-focused health care regulation.

## **Key job duties and responsibilities**

- Learning CMTBC's Bylaws and other requirements and communicating these effectively and accurately in response to questions from applicants and registrants
- Assisting applicants and registrants with quality assurance requirements including online course registration, and otherwise assisting quality assurance staff as required
- Responding to telephone and email inquiries from applicants and registrants (including applicants registering for the first time, as well as ongoing registration and continuing education requirements) and members of the public, or redirecting calls and inquiries as appropriate
- Recording, entering, auditing, and retrieving registrant information from our electronic database and information systems and performing required updates
- Greeting visitors and responding to inquiries or directing them to the appropriate staff member
- Other administrative duties as directed, including receiving training on the responsibilities of other CMTBC administrative staff in order to provide backup coverage for vacations and illness

## **Skills and attributes**

- Excellent oral and written communications skills; ability and willingness to communicate clearly with registrants and with members of the public
- Minimum two years of administrative work experience in a legal, regulatory or similar work environment
- Proficiency with Microsoft Office suite of applications (including proficiency in Excel)
- Patient, thorough, detail oriented

- Relevant post-secondary education is an asset

**What we offer**

We offer a competitive compensation and a benefits package, a collegial and respectful work environment, and a location easily accessible by public transit.

Please note that this position will involve working in person in Vancouver. The office has implemented a COVID-19/communicable disease workplace safety plan.

**What next?**

Does this sound like an organization you want to be part of, and role you are keen to take on? If so, please tell us why you believe you are the perfect fit. Submit your application (résumé and cover letter) to Eric Wredenhagen, Registrar/CEO, at [registrar@cmtbc.ca](mailto:registrar@cmtbc.ca).