



CAREER OPPORTUNITY: Associate, Intake

About Us

The College of Veterinarians of Ontario regulates the delivery of veterinary medicine in Ontario. All veterinarians who practice in Ontario must be licensed by the College. In serving the public interest, the College seeks to understand the risks involved in the practice of veterinary medicine and collaborates with partners to develop solutions which reduce the potential for harm to animals and people.

Working at CVO

This is a full-time, permanent position that offers a comprehensive total rewards package, and a collaborative, hybrid working environment. Our office is located in Guelph, Ontario and is accessible by public transit.

If you are a collaborative individual looking to build a meaningful career within a non-profit, regulatory organization, we want to meet you!

About the Role

As Associate, Intake, your role will be to act as an ambassador for the Investigations and Resolutions Program. As the first point of contact for I&R inquiries, you will analyze inquiries and complaints to ensure they are appropriately managed. You will provide compassionate and person-centered communications to our service users and inform about College processes, and you will oversee the Mediated Resolutions Program. As Associate, Intake, your other duties will include:

- Informing complainants and licensees about I&R processes
- Providing quality customer service and meeting established timelines for communications
- Using established criteria to appropriately analyze and address inquiries and complaints on receipt
- Providing complainants access and assistance to submit their complaint
- Triaging complaints to the appropriate case stream (Complaints in Bad Faith-F&V, Mediated Resolutions Program, Investigation)
- Managing cases in the Mediated Resolutions Program, acting as contact person for the mediators and building case files
- Maintaining communications and documentation according to corporate retention schedules and policies
- Recognizing risks and potential problems and directing complex situations to the Principal

- Mining and utilizing data to identify trends and ensure that the Principal has information for analysis and to support complex decision making
- Cross training in Associate, Investigations and Resolutions tasks such as Complaints Committee meeting administration and processing case materials
- Engaging in additional projects and duties as assigned

Skills

- Demonstrated accuracy and consistency in detail-oriented work
- Ability to recognize trends and risks relevant to the scope of the role
- Demonstrated capacity to deliver high-quality customer service while responding to concerns with discretion, sensitivity, and sound de-escalation practices
- Strong process orientation with the ability to follow and enhance established workflows
- Proactive work ethic, exercising sound judgment and initiative in day-to-day responsibilities
- Proven ability to multitask and prioritize effectively in alignment with organizational needs
- Skilled at managing time and workload in fast-paced environments with shifting priorities
- Proficiency with the Microsoft Office Suite (Word, Excel, Outlook, PowerPoint)
- Experience working within cloud-based database systems considered an asset

Education and Experience

- Diploma or certificate in business, social sciences, legal systems or equivalent
- Minimum three years of administrative experience in a regulatory setting
- Working knowledge of cloud database systems
- Experience working with a cloud database is considered an asset
- Training in trauma-informed practices and compassionate communication is an asset.

Salary Range

\$62,000 - \$82,000

To Apply

Please apply by email with your cover letter and resume by February 26th, 2026, to careers@cvo.org.

We thank all applicants for their interest in working at CVO. However, we will only contact those meeting the qualifications for an interview.

CVO appreciates the value that diversity brings to how we serve our mandate. We are committed to ensuring an inclusive work environment, including a hiring process that supports equity and accessibility for people from all backgrounds and abilities. For assistance or accommodations at any stage of the recruitment process, you are encouraged to contact lrankin@cvo.org

AI Disclosure

Artificial intelligence (AI) technology may be used in the initial review of applications for this position. Human review will follow before any selection interview or decisions are finalized.