



## **CAREER OPPORTUNITY: Associate, Investigations & Resolutions**

### **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**

We are seeking an enthusiastic individual to join our Investigations and Resolutions team. As Associate, Investigations & Resolutions you will provide administrative support to CVO's Investigations program, manage case files and assist in the coordination of Complaints Committee meetings, coordinate records management functions, assure database accuracy and currency, and cover reception duties when required. Other duties will include:

- Liaise with complainants and veterinarians about College processes.
- Triage correspondence and direct issues to the Principal, Investigations & Resolutions for management as needed.
- Assist with Complaints Committee meeting coordination, including package preparation.
- Manage complaints cases, including communications with parties and processing case materials to assure timely review by panels.
- Identify the key issues of each case and gather statements and records to build case files.
- Retain independent opinions as directed.
- Attend at HPARB appeals as directed.
- Complaints panel meeting preparation, including meeting organization, cases scheduling, package preparation and recording and maintaining minutes.

- Prepare Decision & Reasons templates and send the decisions to the parties once they have been finalized.
- Liaise with the Hearings & Remediation Coordinator when a decision involves an undertaking or referral to Discipline.
- Organize and monitor mediation cases and act as a contact for the mediator.
- Ensure documentation is maintained according to corporate retention schedules and policies.
- Maintain case status and necessary documentation in the database.
- Identify data trends and provide program data for analysis as directed.
- Audit database periodically to ensure accuracy of content.
- Cover reception when required.

### **Skills**

- Ability to achieve accuracy in detail-oriented work
- Exceptional customer service and interpersonal skills
- Demonstrated ability to multitask and prioritize work based on organizational needs
- Ability to effectively manage time and workload amid shifting priorities
- Proficiency in Microsoft Office suite
- Experience working within a cloud database environment is considered an asset

### **Education and Experience**

- College diploma in business administration, or equivalent
- Minimum three years of administrative experience in a professional setting requiring exceptional customer service
- Experience working in a non-profit environment is considered an asset
- Experience working with a cloud database is considered an asset
- Experience as a law clerk or paralegal is considered an asset.

### **To Apply**

Please apply by email with your cover letter and resume by May 30<sup>th</sup>, 2025 to [careers@cvo.org](mailto: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 [lrarkin@cvo.org](mailto:lrarkin@cvo.org)