



## **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 program. As an Associate, Investigations and Resolutions, you will coordinate Complaints Committee meetings, records management functions, and cover reception duties when required. You are integral support to the respective Investigations and Resolutions team, ensuring that cases are effectively monitored, prepared and retained. Other duties of this role include:

- Administering Complaints Committee meetings including meeting organization, scheduling, package preparation, presenting low risk cases/consent agenda, recording minutes and preparing action points
- Compiling a licensed member's past proceedings
- Assisting with preparing and compiling case materials
- Processing the receipt and return of original records and evidence as directed
- Sending the decisions to the parties once they have been finalized and prepare closed cases for long term retention
- Liaising with the Hearings & Remediation Coordinator when a decision involves an undertaking or referral to Discipline
- Ensuring established timelines for tasks are met
- Recognizing risks and potential problems and direct issues to the Principal for management
- Maintaining communications and documentation according to corporate retention schedules and policies

- Mining and utilize data to identify trends and ensure that the Principal has information to support analysis and complex decision making
- Auditing database periodically to ensure accuracy of content
- Designing forms, creating templates and updating materials as directed
- Assisting with maintaining current Program manuals
- Providing reception coverage when required
- Cross training in customer service tasks related to informing individuals about I&R processes
- Engaging in additional projects and duties as assigned

## **Skills**

- Demonstrated accuracy and consistency in detail-oriented work
- Exceptional customer service skills with the ability to build strong relationships and use appropriate discretion when required
- 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 professional setting requiring exceptional customer service
- Experience or knowledge about working in a regulatory environment is considered an asset

## **Salary Range**

\$62,000 - \$82,000

## **To Apply**

Please apply by email with your cover letter and resume by February 26<sup>th</sup>, 2026, 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 [lrankin@cvo.org](mailto: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.