



CAREER OPPORTUNITY: Case Coordinator, 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 experienced individual to join our Investigations and Resolutions program. As Case Coordinator, you will investigate complaint case files and manage defined low-risk concerns through an educational approach in the Investigations and Resolutions Program. You represent the College in HPARB matters, reporting on trends and risks. You are supported primarily by the Associates on the Investigations and Resolutions team to ensure cases are completed and presented to the Complaints Committee in a timely manner. As Case Coordinator, your other duties will include:

- Creating and preparing new case files
- Using set criteria to appropriately triage case investigations based on risk
- Identifying the subject matter and key issues of each case
- Managing advertising infractions using a defined educational approach
- Managing cases triaged as F&V
- Conducting complaint investigations including obtaining responses from respondents, gathering statements and records, preparing case summaries, and building a case file
- Retaining independent opinions as directed
- Presenting cases at Complaints Committee meetings
- Providing quality customer service to complainants, licensed members and their representatives
- Ensuring established timelines for case management are met and provide timely follow up when requested case materials are not received
- Recognizing risks and potential problems and direct complex cases to the Principal

- Preparing cases for HPARB matters, and represent the College at HPARB hearings
- Maintaining communications and documentation according to corporate retention schedules and policies
- Mining and utilizing data to identify trends and ensure that the Principal has information to analyze and support complex decision making
- Engaging in additional projects and duties as assigned

Skills

- Demonstrated accuracy and consistency in detail-oriented work
- Strong critical thinking skills, with the ability to assess information, anticipate implications, and make sound, well-reasoned decisions
- Exceptional customer service skills with the ability to build strong relationships and use appropriate discretion as 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)
- Working knowledge of cloud database systems

Education and Experience

- Post-secondary education with diploma or certificate in business or sciences with veterinary or animal sciences considered an asset.
- Minimum three years of administrative experience in a professional setting requiring exceptional customer service
- Experience in investigation
- Experience with an organization that manages risks and related solutions to resolve is considered an asset
- Additional training in trauma-informed practices, and/ or risk management is considered an asset

Salary Range

\$75,000 - \$100,000 annually

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 Irakin@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.