



Are you looking for a rewarding and exciting opportunity to make a difference with a great organization? Look no further!

Overview

As we move through a period of exciting organizational change, Professional Engineers Ontario (PEO) has an immediate opening for an **Admissions Representative**.

Under the authority of the *Professional Engineers Act*, PEO licenses and governs over 91,500 licence and certificate holders and regulates the practice of professional engineering in Ontario. PEO's mission is to regulate and advance the practice of engineering to protect the public interest. With a talented, multidisciplinary staff of over 100, PEO's vision is to be a trusted leader in professional self-regulation.

Position Summary

Admissions representatives are responsible for processing P.Eng. licence applications in accordance with the *Professional Engineers Act*. Representatives are a main point of contact for applicants, providing customer service while reviewing and assessing applications and providing administrative support throughout the process.

Responsibilities

- Provide customer service to prospective applicants, applicants, licence holders, and the public. Respond to inquiries, provide support, guidance and information in a professional and courteous manner.
- Respond to inquiries from the public verifying the current status of licence holders.
- Provide level one support for the online PEO portal and assist licence holders and applicants in making documented updates to their member profile information.
- Maintain a database of all applicants, check incoming applications against the database to verify the applicant does not have a previously closed or partially completed application.
- Manage the review of incoming applications of various types; complete the intake, accept payment, verify information.
- Assess applicant files for completeness and request additional documentation or resources as required.
- Communicate file status to applicants throughout the process – intake, academic requirements, exam program standing, deadlines, status changes, deadlines, status changes, withdrawals, and closure in cases where conditions have not been met as part of the academic review stage.
- Verify the documentation meets defined standards so they can be used to determine if basic eligibility requirements are met to move applications forward.
- Data entry as required throughout the process, ensuring completeness of records, accuracy and confidentiality of all applicant files and documents.
- Work with the other admissions and records management representatives, as well as cross-functionally with other areas of licencing, and other internal functions to ensure consistency of process for applicants and to develop efficient processes and continuous improvements.



Specialized Skills and Knowledge

Skills and qualifications include:

- Post-secondary education in business, public administration or a related field.
- 3-5 years' relevant work experience.
- Proficiency in using Microsoft Office products, SharePoint, CRM systems and fluency in navigating between various systems.
- Prior experience in a regulatory environment is an asset.
- Superior customer service focus.
- Ability to handle multiple tasks and meet deadlines; prioritize work and activities to use time efficiently.
- Attention to detail and accuracy in maintaining records.
- Clear and effective written and verbal communication.
- Flexible in adapting to change.
- Positive outlook in working within a team and independently.
- Proactive and resourceful in seeking solutions.
- Discretion, tact, and sound judgment in handling confidential information.

If you are interested in this role, please forward your resume to peocareers@peo.on.ca .

PEO values diversity and is an equal opportunity employer. PEO is committed to providing employment accommodation in accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act.

We thank all applicants in advance for your interest in our organization and advise that only those candidates selected will be contacted.