

Role title:	Operations Associate
Reports to:	Director, Registration and Licensure
Employment Status:	Full-time (5-days per week)

Role Summary

The Operations Associate is a member of the Registration and Licensure team at the National Association of Pharmacy Regulatory Authorities (NAPRA).

The Operations Associate provides client services for the Pharmacists' Gateway Canada service that is comprised of a database and website and which together is called the "Gateway". The Operations Associate is a first point of contact for international pharmacy graduates (IPGs) IPGs and the key parties of the pharmacy regulatory authorities (PRAs) and the Pharmacy Examining Board of Canada (PEBC). The Operations Associate supports other activities of the Registration and Licensure team. High-quality client care and the protection and privacy of client data are integral to the role.

Key Responsibilities

Pharmacists Gateway Canada – Administration

- Participate in tracking the enrollment of IPGs into the Gateway and confirm data.
- Support in monitoring, and maintaining if necessary, access to the Gateway for IPGs, PRAs, and PEBC and to the Diagnostic Tool and Learning Modules for IPGs.
- Monitor for changes or updates required to the Gateway (French and English).
- Maintain statistics on enrollments, client service targets and other data related to the Gateway.
- Review transactions and ensure that they are appropriately reflected in the Gateway.
- Assess and prepare refund requests and ensure they are processed.
- Monitor and track the function of the Gateway, report technical issues, and propose solutions.
- Assist in developing and implementing policies and processes with PRAs and PEBC, to increase operational efficiency and streamline workflow as needed.
- Assist in the maintenance of the Diagnostic Tool and Learning Modules, a learning tool for IPGs.

Pharmacists Gateway Canada – Client Services

- Serve as a first point of contact for IPGs regarding the Gateway and assist them in navigating their enrollment in the Gateway.
- Serve as a first point of contact for IPGs regarding requests and inquiries related to registration and licensure in Canada and the Diagnostic Tool and Learning modules.

Position Description

- Ensure timely and professional response for Gateway through its dedicated telephone line and for correspondence, ensuring client service targets are met.
- Support in ensuring Gateway policies, procedures and enrollment requirements are met by IPGs and the validity of IPGs language proficiency tests, and record all in the Gateway.
- Engage with PRAs and PEBC regarding their participation in the Gateway to ensure the Gateway meets its purpose and identify opportunities to enhance the service.

Registration and Licensure

- Perform NAPRA's verification role in the Healthcare Merchant Accreditation Program (.pharmacy registration).
- Support in organizing virtual meetings for activities of the Registration and Licensure team.
- Support in research and environmental scans and document preparations related to pharmacy registration and licensure matters.
- Support the Registration and Licensure team in the planning, execution, and monitoring of projects.
- Assist in the preparation of project documents, reports, and presentations for internal and external parties, as required.

Other duties as assigned by the Executive Director.

Qualifications and Skills

- A degree or diploma in a relevant field of study.
- At least two years' experience in a client services capacity, ideally in a health organization or health professional licensing body.
- Established customer service experience in an interactive environment.
- Strong attention to detail and ability to follow established processes and instructions.
- Strong written and verbal proficiency in English.
- Ability to learn new applications and programs.
- Ability to deal with a variety of personalities, including difficult clients.
- Proficiency in Microsoft Office .
- Proficiency in French would be an asset.
- Experience working with the licensing process for pharmacists in one or more of the pharmacy regulatory authorities would be an asset.

Behavioural Competencies

- Excellent organizational skills and attention to detail.
- Strong interpersonal skills to build relationships with colleagues and interested parties.
- Strong cognitive skills, to assess complex situations and utilize judgement and problem-solving skills.
- Ability to perform well in a fast-paced environment and under pressure.

- Ability to successfully adhere to deadlines associated with key deliverables.
- Ability to manage multiple projects at a time, managing time effectively to complete assigned projects.
- Adaptability and willingness to shift priorities if required.
- Self-starter, and willingness to take on new initiatives, when appropriate.
- Accountability for work and actions.
- Ability to work independently or collaboratively with others as needed.
- Reliability, punctuality and dependability.
- Conceptual thinking with good analytical skills.

Work Location

- As NAPRA does not have a physical office location, work predominantly in one's primary residence in a workspace that is conducive to the performance of one's work.
- Attend various meetings in person as required, such as, but not limited to, meetings of committees, working groups and the NAPRA Board, as well as conferences and meetings with external parties.
- Attend NAPRA hybrid days which allow for in-person meetings of the team in Ottawa. In-person participation is preferable where possible and reasonable.

About NAPRA

The National Association of Pharmacy Regulatory Authorities (NAPRA) is a not-for-profit organization incorporated under the Canada Not-for-Profit Corporations Act. Founded in 1995, NAPRA is the alliance of the provincial and territorial pharmacy regulatory authorities across Canada as well as the Canadian Forces Health Services. NAPRA's members regulate the practice of pharmacy in their respective jurisdictions in Canada and their primary mandate is to protect and serve the public interest.

NAPRA provides a platform for its members to discuss and take a national approach in addressing common issues in the practice of pharmacy in Canada.

NAPRA's team is currently comprised of 12 employees and numerous consultants. NAPRA is an equal opportunity employer and welcomes colleagues regardless of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, gender identity, gender expression, age, record of offences, marital status, family status, disability or any other ground prohibited by human rights legislation. NAPRA is committed to promoting policies internally that ensure an inclusive and respectful work environment where staff from all backgrounds, cultures, and personal experiences are supported.