

National Search:
Professional Development and Dispute Resolution File Manager (Bilingual preferred)
Opportunity to Work Remotely (Full Time)

Our organizational growth compels us to seek a candidate with strong professional development and dispute resolution case management skills to assist in two key areas. With solid knowledge of arbitration, adjudication, and other forms of dispute resolution as well as a passion for learning the organization's vision and direction inside-out, the incumbent will work closely with the Executive Director and the Education and Roster Committees to identify opportunities and grow ADRIC's Educational and Case Services Programs.

Summary of Role and Responsibilities

1. Professional Development

As a self-regulatory body, ADRIC protects and serves the public and our members by overseeing professional practice standards, training and continuing professional development programs. The incumbent will be responsible for these operations including the development, review and enhancement of:

A. Courses, webinars, conferences and other forms of training and all related policies and processes for:

- Reviewing course/program/instructor evaluations, using the data to plan or modify programs
- Coordinating conversion of courses to online format
- Planning, scheduling and coordinating webinars and training
- Preparing course/training/presentation descriptions and updating training/practice manuals
- Using financial/registration information to plan, modify or cancel events
- Liaising with Affiliates, service providers and supporting appropriate committees
- Liaising with conference and webinar speakers and assisting with conference business development and sponsorships

B. Designations/certifications management:

- Assisting in the development of new computer database member management system to track designated members at all stages of certification
- Managing the Course Accreditation and Continuing Education and Engagement (CEE) Program
- Providing information for new applicants and updating website and documents
- Enforcing against unauthorized use of designations by monitoring and notifying defaulting designation recipients, and how this may be remedied
- Assisting in the development and maintenance of new designations
- Preparation of reports for the Executive Director

2. Case Administration

ADRIC provides businesses, organizations and individuals with efficient, fair, impartial, and economical options to prevent, manage and resolve disputes. We assist clients from filing to closing as the appointing authority, fundholder and/or administrator to support parties and counsel. The incumbent will be responsible for these operations including:

- Managing cases and the appointment process, applying case flow management techniques to ensure efficiency in case progression
- Assisting with responses to RFIs and RFPs
- Developing, implementing and measuring the effectiveness of operations and procedures and providing statistical reports and recommendations to improve the programs
- Performing other duties as assigned by the Executive Director

Budgetary and Administrative Responsibilities:

- Respond to email and telephone enquiries
- Maintain budgets and ensure invoicing and payment requirements are communicated to bookkeeper

- Maintenance and redistribution of revisions to forms/documents/marketing materials

Requirements:

1. Post-secondary diploma or certification in adult education or equivalent, relevant business administration, project coordination, and/or other combinations of education and experience
2. Solid knowledge of arbitration, adjudication and other forms of dispute resolution
3. Excellent, professional, client-service-oriented oral and written communications skills and email etiquette
4. Strong and up-to-date technological capabilities (expert use of Microsoft Office suite, online apps, web-based collaborative tools, web-page management/editing)
5. Meticulous attention to detail, a high degree of accuracy and committed to excellence
6. Exceptional organizational and prioritizing skills; works with a sense of urgency
7. High level of integrity, confidentiality and accountability
8. Strong interpersonal, relationship building and conflict resolution skills

Attributes and Assets:

- A. **Bilingualism:** Ability to understand as well as speak, read and write in a clear, concise and professional/business manner in French is a strong asset
- B. Business development, administrative and project management skills
- C. Creative problem solving skills, capacity for innovation
- D. Initiative, adaptable, and able to work under pressure
- E. Ability to function independently yet collaboratively within a team
- F. Entrepreneurialism: ownership of role and responsibilities, commitment to task completion without clock-watching

Salary range:

\$60,000 - \$85,000 annually commensurate with knowledge, education, experience, skills, assets and work location (office or remote), plus benefits after probationary period.

Benefits:

ADRIC offers a number of benefits including extended health/dental/vision/hearing care, critical illness, Best Doctors, AD&D, LTD, life insurance, a bonus programme, a pleasant office environment and flexible hours.

Reports to: Executive Director

Start date: Immediate

Office Location: Yonge & Eglinton, Toronto (Staff are currently working from home due to the pandemic)
Potential for working remotely for the ideal candidate

How to apply

IMPORTANT - please submit the following:

1. A **personalized** cover letter in **Word doc format** outlining how your skills and interests match this position (note the Requirements and Assets are numbered for ease of reference). Form letters will not be considered.
2. Your resume
3. If you are bilingual, a brief paragraph (up to 100 words IN FRENCH) also indicating why you are interested in the position.

Send your application package **with your name in the subject line** to recruiting@adric.ca soonest. Appropriate candidates will be scheduled for interview soonest and the ideal candidate may be hired prior to the deadline).
Deadline April 19, 2021.

We thank everyone who applies; however only those selected for an interview will be contacted.