

Job Posting: Assessment Administration Coordinator

Term: Full-time, indeterminate

Location: Ottawa, Ontario (Hybrid work model)

Application Deadline: December 12, 2025, at 11:59 pm ET

Note: Applications will be reviewed as they are received, and the position may be filled prior to the application deadline. Early applications are encouraged.

The Federation of Dental Hygiene Regulators of Canada (FDHRC) is a association of organizations that have a statutory responsibility to regulate the profession of dental hygiene within their respective provinces. The mission of the FDHRC is to provide leadership on dental hygiene regulation and standards, enhancing public confidence in the dental hygiene profession.

We are seeking an experienced coordinator to join our team. Reporting to the Assessment Administration Manager, you will contribute to the successful administration of the National Dental Hygiene Certification Examination (NDHCE) and the Canadian Performance Examination in Dental Hygiene (CPEDH).

Your responsibilities:

Working with the Assessment Administration Manager you will be responsible for organizing and managing contracts with multiple vendors, scheduling and coordinating examinations for candidates, and ensuring efficient communication, data accuracy, and compliance with organizational policies and deadlines. This includes, but is not limited to:

- Coordinating and scheduling exams for thousands of certification candidates across multiple testing sites.
- Managing vendor relationships, contracts, and service-level agreements.
- Monitoring testing site availability, candidate scheduling, and issue resolution.
- Maintaining accurate data and records within testing and candidate systems.
- Communicating with candidates and vendors regarding exam logistics, policies, and procedures.
- Preparing reports and tracking metrics related to testing activity and vendor performance.
- Identifying opportunities to improve scheduling, reporting, and communication processes.

Must Have Qualifications:

- Post-secondary education in business administration, event management, or a related field. Equivalent combination of education and experience will be considered.
- 5-10 years of experience in administration, event coordination, vendor management, or operations related roles.

- Proven experience managing large-scale (high-volume) scheduling or logistics (e.g., testing, training, or event coordination).
- Experience working with contracts, procurement, or vendor relationships.
- Familiarity with data management systems and maintaining large datasets.
- Excellent English reading and writing skills
- Strong organizational, time management, and multitasking skills.
- Self-management and accountability, demonstrating initiative and the ability to work independently.
- Strong dependability, with the ability to follow through on all scheduled responsibilities and a proven ability to be present for all critical deadlines and milestone events.
- Proficient in computer skills, including experience working with MS Office (Word, Teams, Excel, and PowerPoint).

Desired Qualifications:

- Experience using candidate management systems, CRM tools, or contract management software.
- Knowledge of data privacy and compliance regulations.
- Bilingualism (English and French).
- Familiarity with exam delivery platforms.
- Knowledge of testing operations, certification workflows, or credentialing systems.

Working Conditions:

The Coordinator works in an office setting based on Ottawa, with some local or regional travel possible.

What We Can Offer You:

- Hybrid work model. Note: the candidate must reside in the National Capital Region.
- Self-Administered Health Plan, paid as a percentage on top of salary.
- Four weeks of vacation, as well as paid office closure between December 25 and January 1.
- For full-time employees, twelve paid sick leave and flex days per year.
- Professional development support.
- A culture that values empowerment, professionalism, diversity and engagement.

The hiring full-time salary range for this position is \$72,900 to \$81,000 depending on qualifications and experience. Candidates who do not meet all of the position requirements may be considered in an underfill capacity, in which case the candidate would be hired at a lower level than the position level.

Please submit your cover letter and resume by the deadline to the hiring manager, Bridget Lett, at blett@fdhrc.ca.

Note that the FDHRC is committed to Indigenous reconciliation as well as equity, diversity, inclusion, and accessibility. We encourage qualified applications from all equity seeking individuals. We thank all applicants for their interest; only those selected for an interview will be contacted. Accommodations are available on request for applicants taking part in all aspects of the selection process. To request accommodation, please email the hiring manager, Bridget Lett, at blett@fdhrc.ca.