

CANADIAN DENTAL HYGIENISTS ASSOCIATION
JOB DESCRIPTION
One-year contract position (maternity leave cover)

POSITION TITLE: Professional Development Administrative Coordinator

REPORTS TO: Manager of Professional Development

SCOPE OF POSITION

The Administrative Coordinator for Professional Development (PD) provides advanced administrative support to the Manager of Professional Development. This role involves coordinating administrative tasks, handling communications, liaising with various departments and partners, and ensuring efficient and effective operations of PD activities. The Administrative Coordinator is a pro-active, critical thinker with strong interpersonal and organizational skills. They work effectively both independently and as part of a team, and are skilled in dealing with multiple priorities. The Administrative Coordinator also endeavors to maintain a strong knowledge of CDHA's strategic plan, policies, practices, and projects.

KEY RESPONSIBILITIES

Supports CDHA's professional development activities (e.g., pre-recorded, virtual, hybrid, or in-person), as follows:

- Coordinates administrative and logistical activities for PD projects, including liaising with internal and external stakeholders.
- Assists in planning, organizing, executing, and coordinating all logistics for PD meetings and events (e.g., booking venues, arranging food and beverage, managing registration, etc.)
- Drafts, edits, and formats correspondence, documents, meeting agendas, PD reports, website content, and other documents as needed.
- Coordinates travel arrangements related to professional development activities for staff, speakers, or others, as required.
- Sets up surveys, collates survey data, generates reports, and assists in disseminating results.
- Assists in monitoring the professional development budget and processing invoices and expense and credit card reports.
- Sets up, coordinates, maintains, and updates project tasks, timelines, and deadlines and liaises with all CDHA departments, venues, speakers, external partners, and service providers as required.
- Assists with planning and coordinating logistics associated with CDHA's national conference scientific program.

- Handles day-to-day administrative tasks such as answering phone calls, responding to emails, Freshdesk tickets from members regarding PD activities, and maintaining filing and tracking systems.
- Maintains accurate records of professional development activities, activity reports, participant information, and feedback.
- Provides support to other team members and performs other duties as required.

CONTACTS

Internal Contacts

- Staff at all levels

External Contacts

- Members and non-members
- Public
- Speakers, subject matter experts, and consultants
- Provincial associations and health organizations
- Travel agents, hotel personnel, AV companies, food & beverage managers, sales representatives, etc.

DECISION-MAKING AUTHORITY

- Organizes workload and sets own priorities to meet deadlines on several concurrent activities.
- Makes administrative decisions related to professional development.
- Recommends action and procedural changes to improve efficiency and effectiveness.
- Makes independent decisions, as appropriate, related to the above responsibilities.

FORMAL EDUCATION AND TRAINING

- College diploma in a related field (e.g., office administration)

EXPERIENCE

- Minimum of five years of progressively responsible office experience.

KEY SKILLS

- Thorough knowledge of Microsoft Office Suite (MS word, PowerPoint, Excel, Outlook) database functions and online survey tools (e.g., Survey Monkey, Microsoft Forms).
- Superior written, oral, proofreading, and interpersonal skills.
- Ability to make decisions and show good judgment.
- Strong organizational and time management skills with the ability to work independently and collaboratively.
- Strong problem-solving skills and attention to detail.
- Ability to research, collate, and synthesize information.
- Demonstrates discretion and respects strict confidentiality.
- Innovative and adaptable.

DESIRABLE QUALIFICATIONS

- Bilingual
- Knowledge of Basecamp, iMIS, SharePoint, Zoom, and Teams
- Knowledge or previous experience with learning management systems
- Previous experience in a professional organization or association

Approved: December 17, 2025