

Program Assistant

Employer: Proficiency Testing Canada
102-2934 Baseline Road
Ottawa, Ontario K2H 1B2
ptcanada.org

Job Type: Full-Time, Permanent

Reports to: Executive Director

Location: Ottawa

Essential Duties and Responsibilities

Proficiency Testing Canada (PTC) has an immediate opening for a Program Assistant (PA).

Reporting to the Executive Director, the PA is responsible for:

- Ensuring subcontractor conformance to appropriate standards (ISO/IEC 17043, ISO/IEC 17025);
- Being the main point of contact for participants in PTC proficiency testing rounds;
- Following up with over-due payments;
- Coordinating with subcontractors who prepare and ship the PT samples;
- Tracking shipments and following up on samples lost/damaged during shipping;
- Evaluating proficiency testing data;
- Preparing PT reports;
- Notifying laboratories of performance results;
- Reconciling sample shipments and payments for each PT round
- Conducting occasional laboratory, RMP and PTP assessments;
- Conducting investigations in support of appeals and complaints relating to the PT Program;
- Coordinating activities of the Stakeholder Committee;

The PA also functions as the Quality Coordinator for PTC. Responsibilities in this role include:

- Scheduling and conducting internal audits;
- Conducting Management Reviews;
- Ensuring all PTC documents reviewed and properly authorized;
- Maintaining appeal, complaints, and non-conformance logs;
- Tracking Improvement/Corrective Action Request (ICAR) and Complaints.

Education and Experience Requirements

The successful candidate shall have the following education and skills:

- A B.Sc., preferably in chemistry or equivalent experience and at least five years' experience in a testing laboratory environment or the coordination of inter-laboratory comparisons.

- Knowledge of contracting, negotiating, and change management;
- Skill in examining and re-engineering operations and procedures;
- Experience in developing and implementing new strategies and procedures;
- Knowledge of communication and public relation techniques;
- Ability to develop and deliver presentations;
- Professional written and verbal communication and interpersonal skills;
- Strong computer skills including Microsoft Office applications such as Outlook, Word, Excel, PowerPoint.
- Knowledge and understanding of risk-based assessment principles.
- Willingness to work a flexible schedule and possible travel;
- Advanced knowledge of the Laboratory and Proficiency Testing sectors;
- Exceptional analytical, organizational, and communications skills and the ability to handle multiple activities simultaneously;
- Solid writing skills and demonstrated ability to write core communications materials (e.g. annual reports and other written documents);
- Formal training in statistical applications;
- Skilled in analytical chemistry;
- Ability to work with ambiguity and minimal direction;
- Self-motivated with a strong work ethic and enthusiastic approach.

Asset Qualifications

Note: Meeting the Asset Qualifications is not essential for a candidate to be considered for the Accreditation Officer position but candidates who do meet the qualifications for the position and asset qualifications may be preferred.

- Knowledge of ISO/IEC 17043 *Conformity assessment – General requirements for proficiency testing*.
- Knowledge of ISO/IEC 17025 *General requirements for the competence of testing and calibration laboratories*.
- Bilingual (English-French).

Interested in applying?

Please submit your resume and a cover letter to kmiddlebrook@ptcanada.org. Only those individuals selected for an interview will be contacted. No phone calls please.

Job posting expires on December 17, 2021. Note that this posting may be removed earlier than the posted date depending on the number of applicants received.

PTC welcomes applications from all individuals, regardless of race, national origin, gender, age, physical characteristics, social origin, disability, union membership, religion, family status, pregnancy, sexual orientation, gender identity, gender expression, or any unlawful criterion under applicable law. We are committed to treating all applicants fairly and avoiding discrimination.