



Registration Department & In-Office Support

■ **Department:** Registration

■ **Direct Supervisor:** Director of Registration and Deputy Registrar

Summary

The College of Nursing of New Brunswick (CNNB) is the regulatory body for Registered Nurses and Nurse Practitioners in New Brunswick. Established by the New Brunswick (NB) government in 1916, CNNB regulates the nursing profession in the public interest to ensure safe, competent, and ethical nursing care.

CNNB is committed to creating an exceptional workplace founded on the values of Integrity, Competence, Accountability, Innovation, and Excellence. We foster a collaborative, supportive, and progressive work environment that encourages continuous improvement and professional growth.

The position of Registration Department Support (RDS) for CNNB reports directly to the Director of Registration and Deputy Registrar (DOR/DR). This role supports the overall operations of the Registration Department by working closely with the Registration Support team while providing administrative support to the Internationally Educated Nurse (IEN) team. The RDS collaborates with all Registration and Operation departmental team members to bring about ideas, support change, and guide and operationalize processes to ensure the stability and viability of CNNB registration.

Responsibilities

General

1. Promote a healthy working environment.

Specific

Registration Department (Registration Support and IEN Team Support)

1. Follows and contributes to the CNNB Registration department operational plan(s); in support of the CNNB's strategic plan.
2. Provides administrative support for registration processes and management of the membership database for both Registration Support and IEN Team Support
3. Responds to inquiries on, but not limited to, registration processes, temporary registration, entry examinations and required hours of practice.



4. Maintains the integrity of the registration database through knowledge acquisition of the database and quality assurance of registration data.
5. Maintaining knowledge and understanding of database upgrades and monthly releases.
6. Ensures issues/problems with the CNNB membership database are promptly reported to their direct supervisor.
7. Assist in the development and generation of reports regarding member statistics, audits, finance, and other requested information.
8. Administer registration and renewal processes in accordance with CNNB legislation and CNNB internal processes including all registration categories and new applicants (new graduates, Canadian and international applicants).
9. Processes registrations and registration renewals including associated fees according to CNNB legislation.
10. Processes verification requests.
11. Ensures issues/problems with CNNB applications, registration process, inquiries are referred to the appropriate person as required and appropriate follow-up completed.
12. Performs such other work as requested.
13. Participates in project work as required.

Office Support

This position is supportive to the full time in-office support.

1. Welcome visitors and the public and provide reception support.
2. Maintain security by following procedures, monitoring door security system, and issuing visitor badges.
3. Answer the phone and respond appropriately to all incoming communications.
4. Inform the on-site director of any emerging issue with staff, building and follows up as required.
5. Oversee the good functioning of the reception area and the office in general.
6. In collaboration with full-time Registration Office Support, ensure office supplies, and materials including print, electronic, and digital are ordered and in stock.
7. In collaboration with full-time Registration Office Support, acting as steward of the building, equipment, and supplies by ensuring all are in order, functioning properly, and issues identified and followed up appropriately as per policies.
8. Assist in setting up and rearranging Board and meeting rooms as required.
9. Assist with equipment inventory and asset tracking.
10. Complete errands and other administrative support duties as required.



Skills and Key Attributes

1. Demonstrates integrity and professionalism in all interactions.
2. Maintains confidentiality and manages sensitive information appropriately.
3. Works effectively both independently and collaboratively.
4. Demonstrates strong communications and interpersonal skills.
5. Demonstrates ability to organize work and manage multiple priorities.
6. Proficient in Microsoft 365 and other office technologies.

Skills and Qualifications

1. Post-secondary education in office management/ administration and 3 years related experience. An equivalent combination of training and experience may be considered.
2. Relevant knowledge of computer office programs.
3. Excellent communication skills in both official languages including speaking, reading, and writing.

Other

- The position is based at the CNNB office in Fredericton NB.
- This position is primarily office-based however temporary hybrid work arrangements may be considered in exceptional circumstances.
- Salary range for this position is \$42,990 - \$48,600.
- A satisfactory criminal reference check and professional references are required.