



**CAPR**  
Canadian Alliance  
of Physiotherapy  
Regulators

**ACORP**  
Alliance canadienne des  
organismes de réglementation  
de la physiothérapie

**Job Title: Examinations Operations Lead**

**Reports To:** Manager, Examinations

**Type:** Full-Time, Indefinite

**Designation:** Hybrid

**Office Location:** 1243 Islington Ave, Toronto, ON M8X 1Y9

The Canadian Alliance of Physiotherapy Regulators (CAPR) provides standardized entry-to-practice assessments on behalf of Canadian provincial and territorial physiotherapy regulators. CAPR reviews the educational credentials of individuals trained outside of Canada to determine whether their education is substantially different from that of Canadian-educated physiotherapists. CAPR administers the Physiotherapy Competency Examination (PCE) to assess an individual's readiness for safe, effective, and independent physiotherapy practice. For more information, please visit our website at [www.alliancept.org](http://www.alliancept.org)

**Position Summary:**

Reporting to the Manager, Examinations, the Examinations Operations Lead assists with managing the development, administration, delivery, and maintenance of the CAPR's entry-to-practice examination. This role also provides support for the Manager, Examinations and external contacts.

This position is well-suited for a highly motivated and driven, independent individual with excellent problem-solving abilities, outstanding customer service skills, strong attention to detail, and a high level of integrity.

The Examinations Operations Lead is a key role on the Exam team. To succeed in this role, you will:

- Take ownership and demonstrate accountability while thriving in a dynamic, fast-paced environment
- Bring exceptional written and oral communication skills, with the ability to build strong relationships with colleagues, examiners, item developers, and candidates
- Be committed to supporting and promoting quality improvement initiatives
- Be detail-oriented and highly organized, with the ability to manage competing priorities and maintain structure in a rapidly changing workplace

**Key Responsibilities:**

Operational Support

- Assists the Manager, Examinations in managing examination processes and timelines.
- Acts as backup for the Manager, Examinations during planned absences and provides coverage during peak periods to help maintain smooth operations and good customer service.
- Supports CAPR's Physiotherapy Advisors in preparing exam content through the full item development cycle
- Oversees requests for administrative reconsideration and rescoring.
- Reviews and determines appropriate testing accommodations, ensuring legal requirements and human rights commitments, while keeping the exam process fair and reliable.



- In collaboration with other Exam staff, oversees the development and updating of candidate and examiner resources to support a positive exam day experience, including exam day guides, frequently asked questions, and webinars.
- Trains, coaches, and mentors other Exam staff.

#### Customer Service

- Facilitates the recruitment, orientation, and ongoing support of examiners and item developers, serving as their primary contact and providing clear information about the examination and their roles/functions.
- Identifies and escalates complex, legal, or policy-related questions to the Manager, Examinations.

#### General

- Participates in quality improvement activities such as post-exam day reviews, documenting lessons learned, and tracking progress on program goals.
- Contributes to and maintains key performance metrics.
- Maintains and updates procedural documentation for all tasks.
- Supports cross-department projects and team activities that enhance CAPR culture and quality.

#### **What Makes an Ideal Candidate?**

- Post-secondary degree is preferred (or equivalent combination of education and experience).
- Minimum of 4 to 5 years work experience in related fields such as high-stakes assessment organizations, regulatory organizations
- Ability to plan, document, and prioritize workload in large-scale projects and handle competing demands while maintaining accuracy and attention to detail.
- Intermediate computer skills; proficiency in Microsoft Office Suite (Word, Excel, PowerPoint, SharePoint, Teams) and Adobe, with the ability to organize and manipulate data in Excel.
- Proficiency in the French language (an asset).

#### **The Compensation Package Includes:**

- \$65,000 to \$75,000 depending on experience
- Comprehensive health and dental benefits, including vision, life insurance, and critical illness
- Long-term, and short-term disability coverage
- Health Spending Account
- Employer RRSP matching
- 3 weeks paid vacation



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To apply, submit your **resume and cover letter** in PDF format outlining the qualifications and experience you would bring to this position by **July 21, 2025**

Please submit your application online:

<https://canadianallianceofphysiotherapyregul.bamboohr.com/careers/28?source=aWQ9MTA%3D>

We thank all applicants for their interest in this opportunity, however, only those under consideration will be contacted. No phone calls or employment agencies, please.

*CAPR is committed to fair and accessible employment practices, and we are committed to providing accommodation for persons with disabilities. If you require accommodation to apply for this opportunity, require this posting in an additional format, or if contacted for an interview and require accommodation during any stage of the recruitment process, please contact us at the email below. We will work with all applicants to determine appropriate accommodation for individual accessibility needs.*