

Lynn Burgess

A dedicated, mature executive professional focusing on customer satisfaction through service.

PROFESSIONAL ACHIEVEMENTS

Executive Director

- Responsible for providing strategic continuity to association boards of directors
- Provide overall management and leadership making recommendations to boards of directors on strategic initiatives based on best practices and standards within the industry
- Participate in board of director meetings
- Lobby on behalf of the association
- Draft policies and procedures for approval by the board of directors
- Ensure not for profit or charity bylaws are adhered to and that the association is compliant

Human Resources and Administration

- Responsible for recruitment – creating job descriptions, placing advertising, conducting interviews, checking references, preparing offer letters and contracts, hiring, training and terminations
- Overseeing employee benefits – choosing benefit carriers, enrolling employees, training staff on proper procedures, responding to all benefit inquiries and reconciling benefit statements
- Managed payroll – entered data, submitted payroll, reconciled statements, prepared T4 statements, responded to staff inquiries, and maintained/balanced vacation/sick reports
- Develop corporate policies and procedures; ensuring all policies are up-to-date according to labour laws and standards
- Manage staff including all aspects of employee development, scheduling and training
- Organized resident and undergraduate annual rotations and exams (OSCE, Royal College), developed evaluation documents for physicians in-training, facilitated research and educational opportunities, coordinated and maintained all aspects of post-graduate training program and third-year clerkship program, developed program initiatives and ensured accreditation requirements were met

Accreditation Management

- Oversaw Royal College of Physicians and Surgeons site reviews
- Organized site review visits and coordinated all division activities pertaining to program being accredited
- Recruited patients for mock site visit and paid honorariums when applicable
- Prepared site visit responses
- Ensured compliance with accrediting team recommendations
- Ensured recommendations were reviewed, approved by division heads and implemented
- Met regularly with Royal College accreditation team to ensure recommendations were met

Medical

- Medical office assistant taking vitals and documenting complaints
- Booked appointments as requested by physicians
- Transcribed medical charts as dictated by physicians
- Maintained confidentiality of patient care
- Entered data into electronic medical records
- Phlebotomist: performed venipuncture and other laboratory testing

Finance

- Kept record of all employee expenses, ensured all corporate policies were abided by and ensured proper payment was made; maintained monthly expense reports
- Prepared all invoices as per contract terms and ensured all contract milestones were met and delivered prior to creating invoices and preparing invoice statements
- Prepared contracts ensuring all necessary clauses were written correctly
- Maintained a clear and logical filing system for all financial transactions

Facilities Management

- Responsible for choosing appropriate office space, negotiated lease terms and conditions including price per square foot, renovations and move-in date for 13,000 square foot office space
- Developed work plans for subcontractors, created and advertised tenders of offer for contractors, developed rapport with all contractors, negotiated terms and timelines
- Ensured all work was completed on time and on budget with regard to electricians, carpenters, IT networking technicians, telephone systems, security systems, office furniture, and signage

Training

- Created training, company and software manuals
- Organized training sessions and verified all training material was up-to-date/relevant
- Tested software

Marketing/Advertising and Promotions

- Responsible for developing advertising and promotional material for workshops, health and wellness seminars and recruitment/job fairs
- Developed website content, working with web developers to ensure content was published and maintained
- Designed and published advertisements for events, open houses, employment positions, and volunteer opportunities
- Compiled, developed and published departmental and annual reports; research manuals for annual events
- Developed tradeshow materials and coordinated booth set up for recruitment fairs, educational workshops and training sessions
- Planned special events nationally for department and heads, students and staff
- Promoted health, employment and benefits of community living

- Acted as the wellness coordinator for the Physician-in-Training Wellness program aimed at keeping undergraduates and postgraduates healthy. *This program was required by the Royal College of Physicians and Surgeons of Canada in order to meet accreditation standards*
- Organized annual Resident Research Event; attended by more than 200 members. Canvassed pharmaceutical support, prepared research manual and collated abstracts and research papers for presentation

PROFESSIONAL EXPERIENCE

Director of Client Services, Megram Consulting Services Ltd., Renfrew, Ontario
2012 – present

- Executive Director, Association of Canadian Ergonomists
- Executive Director, Association of Accrediting Agencies of Canada,
- Executive Director, Canadian Engineering Memorial Foundation
- Managing Director, International Organization for Cooperation in Evaluation
- Director of Client Services, Canadian Evaluation Society
- Director of Client Services, Vocational Rehabilitation Association of Canada
- Director of Client Services, Vocational Rehabilitation Association of Canada, British Columbia

Healthcare Consultant, various locations in the Ottawa Valley
2007 – 2012

- Diagnostic Imaging, Pembroke Regional Hospital, Pembroke, Ontario
- Medical Transcription, Accentus Ottawa, Ontario
- Renfrew Medical Group, Renfrew, Ontario
- Bonnechere Manor, Renfrew, Ontario

Human Resources Manager, *DINMAR, Ottawa, Ontario*
2000 – 2007

Sales and Marketing Coordinator, *Sasktel International, Regina, Saskatchewan*
1997 – 2000

Post-graduate Medical Education Coordinator, *University of Ottawa, Ottawa, Ontario*
1991 – 1997

Federal Government – Grants Clerk, *National Literacy Secretariat, Ottawa, Ontario*
1988 – 1991

EDUCATION/COURSES

Diploma, Registered Professional Recruiter, Association of Professional Recruiters of Canada, Institute of Professional Management

Diploma, Medical Office Assistant and Phlebotomy course

Human Resources and Terminations, Canadian Payroll Association

Leadership Course, Franklin Covey

Materials Management and Human Resources, SAP Time

OACIS Electronic Medical Records

Meditech Electronic Medical Records

NetMedical Electronic Medical Records

Management Core Curriculum

Industrial Relations

Problem Solving and Decision Making

Biology, Pontiac High School

French as a Second Language, Pontiac High School

St. John's Ambulance

Level 1 Certification, Parelli Natural Horsemanship

(May 2018)