



JOB POSTING

Date: November 26, 2020

Competition: #20-50A

APPLICATIONS ARE INVITED FOR THE FOLLOWING FULL-TIME REGULAR POSITION

Position:	Program Assistant
Division:	Fire & Safety Division, School of Public Safety
Location:	New Westminster Campus
Reporting To:	Program Manager, Business Development

Justice Institute of British Columbia:

Justice Institute of British Columbia (JIBC) is Canada's leading public safety educator with a mission to develop dynamic justice and public safety professionals through its exceptional applied education, training and research. JIBC offers internationally recognized education that leads to certificates, diplomas, bachelor's degrees and graduate certificates; exceptional continuing education for work and career-related learning and development; and customized contract training to government agencies and private organizations worldwide. Each year, over 36,000 students study at one of JIBC's six campuses in B.C., through online education, and at locations in more than 150 BC communities, as well as sites across Canada and around the world. Our education contributes to safer communities and a more just society by providing professionals with the knowledge, skills and abilities to excel at every stage of their careers and make a difference every day.

Fire & Safety Division:

JIBC's Fire & Safety Division (FSD) offers a comprehensive range of education and training designed to meet the needs and challenges of the BC fire and rescue service, other public and private sector organizations and an international market. We provide a range of training, from basic and advanced firefighter training to specialized fire officer education, through face to face, online and blended courses. The learning experience is further enhanced by an impressive range of facilities, training props and resources and a learner-centered curriculum. Each year FSD trains over 10,000 firefighters from across BC, Canada and the World.

Position Summary:

Are you energetic, service-oriented, and passionate about public safety? If yes, this position may be a great fit for you. You will work in a team environment to provide administrative support to facilitate the delivery of Fire & Safety Division programs and courses, and work collaboratively with the Program Manager and Program Planner to support contract and tuition programming. This position is based at the New Westminster Campus with occasional travel to the Maple Ridge Campus. Currently, due to COVID 19 protocols, this position may work remotely.

Primary Responsibilities:

- Administrative support for course implementation and delivery of face to face and online courses; which includes preparing, assembling and shipping course materials; and room-booking arrangements; and maintaining related records and files as well as maintenance and support of Blackboard for online offerings;
- Performing duties related to scheduling of courses working in Colleague and collaborating with Registration and Student Services;
- Supporting course delivery including producing attendance lists, processing course surveys and invoices, creating and marking exams using Questionmark, and entering final grades in Colleague SIS;
- Maintaining course files, archiving and completing various summary reports;
- Problem-solving and information sharing with students, instructors and staff by telephone, email and in-person;
- Providing information to potential students, Fire Departments and other external stakeholders (via mail, email and telephone inquiries) pertaining to the Fire & Safety Division programs and course offerings;
- Liaising with internal and external contacts;
- Production of Certificates and records with IFSAC and Pro Board numbers;
- Drafting routine correspondence;
- Maintaining, creating or formatting course related documents and materials using MS word, Excel, and Adobe Acrobat;
- Attending various meetings to record minutes for distribution to participants;
- Providing back-up & support for members of the FSD team;
- Performing other related duties, as required.

Qualifications & Requirements:

- Secondary school graduation plus three (3) years of related office experience, or an acceptable equivalent combination of education, training and experience;
- Demonstrated proficiency with MS Office software, including Word, Excel and Outlook;
- Strong written and verbal communication skills, including accurate spelling, grammar, proofreading, and minute-taking abilities;
- Excellent organizational skills, and attention to detail;
- Proven ability to meet deadlines, manage priorities and maintain a high level of accuracy, while processing a high volume of work within an independent setting is essential;
- Ability to maintain a positive attitude with a focus on exceptional customer service is essential;
- Proven ability to resolve issues in a logical, assertive, and professional manner;
- Ability to establish and maintain effective working relationships with a variety of internal and external contacts in a team-based setting important, including staff, students and the public;
- Ability to remain calm under pressure and deal with sensitive issues showing discretion and confidentiality;
- Knowledge and proficiency of Blackboard Learning Management, Adobe Software, Colleague (or similar SIS), Monday.com, and Questionmark is a definite asset;
- Physical ability to lift boxes (up to 25 lbs.) is required.

Key behavioral competencies that will be assessed in the evaluation process include:

1. Planning & Organizational Skills
2. Prioritizing & Multi-tasking Skills
3. Attention to Detail
4. Interpersonal Skills
5. Customer Service Skills
6. Verbal/Written Communication Skills

Salary Range:	\$43,162.61 to \$46,145.94- annually (BCGEU Salary Grid 9) 35 hour work week
Posting Date:	November 26, 2020
Closing Date:	December 11, 2020
Start Date:	January 11, 2021

Please submit a resume/CV and cover letter, quoting Competition #20-50A via email to Human Resources at hr@jibc.ca

For more information about this position, please contact:

Rob Van Doorn, Program Manager, Business Development, Fire & Safety Division, rvandoorn@jibc.ca .

Justice Institute of British Columbia is an equal opportunity employer and is interested in broadening the diversity of its staff. We encourage applications from visible minorities, Indigenous peoples and persons with disabilities.

