



JOB POSTING

Date: March 3, 2021

Competition: #21-07A

APPLICATIONS ARE INVITED FOR THE FOLLOWING FULL-TIME REGULAR POSITION

Position: Program Assistant, Core Client Training (Search and Rescue Program)

Division: Emergency Management Division

Location: New Westminster Campus

Reporting To: Program Director, Contract Training

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.

Summary:

Based out of our New Westminster Campus, this position provides administrative and clerical support for search and rescue (SAR) training delivered for EMD's core client (Emergency Management British Columbia). The emphasis of this position is to receive and process student applications and registrations, organize and administer sections and course materials, arrange section logistics including travel and shipping arrangements for province wide face-to-face and online training.

This position may also assume administrative duties related to the maintenance of courses including formatting manuals and other course materials in MS Word. This position works closely with the Coordinator/Program Managers and must be able to respond efficiently and effectively to internal demands, instructor needs, and student/client requests while meeting deadlines and maintaining detailed records/documentation.

Primary Responsibilities:

- Monitor training schedules, prepare/organize course announcements, process student registrations, and distribute course information and materials;
- Arrange/prepare course sections including master files, section requests, course materials (printing, organizing and shipping), room/facility bookings and course closing requirements;
- Maintain student records including pre-requisite checking, program/section registrations, entering of grades, and course/program completion;
- Identify instructor travel requirements, communicate with instructors, evaluate options, complete bookings for flights, accommodation, rental vehicles and other associated requirements;
- Maintain and monitor instructor assignments and details in e-Course (as necessary). Track accepted and declined

assignments;

- Create, maintain and distribute student feedback surveys and associated reports for all sections within the established timelines;
- Administer distance learning (correspondence and on-line) training arrangements including items such as section requests, student inquiries, entering grades, student information and on-line registration, as necessary;
- Maintain/collect required section/student statistics and report out as required;
- As directed, implement course edits, revisions, formatting (within MS Word and/or InDesign software) for assigned courses;
- Identify and arrange travel requirements for students on select courses;
- Track, review for accuracy and code expenses claims, time sheets and section related invoices
- Initiate travel/accommodation related expenses;
- Review and code time sheets, expense claims and contract instructor invoices;
- Initiate and complete transactions for instructor/faculty travel expense;
- Reconcile VISA/credit card expenses;
- Provide support and back-up to other program assistants and areas within the division;
- Assume other Program Assistant level duties, as required.

Qualifications & Requirements:

- Secondary school graduation plus three (3) years related office experience;
- Demonstrated proficiency in MS Office at an intermediate level;
- Knowledge of a student information system (i.e., Colleague), survey tools (i.e., Qualtrics), learning management systems (i.e., Blackboard), or publishing programs such as InDesign are an asset;
- 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;
- Strong writing and verbal communication skills, including accurate spelling, grammar and proofreading abilities;
- Ability to maintain a positive attitude with a focus on quality customer service;
- Proven ability to establish and maintain effective working relationships with a variety of internal and external contacts in a team-based setting;
- Physical ability to lift boxes (up to 25 lbs.).

Shortlisted applicants will undergo online administrative testing as part of the recruitment process.

We offer a total compensation package that includes Extended Health and Dental Benefits, and enrollment in the Municipal Pension Plan after six months. In addition, we offer 15 vacation days annually (pro-rated in first year), as well as generous other leave entitlements.

Salary Range: \$43,163 to \$46,146 annually (BCGEU Salary Grid 9) based on a 35 hour work week
Posting Date: March 3, 2021
Closing Date: March 22, 2021
Start Date: ASAP

Please submit a resume/CV, cover letter and copies of academic credentials, quoting Competition #21-07A, via email to hr@jibc.ca.

Please feel free to contact Pete Learoyd, Program Director at plearoyd@jibc.ca for more information about this position.

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.

