



JOB POSTING

Date: March 1, 2021

Competition: #21-10A

APPLICATIONS ARE INVITED FOR THE FOLLOWING FULL-TIME TERM POSITION FOR UP TO ONE YEAR

Position: Program Assistant, Security Training Program

Division: Justice & Public Safety Division

Location: New Westminster Campus

Reporting To: Manager, Security Training Programs

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:

The Security Training Programs Division is mandated under agreement with the Ministry of Public Safety and Solicitor General, Security Programs Division, and the British Columbia Lottery Corporation to administer the Standardized training for Security Professionals. Security Professionals are required to complete standardized training and examinations before becoming a licensed Security Worker or Gaming Security Officer in British Columbia.

The position provides administrative support to the Security Training Programs area of the Justice & Public Safety Division (JPSD). This position requires a high level of attention to detail in an extremely fast paced and time sensitive environment.

Primary Responsibilities:

- Schedule and support on line exams;
- Maintain a variety of databases and files;
- Produce and process exams using Blackboard and Proctorio;
- Grade courses and exams in Colleague a timely manner;
- Create Section Requests in Colleague;
- Provide administrative and basic technical support to online students;
- Follow up on accounts receivable;

- Administer support for course preparation and delivery of face to face and on line courses; including room booking, section requests and instructor liaison;
- Participate in new process implementation;
- Handle walk-in, email and phone enquiries from students, training locations and the general public;
- Ability to work prioritize, and meet deadlines.
- Act as back-up for other Program Assistants in the Division, as required;
- Other related duties as assigned.

Qualifications & Requirements:

- Secondary school graduation, plus three years office experience; or an acceptable equivalent combination of education, training and experience;
- Proficiency in the operation of Word, Excel, Outlook;
- Knowledge of multiple web Browsers and experience in providing technical support to students would be an asset;
- Knowledge and proficiency of Blackboard Learning Management and/or Colleague (or a similar Student Information System), is an asset;
- Excellent verbal and written communication skills;
- Excellent customer service and organizational skills;
- Must be open and adaptable to changing processes with an ability to be proactive and become part of solutions;
- Ability to establish work priorities, multi-task and meet deadlines while working with frequent interruptions;
- Strong spelling, grammar, and proof reading skills;
- Ability to carry out complex instructions accurately;
- Ability to establish and maintain effective working relationships with a variety of internal and external contacts in a team based setting is very important, including staff, students and the public;
- Proven ability to work independently and meet deadlines;
- Ability to problem solve;
- Ability to remain calm under pressure and deal with sensitive issues with discretion and confidentiality;
- Physical ability to lift boxes (up to 25 lbs.) is required.

Salary Range: \$23.63 to \$25.27 hourly (BCGEU Salary Grid 9) based on a 35 hour work week plus .79 cents per hour in lieu of benefits (as of April 1, 2021)

Posting Date: March 1, 2021

Closing Date: March 12, 2021

Please submit a resume/CV, cover letter and copies of academic credentials, quoting Competition #21-10A, via email to hr@jibc.ca.

Please feel free to contact Karen Johnson, Program Manager at kjohnson@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.