

JOB POSTING

Date: September 10, 2021

Competition: #21-54A

APPLICATIONS ARE INVITED FOR THE FOLLOWING PART-TIME (80% FTE) REGULAR POSITION

Position: Program Assistant, Centre for Professional Health Education

Division: Health Sciences Division

Reporting To: Program Director

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 primary role of this position in the Centre for Professional Health Education in the Health Sciences Division is to provide clerical and administrative support to facilitate the delivery of contract and fee-for-service training offerings at JIBC campuses and other delivery locations. Currently, this position provides primary support to the delivery of contract training courses and activities for the Search and Rescue (SAR) Technician Medical Training Program and the Annual Skills Maintenance (ASM) Training, with additional support for delivery of short continuing education and other contract courses, as might be required and assigned from time to time.

Primary Responsibilities:

- Course implementation and delivery, including, but not limited to: course & multi-course section requests, arranging for course materials, distributing course materials, room scheduling, and related paperwork;
- Problem-solving and information sharing with client staff, learners, and instructors across Canada and JIBC instructors clinicians, and staff by phone, email, and in person;
- Maintaining course files and archiving;
- Developing and maintaining a variety of records, databases, files and spreadsheets;
- Organizing meetings, conference calls; preparing agendas and taking meeting minutes, as appropriate;
- Gathering, compiling, and generating records and reports, and entering courses and student data into the Colleague database and WebAdvisor;
- Entering and managing students in the Blackboard Online Learning Environment;
- Scoring computer marked exams, and entering marks into WebAdvisor
- Entering course, student, instructor and preceptor/clinician surveys into survey program and running reports; filing/tracking student surveys;
- Booking rooms for course delivery at JIBC campuses;

Primary Responsibilities (continued):

- Ordering office supplies;
- Liaising with managers and instructors to coordinate course equipment, supply ordering and delivery;
- Producing a variety of documents related to course delivery;
- Maintaining, creating or formatting documents and materials using MS Word, Excel and Adobe Acrobat;
- Generating and maintaining routine correspondence;
- Compiling weekly and monthly status updates;
- Responding to inquiries from a variety of sources by telephone, e-mail and in person;
- Collecting, collating and preparing summaries of practice education scheduling data, and class enrolments to support invoice preparation; and
- Performing other related duties, as assigned.

Qualifications & Requirements:

- Secondary school graduation or equivalent plus three (3) years of related office experience; or an acceptable equivalent combination of education, training and experience;
- Demonstrated proficiency with Microsoft Word, Excel, PowerPoint, and Internet Explorer;
- Knowledge and proficiency of Blackboard Learning Management, Adobe Software, MS Access and Colleague is a definite asset.
- Excellent organizational skills;
- Strong attention to detail;
- Previous experience working within a team environment;
- Proven ability to resolve issues in a logical, assertive and professional manner;
- 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 written and verbal communication skills, including accurate spelling, grammar, proofreading, and minute-taking abilities;
- Ability to maintain a positive attitude with a focus on quality customer service;
- Ability to remain calm under pressure and deal with sensitive issues showing discretion and confidentiality;
- As this position plays a key role in liaising with multiple individuals across Canada via email, and phone, the candidate must demonstrate a proven ability to establish and maintain effective working relationships with a variety of internal and external clients, staff and stakeholders;
- Ability to lift boxed course material and equipment (up to 25 lbs.)

Hours of Work:

28 hours per week ideally scheduled over a minimum of 4 days/week (exact schedule to be negotiated prior to hire).

We offer a total compensation package that includes Extended Health and Dental Benefits after six months. In addition, for this 80% FTE part-time role, we offer 12 vacation days annually (pro-rated in first year), as well as generous other leave entitlements.

Salary Range: \$24.11 to \$25.77 hourly (BCGEU Position – Grid 9)

Posting Date: September 10, 2021

Closing Date: September 28, 2021

Please submit a resume/CV, cover letter, quoting Competition #21-54A, via email to hr@jibc.ca.

Please contact Deborah Richards at dyrichards@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.

