



Date: February 6, 2023

Competition: #23-04A

**APPLICATIONS ARE INVITED
FOR THE FOLLOWING ONE YEAR FULL-TIME TERM POSITION**
(Please note this term may be shortened or extended due to operational requirements)

Position: Program Assistant – Tuition Courses
Division: Centre for Conflict Resolution, School of Health, Community & Social Justice
Reporting To: Program Manager, Centre for Conflict Resolution

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:

This role primarily supports the Centre for Conflict Resolution (CCR) through clerical, administrative and moderating support for both virtual and in-person tuition courses in co-ordination with the Program Managers and/or Program Planner and/or Supervisor, Administrative Services & Assistant to the Dean. This cost-recovery business area involves a significant volume of detail-oriented activity with multiple projects, shifting timelines and priorities. You will excel in this job with your dedication to student, client, and faculty service and comfort operating in a collaborative atmosphere supporting a thriving, fast-paced business unit. You are rewarded with a sense of achievement and completion at the end of every leadership course.

This position supports courses that run both onsite and virtually. Accordingly, while the position will be based out of our New Westminster Campus there will an opportunity to work remotely following an onboarding phase (approximately 2 months). Remote work may consist of 2-4 days/week depending on support required for course delivery.

Primary Responsibilities:

- You plan, execute, and track the administrative components that underlie CCR course delivery. You are the glue that connects faculty material formatting, production and shipping, faculty travel organization, student and financial record processing, data input and information archiving. Job aids and checklists are your best friends!
- You are the primary or back-up online platform moderator in our virtual classrooms and assist students to troubleshoot access issues in addition to assisting the instructor with activities such as breakout rooms, uploading slides, whiteboard functions, etc.
- You provide CSJ wide classroom, faculty, and student support on your designated on-site day(s).
- You compile, format, print, pack and ship, and upload course materials and supporting documentation for courses and special events.
- You maintain online course content in Rise and Blackboard and moderate virtual courses in Collaborate and Zoom as well as update online web content through Drupal.
- You possess a keen eye and vast vocabulary, to format and edit documents.
- Your strong and tactful communication skills will be required for faculty and student interactions, both written and verbal.
- You have your finger on the pulse of student information data input, survey administration, and course grading in Colleague.
- You process faculty timesheets and invoices and travel expense claims; prepare and submit invoice requests and input financial details into financial tracking spreadsheets.
- You are the students' first point of contact for information regarding centre programs and courses.
- You are front-of-house to represent the program area during open houses, information sessions and / or special events.

Other Duties:

- Your travel arrangements send our faculty everywhere from Bamfield, BC to New Waterford, NS, and points between.
- Your proficiency with systems, processes and procedures ensures effective and efficient service delivery.
- Your presence at team meetings as a key player within the CCR team brings the business operations perspective.
- You backstop and provide support for your Centre for Conflict Resolution team and the CSJ division, when required.

Qualifications & Requirements:

- Secondary school graduation, plus three years office experience; or an acceptable equivalent combination of education, training, and experience.
- Advanced Microsoft Office experience, including – but not limited to – Word, Excel, and PowerPoint, with strong formatting skills.
- Proficiency in Adobe Acrobat (including, but not limited to, creating and editing fillable forms).
- Proficiency in the operation of Blackboard, Collaborate, Zoom, Colleague, Qualtrics survey software, and CRM Dynamics experience would be preferred.
- Proven ability to meet deadlines, establish priorities and maintain a high level of accuracy, while managing a high volume of work.
- Must have a positive attitude and be prepared to participate as a full member of a collaborative team.
- Excellent written communications, including accurate spelling, grammar, proof reading and document formatting.
- Ability to communicate confidently and professionally with learners in a classroom environment.
- Proven ability to work with regular interruptions.
- Ability to establish and maintain effective working relationships with a variety of internal and external

contacts including staff, students, faculty, and the public in a collaborative team-based setting is very important.

- Ability to exercise tact, diplomacy, and patience in dealing with others and engage in mutual problem solving.
- Proven ability to multi-task and to accurately carry out complex instructions.
- Proficiency in Adobe InDesign (including, but not limited to, creating, formatting, and editing multi-page documents) is an asset.
- Physical ability to lift boxes (up to 25 lbs.) is required.

Additional Information: Hours of work will be Monday – Friday (8:30 am – 4:30 pm with 1 hour lunch). You may from time to time be asked to adjust your hours due to operational needs.

*This term may be shortened or extended due to operational requirements.

Salary Range: \$1,687.51 - \$1,804.15 bi-weekly (BCGEU Position – Grid 9)

Posting Date: February 6, 2023

Closing Date: Open Until Filled

Start Date: ASAP

Please feel free to contact Jenifer Jasper (jjasper@jibc.ca) or People & Culture at hr@jibc.ca for more information about this position.

PLEASE SUBMIT YOUR RESUME TO HUMAN RESOURCES QUOTING COMPETITION #23-04A AT hr@jibc.ca.

Justice Institute of British Columbia believes in creating accessible programming, workplaces and spaces that reflect the community we serve. Our desire is to continue to build an inclusive culture that encourages, supports, and celebrates the diverse voices of our employees and students and where everyone feels empowered to share their experiences and ideas.

We encourage applications from members of groups that have been marginalized on any grounds named under the B.C. Human Rights Code, including sex, sexual orientation, gender identity or expression, racialization, disability, political belief, religion, marital or family status, age, and/or a person of Indigenous ancestry.



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