



Date: August 3, 2023

Competition: # 23-65A

APPLICATIONS ARE INVITED FOR THE FOLLOWING FULL-TIME REGULAR POSITION

Position: Program Assistant – Adult Custody, Corrections (Position # 1000319)

Division: Corrections & Court Services Division, School of Criminal Justice & Security

Reporting To: Program Manager, Corrections Academy

Justice Institute of British Columbia:

The Justice Institute of British Columbia (JIBC) is a public, post-secondary institution that provides education and training to those who'll be there to support British Columbians and others around the world, when a life is at stake or when health, safety or property is in jeopardy. Work for JIBC and be a part of the big picture – supporting justice and public safety professionals at all stages of their careers in fields including law enforcement, firefighting, paramedicine, security and emergency management.

As a JIBC employee you'll play a role in our educational programming, which also includes complementary and related areas of study – from conflict resolution, mediation, leadership and counselling, to cybersecurity, business intelligence, and tactical criminal analysis – as well as applied research in the justice and public safety fields. Join our team and help us prepare JIBC graduates to contribute to safer communities and a more just society.

Position Summary:

Works in a team environment to provide administrative support to facilitate delivery of BC Corrections, Adult Custody – Security and Correctional Officer Training program. This role works collaboratively with the Program Managers and the Program Director.

Primary Responsibilities:

- Administrative support for course implementation and delivery of face to face and online courses, which includes preparing, assembling and shipping course materials, room booking, 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.
- Assisting with production and copying where required.
- Problem-solving and information sharing with new recruits, correctional officers and instructors by telephone and email.
- Maintaining, creating, or formatting course related documents and materials using MS Word, Excel, and Adobe Acrobat.
- Entering data on the BC Government Enterprise Learning Management databases related to staff training and responding to requests for information concerning those training records.
- Maintain mailboxes/Microsoft Outlook and respond to all inquiries.

- Providing back-up and support for members of the Corrections Academy team.
- Liaising with internal and external contacts including BC Corrections staff with respect to registering of students and the delivery of programs and courses.
- 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.
- 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 including BC Corrections staff, JIBC staff and the public.
- Ability to remain calm under pressure and deal with sensitive issues showing discretion and confidentiality.
- Knowledge of a student information system (e.g., Colleague), survey tools (e.g., Qualtrics), learning management systems (e.g., Blackboard), Adobe Software, is an asset.
- Physical ability to lift boxes (up to 25 lbs.) is required.

Salary Range: \$1,879.50 to \$2,006.90 bi-weekly (BCGEU Position – Grid 9)
Position is currently eligible for Service Improvement Allocation of \$41.65

Posting Date: August 3, 2023

Closing Date: August 11, 2023

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.

Please feel free to contact Martina Cahill (mcahill@jibc.ca) for more information about this position.

Please submit a resume/CV, cover letter and copies of academic credentials, quoting Competition #23-65A via email to 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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