



Date: December 18, 2023

Competition: # 23-109A

**APPLICATIONS ARE INVITED FOR THE FOLLOWING
FULL-TIME REGULAR POSITION**

Position: Program Representative (Position #1000229)
Division: Justice and Public Safety Division
Reporting To: Program Director, JPSD Academic Programs

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:

This position provides administrative and operational support within the LESD and BLES programs in the Justice & Public Safety Division. The scope of this position includes assisting with administration, student advising, implementation and monitoring of instructional delivery and business systems and processes. This position is also responsible for development and analysis of reports relating to student enrolment along with other academy activities. This position acts as the primary contact person for prospective and current students within the LES programs.

Primary Responsibilities:

Law Enforcement Studies Diploma (LESD) and Bachelor of Law Enforcement Studies (BLES)

- Act as a support system to new, existing, or returning students by addressing student queries, assessing and referring students to the Manager, Student Learning Support and Disability Resources, and/or the LES Program Manager, and/or the Student Awards & Financial Aid Advisor; and/or provide the student with the relevant LES programs information or JIBC policy information relating to their enquiry;
- Act as liaison with prospective students, parents of prospective students, and guidance counsellors of prospective students;
- Manage student satisfaction by ensuring a quick and appropriate response to inquiries, complaints, concerns and suggestions from staff, students and faculty;

- Review new policies and familiarize faculty, and where necessary, advise students of the impact of the new policies;
- Assist with technology related questions to ensure seamless student experience;
- Conduct a review of applications, review documents to ensure program requirements have been met for each intake for approximately 500-600 applicants per year. Update and maintain admissions tracking matrix;
- Monitor student enrollments for courses in LESD & BLES;
- Maintain tracking system to ensure students meet all necessary requirements for progression and completion of the programs;
- Prepare and manage student enrollment and withdrawal lists for processing by the Registration Office;
- Provide support and assistance with registration issues for students;
- Ensure course marks are submitted by faculty in a timely manner and process marks as required;
- Track student academic standing and review JIBC policies to determine students to receive Academic Warning and Academic Probation letters. Work with the Associate Registrar and Manager, Student Learning Support and Disability Resources, to establish the course load and course selection the student needs to take;
- Maintain LES Student and Faculty Campuses in Blackboard;
- Schedule and register students for BST course and submit final grades;
- Order and distribute student ID cards;
- Assist with new faculty onboarding, provide ongoing faculty support, print shop requests, and Blackboard support;
- Provide technology support in the classrooms and Blackboard;
- Create, distribute and result student and faculty surveys;
- Participate in the development of program communications, procedures, and business practices;
- Attend recruitment officer information sessions to obtain information of what recruiting officers require and incorporate this pertinent information in the information provided to prospective students, their parents, and their guidance counsellors;
- Assist in setting up special events to enhance students' awareness of policing as a career and that will assist them in gaining more visibility in the law enforcement community;
- Assist with marketing strategies;
- Maintain a variety of records, databases, files, and spreadsheets;
- Generate and maintain routine correspondence;
- Respond to inquiries from a variety of sources by telephone, email and in person;
- Liaise with full-time Program Support Administrator to ensure efficient delivery of the programs;

Perform other 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, Blackboard, and Colleague; basic knowledge of PowerPoint;
- Qualtrics experience would be an asset;
- Excellent verbal and written communication skills;
- Excellent customer service and organizational skills;
- 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, including staff, students and the public;
- Proven ability to work with minimal supervision;
- Ability to establish work priorities with high volume of work and tight 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.).

Additional Information: Hours worked in each program area may occasionally vary based on operational needs. Must be available occasional evenings to assist with information sessions. Must be available until 6:00pm at least one evening per week to provide on campus and online support to evening classes.

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: \$49,054.95 to \$55,522.53 annually (BCGEU Position – Grid 11)

Posting Date: December 18, 2023

Closing Date: This position will remain open until filled with a first review of applications on December 22, 2023.

Please feel free to contact Wade Deisman at wdeisman@jibc.ca for more information about this position.

PLEASE SUBMIT YOUR RESUME TO PEOPLE & CULTURE 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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