



Date: May 11, 2023

Competition: #23-34A

APPLICATIONS ARE INVITED FOR THE FOLLOWING FULL-TIME REGULAR POSITION

Position: Campus Administrator, Kelowna Campus (Position #1000365)

Division: Registration Office and Student Services

Reporting To: Associate Registrar

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:

The Campus Administrator is responsible for the efficient and effective operation of the campus including coordinating, leading, and implementing administrative functions in support of the JIBC academic plan with a regional focus. This is a specialized administrative position assigned to a regional campus with responsibilities that span both applied technical abilities and strong interpersonal skills. The incumbent will provide outstanding customer service with a focus on student satisfaction. Additionally, the position is the first point of contact with neighbours, local businesses, and other stakeholders and is responsible to uphold JIBC standards in order to promote and maintain good relations and the outstanding JIBC reputation.

The position will provide expert local advice and guidance in planning for the campus to ensure an efficient timetable that ensures high space utilization. This position can provide information about all JIBC programs and advice on how to apply and register for courses. This position is also responsible for the facilitation of regular building maintenance, immediate safety and security concerns, security services and work requests related to technology requirements. Additionally, this position will be required to have effective working relationships with educational units, facilities, technology services and others to ensure the safe and efficient operation of the campus.

Primary Responsibilities:

Coordinating the effective operation of the Campus (40%)

- Implement, administer, and monitor campus policies and procedure to support the educational activity of the campus;
- Establish, monitor and modify office procedures and practices
- Provide expert and local advice and guidance in the development of the campus educational plan;
- Facilitate the smooth delivery of the campus timetable;
- Provide administrative support to faculty and staff to ensure the effective operation of the campus and the educational activity
- Ensure campus operations comply with appropriate regulations, bylaws, and relevant codes
- Analyze problems with students, faculty and staff to determine the root cause and a viable solution
- Direct, monitor, supervise and evaluate the work of on-site contractors

Customer Service and Student Support (40%)

- Provide support to students and ensure student satisfaction;
- Deal with concerns from angry or upset students or community members and resolve as appropriate
- Assist with registration and admissions questions for new or returning students;
- Assist with technology related questions to ensure a seamless student experience;
- Contribute to client satisfaction by ensuring a quick and appropriate response to complaints, concerns and suggestions from staff, students and campus guests.

Maintains accurate records and participates in planning: (20%)

- Provides input, as a team member, into the development and enhancement of business processes and procedures that improve customer service and the efficiency of the department;
- Maintains files, Colleague records and other records as appropriate;
- Takes initiative to identify operational or departmental challenges and opportunities and make recommendations for improvement;
- Demonstrates a team-based orientation and contributes to team-based decisions;
- Provides guidance and instruction to others as it pertains to departmental functions, processes, and policies;
- Develops and maintains relationships with key departments, external communities and organizations, building a network to keep up-to-date on changes relating to programs and to appropriately refer students.
- Other related duties as assigned.

Qualifications & Requirements:

- Post-secondary diploma in Business Administration, or related area preferred,
- At least 3 years of experience in a post-secondary environment in a similar role.
- Demonstrated proficiency with database management (advanced knowledge of SIS systems),
- Excellent computer skills (MS Office, email and Internet applications) and willingness to learn new systems
- Attention to detail
- Demonstrated English language skills together with strong oral and written communication skills
- Demonstrated initiative in the completion of work assignments
- Demonstrated ability to communicate courteously and effectively in person, in writing, and over the telephone with staff, faculty, administrators, students and the public, including government and ministry personnel
- Proven ability to work independently and as part of a team
- Proven ability to work with a minimum of supervision, establish work priorities and to work in a high volume, detailed environment with attention to accuracy and timeliness
- Must be able to work well in a high pressure, ever changing, client-centred environment where deadlines are critical;

- Must frequently respond to multiple demands
- Must have a high degree of tact, courtesy, and diplomacy
- Detailed knowledge and advanced proficiency with a student information system (e.g. Colleague or Banner) and reporting tools as well as all MSOffice applications;
- Excellent, written and verbal communication skills.
- High degree of computational aptitude to review student accounts, invoices and inventory
- Proven ability to work as a team member.
- Excellent attention to detail.
- Frequent interruptions and changes to daily priorities.

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: \$1,918.70 to \$ 2,175.60 bi-weekly (BCGEU Position – Grid 14)

Posting Date: May 11, 2023

Closing Date: Open until filled

Please feel free to contact Janice Klarner at ijklarner@jibc.ca for more information about this position.

Please submit a resume/CV, cover letter and copies of academic credentials, quoting Competition #23-34A 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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