



Date: May 29, 2023

Competition: # 23-41A

**APPLICATIONS ARE INVITED FOR THE FOLLOWING FULL-TIME TERM POSITION
(UNTIL JANUARY 2024)**

Position: Program Assistant, Vocational Programs (Maple Ridge Campus)
Division: Fire and Safety Division (Position #1000178)
Reporting To: Program Manager, Fire Fighter Programs, Fire and Safety Division

Fire & Safety Division:

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 works in a team environment to provide administrative support to facilitate the delivery of Fire & Safety Division programs and courses. This position will be based at the Maple Ridge Campus with occasional travel to the New Westminster Campus. This role works collaboratively with the Program Manager and Program Planner to support contract and tuition programming.

Primary Responsibilities:

- Administrative support for course implementation and delivery of face to face and online courses; which includes preparing, assembling and shipping course materials; and room-booking arrangements; 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 and collaborating with Registration and Student Services;
- Supporting course delivery including producing attendance lists, processing course surveys and invoices, creating and marking exams using Questionmark, and entering final grades in Colleague SIS;
- Maintaining course files, archiving and completing various summary reports;
- Problem-solving and information sharing with students, instructors and staff by telephone, email and in-person;
- Providing information to potential students, Fire Departments and other external stakeholders (via mail, email and telephone inquiries) pertaining to the Fire & Safety Division programs and course offerings;
- Liaising with internal and external contacts;
- Production of Certificates and records with IFSAC and Pro Board numbers;
- Drafting routine correspondence;

- Maintaining, creating or formatting course related documents and materials using MS word, Excel, and Adobe Acrobat;
- Attending various meetings to record minutes for distribution to participants;
- Providing back-up & support for members of the FSD team;
- 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, including accurate spelling, grammar, proofreading, and minute-taking abilities;
- 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 important, including staff, students and the public;
- Ability to remain calm under pressure and deal with sensitive issues showing discretion and confidentiality;
- Knowledge and proficiency of Blackboard Learning Management, Adobe Software, Colleague (or similar SIS), Monday.com, and Questionmark is a definite asset;
- Physical ability to lift boxes (up to 25 lbs.) is required.

Salary Range: **\$1,760.50 – \$1,880.20- bi-weekly (BCGEU Salary Grid 9)**

Posting Date: **May 29, 2023**

Closing Date: **June 5, 2023**

Please submit a resume/CV, cover letter and copies of academic credentials, quoting Competition #23-41A, via email to hr@jibc.ca.

Please feel free to contact Scott Morrison at smorrison@jibc.ca for more information about this position.

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.



LEARNING THAT TAKES YOU BEYOND