



**Date:** June 7, 2023

**Competition:** # 23-56

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

**Position:** Program Representative (Position #1000278)

**Division:** Corrections & Court Services

**Reporting To:** Program Manager, Family Justice

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**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 primary role of this position is to provide administrative support for the delivery of Family Justice's (CCSD) three professional certificates and to support the overall program. The role provides Tier 1 IT support for the Provincial Court required Parenting after Separation courses.

**Primary Responsibilities:**

**Tier 1 support:**

- Assisting with Tier 1 IT support for Parenting after Separation courses, which can be required by the provincial court.
- First point of contact for the public re: access, password and other troubleshooting issues
- Dealing with a range of people with varying degrees of stress in their lives and technology skills
- Work with CTLI to resolve access issues, supporting the implementing of course updates, and assisting with course outages
- Assisting with data management, and supporting both regular and ad hoc statistical reports regarding course enrollment, completions
- Records management for user accounts per BC Government retention rules

**Course and Class Administration:**

- Prepare class masters and verify Colleague entries for accuracy

- Monitor class registrations and apprise program director of numbers
- Confirm and order course materials/texts with JIBC Store or Print Shop
- Set up course evaluations, enter data, and create summary reports
- Enter student grades in Colleague
- Maintain course material files, ensuring version control
- Monitor online courses for student technical difficulties
- Track assignment submissions
- Maintain and manage tutors' course schedule
- Correspond with instructors regarding material requirements and travel arrangements
- Manage internal and external room booking
- Set up classrooms, ensuring proper equipment is present
- Assemble and arrange the shipping of course materials to off-site training
- Book AV equipment as required
- Complete minor edits to online and printed course materials as directed by program director
- Provide desktop publishing for course materials, including proofing and copy editing
- Format course related or other documents and materials using Microsoft Office or other related software
- Provide support for online courses using Blackboard and Dreamweaver and various web browsers

#### **Program Administration:**

- Respond to public/student inquiries regarding registration and other IT issues for Parenting After Separation courses
- Receive program applications from JIBC Registration, checking to ensure applications are complete prior to forwarding to program director
- Prepare and send welcome package to students
- Maintain student records in physical files and in student information system
- Communicate registration information to students
- Receive applications to graduate, checking to ensure applications are complete prior to forwarding to program director
- Assist with convocation
- Compile program statistics from sources including Colleague and other databases, and create reports via spreadsheets or other Microsoft Office tools for review and analysis by program director

#### **General Administration:**

- Process approved invoices, and assist with other financial processes
- Monitor and process instructor timesheets, invoices, and expense claims
- Draft routine correspondence
- Maintain program area electronic files according to divisional standards
- Document work processes
- Attend program and divisional meetings, and take minutes, as required
- Participate in divisional and institutional committees as appropriate
- Monitor divisional and program email boxes, responding to enquiries or redirecting as appropriate
- Provide administrative support to the program area and various staff as required

Other duties as required

#### **Qualifications & Requirements:**

- Secondary school graduation plus five (5) years related office experience or an equivalent combination of training, education and experience
- Post secondary education in a directly related field from a recognized post secondary institution is an asset
- Proficiency in Colleague, Blackboard, and WordPress would be an asset
- Advanced user ability in standard office software

- Ability to quickly learn and become proficient in specialized software
- Excellent tact and discretion in handling private and confidential information
- Excellent interpersonal skills
- Demonstrated ability to manage workflow
- Proven ability to work effectively and independently, and in a team environment
- Well developed verbal communication and writing skills
- Strong interpersonal skills for working with the public, with varying degrees of technological and communication skills, and high emotional needs
- Ability to prioritize and process a large volume of work meeting prescribed deadlines
- Ability to process work with a high degree of accuracy and comprehend instructions
- Strong attention to detail
- Ability to liaise effectively with a wide variety of internal and external contacts
- Ability to exercise good judgment and deal with confidential matters
- Word processing ability of 50 wpm minimum

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**Salary Range:** \$1,760.50 to \$1,992.90 bi-weekly (BCGEU Position – Grid 11)

**Posting Date:** June 7, 2023

**Closing Date:** June 14, 2023

Please feel free to contact Paula Nemec ([pnemec@jibc.ca](mailto:pnemec@jibc.ca)) for more information about this position.

PLEASE SUBMIT YOUR RESUME TO HUMAN RESOURCES at [hr@jibc.ca](mailto:hr@jibc.ca) BY 3:30 PM ON THE CLOSING DATE.

Applicants may request a Union Observer. Such requests should be made through one of the JIBC BCGEU Shop Stewards at time of application

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