



Date: August 3, 2023

Competition: #23-67A

**APPLICATIONS ARE INVITED FROM EXISTING BCGEU STAFF FOR THE FOLLOWING
PART-TIME REGULAR POSITION (0.5 FTE – 17.5 hours per week)**

Position: Program Assistant, Security Training (Position #1000341)

Division: Justice and Public Safety

Reporting To: Program Manager, Security and Contract Training

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 Security Training Programs area is mandated under agreement with the Ministry of Public Safety and Solicitor General, Security Programs Division, and the British Columbia Lottery Corporation to administer the Standardized training for Security Professionals. Security Professionals are required to complete standardized training and examinations before becoming a licensed Security Worker or Gaming Security Officer in British Columbia.

The position provides administrative support to the Security Training Programs area of the Justice & Public Safety Division (JPSD). This position requires a high level of attention to detail in an extremely fast paced and time sensitive environment.

Primary Responsibilities:

- Schedule and support online exams;
- Maintain a variety of databases and files;
- Produce and process exams using Blackboard and Proctorio;
- Grade courses and exams in Colleague a timely manner;
- Create Section Requests in Colleague;
- Provide administrative and basic technical support to online students;
- Follow up on accounts receivable;
- Administer support for course preparation and delivery of face to face and online courses; including room booking, section requests and instructor liaison;

- Participate in new process implementation;
- Handle walk-in, email and phone enquiries from students, training locations and the general public;
- Ability to work prioritize, and meet deadlines.
- Act as back-up for other Program Assistants in the Division, as required;
- Other related duties as assigned.

Qualifications & Requirements:

- Secondary school graduation, plus three (3) years office experience; or an acceptable equivalent combination of education, training and experience;
- Proficiency in the operation of Word, Excel, Outlook, Colleague and Blackboard;
- Knowledge of multiple web Browsers and experience in providing technical support to students would be an asset;
- Excellent verbal and written communication skills;
- Excellent customer service and organizational skills;
- Must be open and adaptable to changing processes with an ability to be proactive and become part of solutions;
- 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 is very important, including staff, students, and the public;
- Proven ability to work independently and meet 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.) is required.

Additional Information: Hours worked may occasionally vary based on operational needs, must be available occasional evenings and or weekends.

Salary Range: \$25.36 - \$28.67 per hour (BCGEU Position – Grid 9) based on a 17.5 hour work week

Position is currently eligible for Service Improvement Allocation of \$41.65

Posting Date: August 3, 2023

Closing Date: September 1, 2023

Please feel free to contact Carol Gardner at cgardner@jibc.ca for more information about this position.

Please submit a resume/CV, cover letter and copies of academic credentials, quoting Competition #23-67A 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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