



Date: November 9, 2023

Competition: # 23-102A

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

Position: Program Assistant (Position #1000193)
Division: Customized Training, Community and Social Justice Division
Reporting To: Program Director, Centre for Leadership & Conflict Resolution

Position Summary:

This position supports the customized training business unit through clerical and administrative support for contract program and course delivery to clients and communities across BC and Canada offered through the School of Health, Community and Social Justice's Centre for Conflict Resolution (CCR), Centre for Leadership (CL), and Centre for Counselling & Community Safety (CCCS).

This cost-recovery business area involves a high volume of detail-oriented activity with multiple projects, shifting timelines and competing priorities. You will excel in this job with your dedication to client service and comfort operating in the ambiguity that comes with supporting a thriving, fast-paced consulting/training business unit. You are rewarded with a sense of achievement and completion at the end of every contract job.

Primary Responsibilities:

Process Management:

- You plan, execute, and track the administrative components that underlie CCR/CL/CCCS contract training delivery. Between opening and closing contract job files, you are the glue that connects faculty, material formatting, production and shipping, client training delivery details, faculty travel organization, student and financial record processing, data input and information archiving.

Course materials preparation:

- You support program faculty to compile, format, print and ship course materials and supporting documentation for customized courses
- You will work in MS Word, Adobe Acrobat and PowerPoint frequently

Online Courses:

- You will update courses in Blackboard\Collaborate and Articulate 360 Rise
- You will moderate online classes helping learners login and helping faculty maintain calm; you will also provide basic technical support

Information management:

- You have your finger on the pulse of student information data input, Qualtrics administration, Unit 4 Sales order processing, and course grading in Colleague/Web advisor

- Your smooth and professional way with external clients helps to nail down the details of contract course delivery (who, what where, when)
- You process faculty timesheets, invoices, and travel expense claims. You prepare and submit invoice requests and input financial details into financial tracking spreadsheets with numerical prowess. Over the course of a year, more than half a million dollars in business will pass across your desk
- You work regularly in Excel, Colleague and MS Dynamics (CRM) software

Other Responsibilities:

- Your travel arrangements send our faculty everywhere from Bamfield, BC to New Waterford, NS, and points between
- Your wizardry with systems, processes and procedures ensures effective and efficient service delivery; you solve problems before they even become problems
- Your presence at team meetings as a key player within the CSJ team brings the business operational perspective
- You provide support for your team when required

Qualifications & Requirements:

Education and Training

- Secondary school graduation, additional education an asset
- Excellent verbal and written communication, including accurate spelling, grammar, proof reading and document formatting
- Advanced MS Word experience with superior formatting capabilities
- Proficiency in Colleague, Excel, PowerPoint, Adobe Acrobat, Qualtrics and Microsoft Dynamics CRM
- Proven ability to work with regular interruptions
- 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, faculty, and the public
- Ability to exercise tact, diplomacy, and patience in dealing with others and engage in mutual problem-solving
- Proven ability to meet deadlines, establish priorities and maintain a high level of accuracy, while managing a high volume of work
- Proven ability to multi-task, problem-solve and to carry out complex instructions accurately
- Must have a positive attitude and be prepared to participate as a full member of a collaborative team
- Physical ability to lift boxes (up to 25 lbs.) is required

Knowledge, Skills and Experience

- Minimum of three years office experience; or an acceptable equivalent combination of education, training, and experience
 - Time management (prioritizing, multi-tasking, meeting deadlines)
 - Decision-making and autonomy (making decisions independently about administrative and procedural matters)
 - Teamwork and collaboration (contributing towards a positive work environment)
 - Verbal & written communication skills (clear and concise)
 - Customer service/relations skills (listening, understanding, responding)
 - Working under pressure and multi-tasking
 - Accountability (takes responsibility for producing measurable functional and project results)
 - Desire to learn new skills
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Salary Range: \$1,775.20 to \$ 2,006.90 bi-weekly (BCGEU Position – Grid 9)

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

Posting Date: November 9, 2023

Closing Date: Open until Filled

Please feel free to contact Ann-Marie Hamilton at amhamilton@jibc.ca for more information about this position.

Please submit a resume/CV, cover letter and copies of academic credentials, quoting Competition #23-102A 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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