



Date: February 5, 2024

Competition: # 23-110A

APPLICATIONS ARE INVITED FOR THE FOLLOWING FULL-TIME REGULAR POSITION

Position: Program Assistant (Position #1000195)
Division: Justice and Public Safety Division
Reporting To: Program Manager, JPSD Academic Programs

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:

This position provides administrative, clerical and word processing support to the Justice & Public Safety Division in the area of Continuing Professional Education and Post Baccalaureate Diploma. The scope of this position includes assisting in administration, student advising; implementation and monitoring of instructional delivery and business systems and processes, and provides research for clients which aids in the customization of courses. This position is also responsible for development and analysis of reports relating to student enrolment along with other academy activities.

Primary Responsibilities:

- Classroom support
- Instructor support – print exams, provide photo boards, class lists, student and faculty id cards, facilitate communication with students
- Student support PBDLES, INVE programs and Microcredentials in Cybercrime
- Create, track and maintain student files – Microcredentials, INVE & PBDLES
- Send Surveys for all associated programs
- Format all surveys sent
- Maintain Instructor files
- Registration of PBDLES students
- Data entry of student grades INVE, PBDLES, Microcredentials
- Basic Blackboard support for students
- Monitor course materials in Blackboard for INVE program – ensure courses clone correctly

- Print materials and attendance sheets for in person INVE program courses
- Monitor inboxes and respond to external and internal inquiries about associated programs
- Create course section requests for Microcredentials, and INVE PROGRAM and send to Scheduling
- Maintain yearly course schedule spreadsheet for INVE PROGRAM
- Maintain CPE, PBDLES, Intelligence mailboxes, cover JPSD mailboxes as needed.

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

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: \$1,775.20 to \$ 2,006.90 bi-weekly (BCGEU Position – Grid 9)

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

Posting Date: February 5, 2024

Closing Date: Open until Filled

Please feel free to contact Harry Randhawa at hrrandhawa@jibc.ca for more information about this position.

Please submit a resume/CV, cover letter and copies of academic credentials, quoting Competition #23-110A 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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