

Program Assistant
Justice Institute of British Columbia - New Westminster, BC
\$21.91 - \$23.42 an hour

APPLICATIONS ARE INVITED FOR THE FOLLOWING FULL-TIME REGULAR POSITION

Position: Program Assistant
Division: Centre for Conflict Resolution (CCR), School of Health, Community & Social Justice
Reporting To: Program Manager, Customized Training Solutions

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).

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 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. Job aids and checklists are your best friends!

Course materials preparation:

You herd program faculty to compile, format, print and ship course materials and supporting documentation for customized courses; You're a master of MS Word and Adobe Acrobat. You and PowerPoint hang out frequently as well; You have print shop on speed dial; You can pack and courier parcels in your sleep.

Information management:

You have your finger on the pulse of student information data input, fluid survey administration and course grading in Colleague; Your smooth and professional way with external clients helps to nail down the gritty details of contract course delivery (who, what where, when). You process faculty timesheets and invoices in a blink of an eye. You wrangle travel expense claims like a seasoned pro. 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're on very friendly terms with Excel, Colleague and MS Dynamics (CRM) software.

Other duties:

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 can even become problems; Your presence at team meetings as a key player within the CCR team brings the business operational perspective; You backstop and provide support for your team peeps when required.

Qualifications & Requirements:

Secondary school graduation, plus three years office experience; or an acceptable equivalent combination of education, training and experience; Excellent verbal and written communications, including accurate spelling, grammar, proof reading and document formatting; Advanced MS Word experience with superior formatting capabilities; Proficiency in Colleague, Excel, PowerPoint, Fluid Survey and 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.

Key behavioural competencies that will be assessed in the evaluation process include:

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), Ability to learn new skills

Final candidate will undergo computer testing, including: Typing, Data Entry, Word & Excel 2013, Grammar & Proofreading.

Salary Range: \$1,533.58 - \$1,639.58 bi-weekly (BCGEU Position – Salary Grid 9)

Please submit a resume/CV and cover letter quoting Competition #17-57B.

Note: previous applicants for this same recently posted position need not reapply. Thank you.

For more information about this position, please contact:

Simran Kaur
Program Manager, Customized Training Solutions
School of Health, Community & Social Justice
604-555-5555

Justice Institute of British Columbia is an equal opportunity employer and is interested in broadening the diversity of its staff. We encourage applications from visible minorities, Aboriginal peoples and persons with disabilities.

Job Type: Full-time

Salary: \$21.91 to \$23.42 /hour

Required education: High school or equivalent

Required experience: clerical/administrative 3 years, proficiency in MS Office 3 years, advanced MS Word with formatting 3 years

Required language: English