

STAFF JOB DESCRIPTION

JOB DESCRIPTION:	Continuing Education - Program Assistant II		
DEPARTMENT:	Applied Community Studies		
REPORTS TO:	Faculty Office Manager, Faculty of Applied Community Studies		
JOB DESCRIPTION #:	480.02	PREVIOUS JOB DESC. #:	
PAY LEVEL:	11		
ORIGINAL DATE:	November 1997		
LAST REVISED DATE:	June 1999, April 2017, July 2019, November 2019, August 2020		

Primary Function:

Provides a high level of administrative support to Continuing Education in support of non-credit courses, programs and services. Provides exceptional client-centered service on a consistent basis to all stakeholder groups.

Responsibilities:

1. Provides administrative assistance to Continuing Education Coordinator.

- a. contacts instructors for repeat courses regarding such issues as course and program implementation needs, course dates, policy and established financial items, referring financial and policy changes/concern to Continuing Education Coordinator;
- b. creates and updates course registration information in Banner system, assigning course identification codes and liaising with Registrar’s Office and Financial Services as required;
- c. ensures required on-site services in support of courses are provided, including room bookings, equipment, materials, and food services;
- d. advises Continuing Education Coordinator on administrative requirements for new courses and contracts as developed;
- e. establishes and maintains routine course and program follow-up systems, including such items as evaluations forms, certificates and mailing lists;
- f. gathers and summarizes student evaluations and produces evaluation reports for the instructors and the Continuing Education Coordinator;
- g. updates and maintains the CE website, including drafting updates to content, using Sitecore;
- h. reviews, revises, updates, enters and produces such computer documents as course information sheets, student records, instructor records, class lists, waiting lists, mailing lists and course cancellation information;
- i. produces correspondence and edits and formats a variety of material, including course materials and manuals;
- j. organizes, schedules and prepares information sessions throughout the year;
- k. liaises with external stakeholders for contract preparation purposes;
- l. ensures off-site facilities are contracted, as required;
- m. establishes and maintains an effective filing system for the program area(s);
- n. creates Service Agreements which includes the tracking of invoicing and coordinating with SSRM and Finance to confirm billing accuracy. Create web requisitions in FAST Finance for appropriate Service Agreements and invoices.

2. Provide Marketing Support to CE Coordinator.

- a. create and administer the distribution of all published content (images, videos and flyers) in print, online and through social media;
- b. build and maintain social media contacts with past and potential students (community engagement)
- c. curate the use of conference-specific social media apps;
- d. build and maintain student engagement through social media channels;
- e. visit human services agencies, at the direction of Coordinators, to promote programs;
- f. promoting and marketing CE programs at provincial and national levels (conferences);
- g. assist Coordinator to facilitate information sessions, both scheduled and impromptu at local, regional and national levels (conferences etc.);
- h. assists in the preparation of promotional material and packages, editing content and style, using specialized software.

3. Responds to student requests.

- a. provides information to potential students on application procedures, admission requirements, grading policies, and financial aid;
- b. assists, counsels, and advises students regarding CE course selection;
- c. ensures that students meet all prerequisite requirements where applicable. Assesses and processes students' applications according to established criteria; interviews; advises and maintains regular communications with applicants;
- d. provides general information regarding Continuing Education and the College.

4. Provides support to CE instructors.

- a. coordinates exams and invigilates as required;
- b. tracks and resolves students' issues (i.e. Outstanding student grades);
- c. prepares contracts for instructors, prepares and provides college orientation information for new instructors;
- d. coordinates with Human Resources, Payroll, Facilities, Learning Resources, CEIT, and Bookstore as required;
- e. establishes documentation standards and produces final layout version of course materials for publication in online courses;
- f. processes student evaluations and instructor evaluation data using confidential collection processes;
- g. coordinates regular instructor meetings, including agenda preparation and logistics; records minutes at instructor meetings.

5. Performs other duties as assigned.

Supervision or Guidance Exercised:

May show another employee how to perform a task or have supervisory authority over one or more employees for brief periods throughout the year.

Physical Assets and Information Management:

Maintains filing system for the program area(s).

Financial Resources:

Signs for supplies at Bookstore.

Required Education and Experience:

- Completion of two-year post-secondary education
- Professional experience with using different social media channels including some experience with LinkedIn and Twitter as well as either Mailchimp or Hootsuite.

Required Knowledge, Skills and Abilities:

- Excellent working knowledge of English (written and verbal) with emphasis on spelling and grammar and experience in advertising and marketing, or equivalent combination of training, education and experience
- A demonstrated ability to:
 - perform computer applications including demonstrated proficiency with database management, word processing software (MS Word, windows and other specific software such as Excel), electronic mail and Internet applications
 - learn computer software programs quickly and effectively.
 - operate standard office equipment such as photocopiers, faxes and calculators.
 - perform routine office practices and procedures including standard business formats of letters.
 - work independently with a minimum of supervision and an ability to accept a high level of responsibility.
 - deal in a highly effective manner with the general public, students, faculty, and staff.
- Proven time management and general organizational skills. Knowledge of course budgeting systems in Continuing Education. A good working knowledge of accounting procedures.
- A sound working knowledge of College's operating procedures, with a demonstrated ability to perform related duties based on current division offerings.
- Demonstrated knowledge working with website content management/Sitecore.
- Proven skills for accurate work and attention to detail.
- Knowledge of cloud-based file sharing applications.

This job description reflects the general responsibilities and duties associated with the job and should not be viewed as a comprehensive list of job tasks.