DOUGLASCOLLEGE

STAFF JOB DESCRIPTION

JOB DESCRIPTION:	Program Assistant II - Continuing Education, Health Sciences		
DEPARTMENT:	Faculty of Health Sciences		
REPORTS TO:	Manager, Continuing Education Health Sciences		
JOB DESCRIPTION #:	350.08	PREVIOUS JOB DESC. #:	
PAY LEVEL:	11		
ORIGINAL DATE:	November, 1997		
LAST REVISED DATE:	June 1999, May 2016, January 2024		

Primary Function:

Provides a high level of administrative support to Continuing Education in support of non-credit courses, programs, and services. Provides exceptional client-centred 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 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. maintains the Learning Management System, including: adding new students, archiving completed student records, uploading and removing documents, identifying and flagging required revisions;
   d. establishes and maintains routine course and program follow-up systems, including such items as evaluations forms, certificates and mailing lists;
   e. advises Continuing Education Coordinator on administrative requirements for new courses and contracts as developed;
   f. gathers and summarizes student evaluations and produces evaluation reports for the instructors and the Continuing Education Coordinator;
   g. prepares promotional material and packages, editing content and style, using specialized software;
   h. updates and maintains the Perinatal, Career Development CE website, including drafting updates to content, using Sitecore;
   i. reviews, revises, updates, enters, and produces computer documents, i.e., forms, course information sheets, student records, instructor records, class lists, waiting lists, mailing lists and course cancellation information;
   j. produces correspondence and edits and formats a variety of material, including course materials and manuals;
   k. organizes, schedules, and prepares information sessions throughout the year;
   l. liaises with external stakeholders for contract preparation purposes;
   m. ensures off-site facilities are contracted, as required;
   n. ensures required on-site services in support of courses are provided, including room bookings, equipment, materials, and food services;

o. establishes and maintains an effective filing system for the programs.

2. 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 communication with applicants;
d. orients new students to the Learning Management System, and counsels them on preparing for online learning;
e. troubleshoots problems and provides support to students encountering difficulties using online learning systems;
f. provides general information regarding Continuing Education and the College.

3. Provides support to CE instructors.

a. coordinates exams and invigilates as required;
b. tracks and resolves student 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.

4. Performs other duties as assigned.

Supervision or Guidance Exercised:

May show another employee how to perform job related tasks 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 programs.

Financial Resources:

Signs for supplies at Bookstore.

Required Education and Experience:

- Completion of one-year post-secondary education together with a minimum of two years of directly related experience in Continuing or Adult Education in an educational institution;
- An equivalent combination of training, education and experience may be considered.

Required Knowledge, Skills and Abilities:

- Demonstrated ability to keyboard 55 wpm accurately, together with demonstrated ability to perform computer applications at an advanced level and proficiency with Learning Management Systems (e.g.

Blackboard), word processing software (MS Office: Word, Excel, PowerPoint, Publisher, Access); electronic mail and Internet applications. Ability to operate standard office equipment such as photocopiers, faxes and calculators is essential. Proven ability to take and prepare minutes, organize and systemize office processes; create general office correspondence, business letters, reports, and other related program/department documents.

- Strong English language skills together with demonstrated written communication skills, and the ability to communicate courteously and effectively in person, in writing and over the telephone with staff, faculty, administrators, students and the public including representatives from other post-secondary institutions and Health Authorities.
- Demonstrated ability to work independently with a minimum of supervision and an ability to function with a high level of responsibility and autonomy.
- Proven ability to deal in a highly effective manner with students, administrators, faculty, staff and the general public, including representatives from other post-secondary institutions and Health Authorities.
- Proven time management and general organizational skills. Demonstrated experience in exercising initiative in the completion of work assignments and meeting deadlines. Knowledge of course budgeting systems in Continuing Education.
- A sound knowledge of College's operating procedures, with a demonstrated ability to perform related duties based on current and changing division offerings.
- Demonstrated ability to learn computer software programs quickly and effectively.
- Demonstrated ability to maintain confidential files and records.
- Demonstrated ability to be empathetic to the needs of mid-career students, and students who are new to the challenges of online learning.
- Hold a valid BC Drivers' license and have access to a motor vehicle for off-site work-related functions and/or meetings.

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.