DOUGLASCOLLEGE

STAFF JOB DESCRIPTION

JOB DESCRIPTION:	Program Assistant II – The Training Group		
DEPARTMENT:	The Training Group		
REPORTS TO:	Administrative Officer II, TTG and/or Office Manager, TTG		
JOB DESCRIPTION #:	200.44	PREVIOUS JOB DESC. #:	
PAY LEVEL:	12		
ORIGINAL DATE:	November 1997		
LAST REVISED DATE:	June 1999, November 2009, August 2022, January 2026		

Primary Function:

Provides a high level of administrative assistance to the Training Group, the College's contract training department, which provides customized training, services and employment solutions for individuals, businesses, industry and government. Provides exceptional client-centred service on a consistent basis to all stakeholder groups.

Responsibilities:

1. **Provides administrative and logistical support to the Training Group (TG) department, program employees, and Community and Contract Services Programmers (CCSP), with the set-up and maintenance of a diverse portfolio of contract-based government funded programs.**
   a. Communicates, coordinates and assists program staff (e.g.: Faculty/CCSP's, Coordinators, Job Developers, Career Coaches, and Facilitators) with issues related to course and program implementation needs, course dates, registration and requirements, and financial supports;
   b. Ensures that the required on and off-site site services and materials in support of courses are provided, including room bookings, equipment, materials, food services, and third-party training (e.g.: St John Ambulance First Aid and WHMIS);
   c. Establishes and maintains routine course and program systems, including such items as online satisfaction surveys, attendance reporting, certificates and mailing lists;
   d. Completes and submits forms for course set-up, course and instructor changes, client registration and submits Banner grading forms to Enrolment Services (CE Reg);
   e. Monitors attendance, notifies facilitator(s) and CCSP's of any client issues, and may prepare letters or emails of notification to clients;
   f. Provides assistance to Facilitators in supporting clients with familiarization of Blackboard during course start-ups;
   g. Reviews, revises, updates, enters and produces documents such as student records, instructor records, class lists, waiting lists, mailing lists and client recognition of participation certificates;
   h. Ensures promotional material and packages are available and distributed to program team and community members;
   i. Coordinates regular team meetings, including agenda preparation and logistics. Records and distributes minutes of program team meetings, and ensures all action items are identified and addressed.

2. **Consistently works with various in-house and government databases to input and maintain accurate client information, and ensures that Training Group program/contract requirements and processes are adhered to for audit purposes and maintenance of Training Group's ISO 9001:2015 certification.**
    a. Updates new and existing client data including ranging from basic participant and demographic information to information about language and skills assessments, education, labour market status, client outcomes and more in the TG's Client Management System (CMS);
    b. Inputs detailed client data into ministry/funder (Ministry of Post-Secondary Education and Future Skills, Ministry of Social Development and Poverty Reduction, Municipal Affairs, IRCC, and ESDC) provided databases and portals;
    c. Maintains and adheres to the College's Records and Information Management (RIM) file structure, and Training Group's file saving practices and use of SharePoint;
    d. Supports and promotes program compliance to the requirements of Training Group's Quality Management System (ISO 9001:2015) by defining processes, procedures, regulatory requirements and ensuring that Training Group program documentation adheres to these requirements as defined in all of those areas;
    e. Participates in internal and external ISO audits, assists with root cause analysis and corrective action of non-conformities;
    f. Creates and maintains step-by-step Program Assistant procedures, as well as creates, edits, formats and contributes to a variety of correspondence such as Program Guides and more;
    g. Maintains client confidentiality and privacy at all times.

3. **Provides ongoing assistance to Training Group (TG) clients from a wide range of backgrounds and vulnerable populations such as youth, older workers, persons with disabilities, survivors of violence, immigrants, Indigenous peoples, and residents in remote regions of BC, etc.**
    a. Provides reception services interacting with potential and existing clients using a variety of communication methods (e.g.: in-person, email, text, telephone, Teams, etc.);
    b. Maintains an in-depth knowledge of assigned programs and a general knowledge of all TG programs, and college services;
    c. Provides information and responds to queries regarding program information, eligibility, application procedures, and required documentation;
    d. Processes clients' approved applications, ensuring all required documentation is current and in place;
    e. Tracks and reconciles program financial supports to clients such as reimbursements, wage subsidy and incentives;
    f. Manages project inventory, tracks distribution and receipt of bus tickets and gift cards to clients;
    g. Tracks and resolves or refers various client issues such as financial supports;
    h. Troubleshoots client issues as they arise and informs program team of any matters requiring their attention;
    i. Provides general technical support to clients encountering difficulties accessing college systems (e.g.: Blackboard, Zoom, MS Teams, Network access, CNA credentials, Office 365, Outlook, and college WIFI);
    j. Ensures clients receive all required program course materials and resources (e.g.: paper and/or electronic).

4. **Performs other duties as assigned.**
    a. Assists with registration, all program activity, special project and other departmental support activities as required;
    b. Provides training to new staff and coverage for both vacation and staff absences;
    c. Participates in departmental and college committees and initiatives;
    d. Commits to a minimum of fourteen (14) hours of professional development annually.

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:

Ensures compliance with Training Group file saving practices and use of SharePoint to meet the certification requirements of Training Group's Quality Management System (ISO 9001:2015).

Financial Resources:

Signs for supplies at Bookstore. Executes orders for program supplies from vendors to draw down on Purchase Orders. Tracks and distributes program financial supports to clients.

Required Education and Experience:

- Completion of one-year certificate in Office Administration or Administrative Diploma with a minimum of two years of directly related work experience in an educational institution and/or contract training environment; or an equivalent combination of training, education and experience.

Required Knowledge, Skills and Abilities:

- Demonstrated ability to keyboard 40 wpm accurately, together with proven ability to use computer applications such as Microsoft Office Suite (Word, Excel, Teams, Outlook, SharePoint), Adobe Pro, and Web Survey tools.
- Experience using ministry/government databases and/or Client Relationship Management systems is an asset.
- Proficiency with Customer Service concepts such as building customer loyalty, handling difficult issues, and managing customer service.
- Proven ability to take and prepare minutes, organize and systemize office processes; as well as prepare general office correspondence, business letters, client satisfaction reports, and other related program/department documents.
- Strong English language skills together with demonstrated written communication skills.
- Ability to communicate courteously and in a highly effective manner in person, in writing and over the telephone with staff, faculty, administrators, government and ministry personnel, current and prospective clients, including those with multiple-barriers or limited English skills (ESL).
- Demonstrated ability to work independently with minimum supervision.
- Proven time management and general organizational skills, and ability to prioritize and complete multiple tasks and work assignments by the set-out deadlines.
- Demonstrated ability to implement process improvements and develop and maintain step-by-step procedures manuals.
- Ability to understand the College's operating procedures, and perform related duties based on Training Group programs and service requirements.
- Ability to ensure that the requirements of Training Group's Quality Management System are followed in accordance with TG's ISO 9001:2015 certification.
- Demonstrated ability to learn software programs and systems quickly and effectively.
- Ability to maintain confidential files and records on participants adhering to Freedom of Information and Protection of Privacy practices of the College and of Training Group's Funders.
- Ability to be empathetic to the needs of Income Assistance or unemployed clientele, as well as awareness and ability to respond appropriately to sensitive client issues.
- Ability to recognize and work with cliental from diverse cultural backgrounds, and support the College's commitment to fostering a diverse, inclusive and equitable learning and working environment.

- Access to a vehicle and a valid BC Driver's license or reliable alternative transportation is an asset but not required.
- Successful completion of a criminal record check which may include a vulnerable people's report.

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.