



JOB POSTING

Date: August 25, 2015

Competition: #CAS-15

APPLICATIONS ARE INVITED FOR CASUAL CLERICAL / ADMINISTRATIVE POSITIONS

Position: Casual Clerical/Administrative

Division: Human Resources

Summary:

JIBC is seeking casuals who possess a *strong mathematical / accounting aptitude* to work initially in our Registration Office in Student Affairs. These positions will start immediately and will be working full-time. Training will be provided.

Registration Office Duties:

- Provide information on a variety of tuition-based classes and programs to students, the public, external/internal clients by phone, fax, email, correspondence, and in person;
- Provide full scale registration services, including registrations, transfers, and withdrawals;
- Process credit card payments and refunds through Colleague;
- Provide Tier 1 non-technical support to students using web-based tools and applications;
- Process cancelled classes and attend to waitlist;
- Liaise with internal staff regarding course information and student inquiries;
- Maintain student and organization records and files; retrieve information from the old student record database;
- Produce official student transcripts, certificate, diploma and degree parchments;
- Respond to student tax receipt inquiries and issue replacement student tax receipts;
- Performing other related duties as assigned.

Clerical/Administrative Duties

- Administrative support for course preparation and delivery of face to face and online courses; which may include preparing, assembling and shipping course materials; and maintaining related records and files;
- Maintaining, creating, formatting course related or other documents and materials using Microsoft Office;
- Maintaining a variety of, databases and files;
- Performing a variety of duties related to scheduling of courses with the Registration Office;

- Providing administrative support to the program area and various staff, as required;
- Liaising with internal and external contacts;
- Responding to inquiries about divisional programs and courses to students and clients;
- Drafting routine correspondence and reports;
- Making travel and accommodation arrangements;
- Assisting with production and copying where required;
- Performing other related duties, as required.

Qualifications & Requirements:

Certificate or Diploma in accounting, business or office administration plus three years of relevant experience; or an acceptable equivalent combination of *education, training and experience*. Demonstrated proficiency with database management, Blackboard or other online training application, word processing software (Intermediate MS Word, Excel), electronic mail and internet applications. Technical support experience in a web-based environment is a definite asset. Previous experience working in a post-secondary environment is also a definite asset.

Excellent verbal and written communication skills are required, as is the ability to establish and maintain effective working relationships with a variety of internal contacts and external clients from diverse backgrounds. Excellent telephone manner and the ability to remain calm under pressure. Demonstrated ability to communicate courteously and effectively in person, in writing, and over the telephone with staff, faculty, administrators, students and the public, including government and ministry personnel.

Proven ability to work independently, as well as in a team environment is essential. Proven ability to multi-task, establish work priorities and to work in a high volume, detailed environment with attention to accuracy and timeliness is also essential. Demonstrated ability to learn new computer systems is required.

Ability to lift boxed course materials and equipment (up to 25 lbs.). Word processing ability of 50 wpm minimum.

Additional Information:

- Short listed candidates will undergo Computer testing, including Typing, Data Entry, Word, Excel, Grammar & Proofreading.

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

- Time Management (prioritizing, multi-tasking, meeting deadlines)
- Ability to learn new skills (complex rules)
- Building Team Environment (contributing towards a positive work environment)
- Verbal & Written Communication Skills (clear and concise)
- Customer Service/Relations Skills (listening, understanding, responding)
- Service Orientation
- Conflict Resolution Skills (ability to diffuse tense situations; tact and diplomacy)
- Working under Pressure
- Flexibility

HOURS OF WORK: Between the hours of 8:00 a.m. –4:30 to meet operational needs (i.e. 8:00 – 3:30; 8:30 – 4:00; 9 – 4:30 - as required).

Salary Range: \$21.31 per hour (Grid 9 assignments) and \$22.58 per hour (Grid 11 assignments)
(plus 6% vacation pay and \$0.70 per hour in lieu of benefits)

Posting Date: August 25, 2015

Closing Date: August 28, 2015

Start Date: ASAP

PLEASE SUBMIT YOUR RESUME TO HUMAN RESOURCES at hr@jibc.ca

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.

