



Douglas College

JOB POSTING (INTERNAL)

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|---------------------------|---------------------|------------------------|-----------------------------|
| POSITION: | Program Assistant I | COMPETITION #: | 2010-014A |
| DEPARTMENT: | The Training Group | CLASSIFICATION: | Pay Level 8 |
| REPORTING STATION: | David Lam | SALARY RANGE: | \$19.68 to \$21.66 per hour |

This temporary, full time position is available for the anticipated period of **April 1, 2010 to March 31, 2011**. Hours of work: Monday to Friday, 8:00 a.m. – 4:00 p.m. **NOTE: Re-posted with revised appointment dates.**

PRIMARY FUNCTION:

Performs a variety of administrative and clerical duties in support of the Special Projects/Programs at The Training Group. Provides exceptional client-centred service on a consistent basis to all stakeholder groups.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

- Demonstrated English language skills together with strong oral and written communication skills.
- Demonstrated ability to perform computer applications including demonstrated proficiency with database management, word processing software (WordPerfect, MS Word, windows and other specific software such as Excel), electronic mail and Internet applications. Proficiency on Customer Service Testing.
- Completion of high school or equivalent and secretarial/clerical training, and a minimum of two years of directly related experience in an educational environment or an equivalent combination of training and experience.
- Minimum of two years of work experience working with the general public in a high volume, fast-paced environment. Demonstrated experience in exercising initiative in the completion of work assignments.
- Demonstrated ability to type 55 wpm accurately and operate standard office equipment such as copy machines, word processors, personal computers, data entry terminals and calculators.
- Good working knowledge of modern office practices and procedures with a proven ability to take and prepare minutes, coordinate paper flow, and prepare general office correspondence and reports.
- Demonstrated ability to communicate courteously and effectively in person, in writing, and over the telephone with staff, faculty, administrators, participants and the public including government and ministry personnel.
- Demonstrated ability to work with a minimum of supervision, as well as being able to establish priorities and achieve deadlines including the ability to multi-task in a project based environment.
- Hold a valid B.C. Drivers licence, as well as, access of a motor vehicle for work related functions.
- Maintain confidential files and records on participants.
- Demonstrated ability to be empathetic to the needs of Income Assistance or Unemployed clientele and awareness of the diversity associated with various cultural groups.
- Participates in the development and maintenance of a Quality System and ISO9001 Certification for The Training Group.

[LINK TO JOB DESCRIPTION](#)

It is the responsibility of all interested applicants to ensure that a **CURRENT RESUME AND COVER LETTER** is received by the Employee Relations Department by **4:30 pm, March 19, 2010**. **Please ensure your**

resume clearly demonstrates how you meet the required knowledge, skills and abilities of the position for which you are applying. All successful candidates will be required to provide proof of stated credentials.

Late applications will only be accepted if the employee is absent from work due to sickness or vacation at the time of posting and provided the application is received before another applicant is selected.

Please submit your resume and cover letter to jobs@douglas.bc.ca

NOTES:

- Qualified internal applicants shall be given first consideration in filling this position.
 - If no applicant fully meets the pre-requisites, appointment may be made at a lower classification level.
 - Regular employees contemplating on applying for temporary positions should refer to Article 28.1(a) and Article 28.1(d) of the collective agreement.
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