



DOUGLAS COLLEGE

If loving what you do and being good at it is your definition of a great career
...welcome to Douglas

CAREER OPPORTUNITY

Position:	Information Services Assistant (2 positions)	Competition Number:	2012-004A
Department:	Student and Enrolment/Registrar	Classification:	Pay Level 8
Location:	New Westminster Campus	Salary Range:	\$19.68 per hour

Douglas College is a degree-granting college emphasizing personal and career growth through academic exploration. Our vision is to be the largest and most progressive baccalaureate degree-granting college in British Columbia. We believe the definition of a good career is loving what you do and being good at it. Here, we'll help you uncover new passions, new strengths and new dreams. We'll push you to be better and give you the support to learn, grow and become what you've always wanted to be.

The Role

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The Information Services Assistant **works directly with the public** performing a variety of administrative and cashiering duties and provides information on a wide variety of College policies related to the Registrar's Office to clients of diverse backgrounds and provides exceptional client-centred service on a consistent basis to all stakeholder groups.

To be successful in this role you will need:

1. A minimum of two years' work experience working with the general public in a high volume, fast-paced environment or one year working at Douglas College in a role where direct contact with the general public was a major focus.
2. Excellent interpersonal and cross-cultural communication skills including fluency in the English language (written and verbal) and the ability to interact effectively and tactfully with people of various backgrounds and cultures, including students and college employees.
3. A demonstrated ability to:
 - o work well under pressure, dealing with a constant flow of enquiries, requiring endurance and stamina and the need to stay focused over prolonged periods of time.
 - o work independently and effectively as a team member.
 - o meet changing priorities, work to deadlines and make timely, responsible decisions while maintaining high levels of customer service.
 - o retain and utilize a vast range of information regarding college programs and procedures.
 - o assess, analyze and understand logical work sequences.
 - o follow established policies and procedures.
 - o pay attention to detail, enter data accurately, and keyboard at 40 w.p.m.
 - o use MS Word at the beginner level and use electronic mail and the internet. Banner experience is an asset.
 - o process cash, credit, Interac, and other payments accurately.



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- function effectively in an environment where professionalism, confidentiality and sensitivity are of primary importance.
 - communicate persuasively and assertively.
 - deal with challenging or difficult situations effectively.
 - exercise sound judgment.
 - provide excellent client-centred service on a consistent basis to all stakeholder groups.
4. Good working knowledge of routine office systems and procedures such as filing systems, administrative control systems, inventory procedures, as well as standard forms of business communication.

Work Arrangements

These temporary full-time positions are available for the anticipated period January 24, 2012 to April 27, 2012. Hours of work are Monday to Friday, 8:30 a.m. to 4:00 p.m.; however some evenings will be required as the office is open until 7:00 p.m.

What Douglas Offers? Douglas is one of the best places in Canada to help you do what you love – and be good at it. Our open supportive atmosphere, excellent salary/benefits package, including on-site fitness and daycare facilities, and opportunities for professional development are just a few of the reasons you want to work here.

Interested applicants must ensure that a resume and cover letter is received in the Human Resources Department. These positions will remain open until filled. **Please ensure your resume clearly explains how you meet the required knowledge, skills and abilities of the position for which you are applying.**

Qualified internal applicants shall be given first consideration in filling this position.