



Attached is a posting for a Program Delivery Associate currently available in Humboldt. Applications must be accompanied by an updated resume.

This competition will end on **June 12, 2019**. Applications received on or before that date will be considered. To apply, please forward a letter of application quoting the competition number as indicated on the attached posting detail. Please forward (by e-mail or mail) all applications to:

**Human Resources Department**  
**P.O. Box 720**  
**Humboldt, SK S0K 2A0**  
**careers@carltontrailcollege.com**  
**Tel: (306) 682-2623**  
**Fax: (306) 682-1348**

Classification: Level 4  
Position Description: Attached  
Category: 1.0 FTE  
Hours of Work: Office  
Location: Humboldt

---

POSITION SUMMARY
------------------

This position reports to the ABE & Student Services Manager and is primarily responsible for providing a variety of office duties and support services of varying complexity to the Adult Basic Education (ABE), English as a Second Language (ESL) and Student Service programming areas.

DUTIES AND RESPONSIBILITIES
-----------------------------

- Clerical Support
  - Provides clerical support, including an up-to-date filing system; accurate record keeping; word processing; proofreading; and photocopying for filing and distribution
  - Ensures retention, protection, retrieval, transfer, and disposal of College records as per guidelines
  - Handles mail
  - Performs various levels of keyboarding and data entry duties
- Program Delivery Support
  - Provides general information regarding the ABE program
  - Provides support to the ABE and student services staff
  - Orders supplies using established procedures
  - Handles tuition and fee payments
  - Maintains inventory of student materials and books and dispense as required
  - Documents/records all ABE and ESL program inquiries
  - Assists in the application and registration processes
  - Assists with the development of class details including scheduling and facilities
  - Assists with the delivery of "add-on" classes/courses for ABE programs
  - Assists with the planning and implementation of year-end celebrations
  - Ensures student attendance procedures are followed, information is accurate, and attendance concerns are identified
  - Ensures student timesheets are completed as per procedure and submitted to accounting for processing in a timely manner
- Student Communication and Assistance
  - Provides information on courses, course pre-requisites, costs, application procedures and deadlines
  - Assists with processing applications, acceptances, marks, transcripts, withdrawals, discontinuations, and maintains a system of official student files
  - Provides appropriate notification regarding student discontinuation and other records as required
- Registration and OCSM Student Information System
  - Ensures student registration procedures are followed, consistent with College and program needs
  - Enters student and program information in the Student Information System and database
  - In consultation with the Registration Associate, uses the Student Information System and database for the purposes of generation of queries for information; student enrolment, discontinuation and demographic information; and periodic reports
- Perform other duties and tasks as assigned

## KNOWLEDGE, SKILLS & ABILITIES

- Ability to listen, comprehend, and ask clear concise questions to obtain relevant information and respond to inquiries from clients.
- Ability to work co-operatively with others and exercise courtesy and tact.
- Ability to work in a multi-cultural environment and recognize and respect diversity and individual dignity.
- Ability to plan, organize, schedule and prioritize a large volume of work, taking into account frequent interruptions, conflicting and changing priorities in order to meet tight deadlines.
- Ability to identify the need for development and modification of procedures to improve consistency, efficiency and effectiveness, and to ensure compliance.
- Demonstrated ability to be punctual is essential due to the positional requirement of opening and closing the front reception area to the public.
- Ability to transcribe, relay messages and correspond, etc. with a high level of accuracy.
- Demonstrated proficiency in the use of correct grammar, punctuation and proofreading.
- Ability to maintain confidentiality of personal information at all times and in accordance with Local Authority Freedom of Information and Protection of Privacy Act.
- Ability to adapt to changes in the work environment, structure, processes, requirements or cultures.
- Operates with integrity at all times.
- Demonstrated ability to keep the organizations vision and guiding principles at the forefront of decision making and action.
- Demonstrated ability to set high standards for oneself and others and accepting responsibility for all actions.
- Demonstrated ability to ensure that all tasks are completed with high attention to detail ensuring accuracy.

## EDUCATION

The minimum relevant knowledge or formal training essential to perform the functions of this position is a one-year post-secondary certificate or equivalent from a recognized post-secondary institution. This education would typically provide knowledge of office procedures, computer applications, and basic accounting.

## EXPERIENCE

The minimum practical related experience required to perform the duties of this position is one year. This experience would typically provide skills such as interpersonal skills, communication skills, time management, accuracy and proficiency in keyboarding and specific computer functions and applications including MS Office.