

CarltonTrailCollege.

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

This competition will end on **June 19, 2025**. 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

Program Delivery Associate

Competition # 2526-25

Classification: Level 4
Non-Instructional
Position Description: Attached
Category: 1.0 FTE, Permanent
Appointment Date: August 5, 2025
Hours of Work: Office (7.2 hrs per day)
Location: **Humboldt**

POSITION SUMMARY

Reporting to the Post-Secondary Programs Manager, the Program Delivery Associate (PDA) is primarily responsible for providing a variety of office duties and support services of varying complexity. The PDA will focus on customer service and student success in the tasks associated with program delivery. Working with the respective Program Coordinators, the PDA will assist with the planning and delivery of programs and related activities, including program logistics and student support, with an emphasis on converting business needs to College programs.

DUTIES AND RESPONSIBILITIES

Program delivery support:

- Documents/records all program and service inquiries
- Assists in the application and registration processes
- Handles tuition and fee payments
- Maintains inventory of student materials and books and dispenses as required
- Assists the Program Coordinator with course planning and delivery logistics
- Monitors and responds, in consultation with the Program Coordinator or Post-Secondary Programs Manager, to program delivery needs
- Assists the Program Coordinators with the planning and implementation of year-end celebrations

Administrative Support

- Provides general information regarding College programs and services
- Performs reception duties, such as handling and screening walk-in and telephone inquiries
- Provides support, including filing; digital record keeping; utilizing online databases; accessing information in SharePoint; and distributing information virtually
- Ensures retention, protection, retrieval, transfer, and disposal of College records as per guidelines
- Handles all methods of communication including telephone, mail, and email correspondence
- Produces reports focusing on department budget, student participation, and other data as required
- Performs various levels of keyboarding and data entry duties

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 notifications 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 Officer, 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
- 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
- Demonstrated familiarity with the tools and technologies that support working remotely
- Exemplifies the College's cultural values of being respectful, inclusive, accountable, and innovative

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. This education would typically provide knowledge of office procedures, computer applications, basic bookkeeping and communication skills.

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, verbal and written communication skills, time management, accuracy and proficiency in computer functions and applications. Must have the ability to function in a cross-cultural environment.

OTHER REQUIREMENTS

- A valid Class 5 Saskatchewan Driver's License
- Satisfactory Criminal Record Check