CarltonTrailCollege.

MEMORANDUM

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

This competition will end on **November 5, 2026**. 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 # 2627-31*

Classification:	Level 4
Position Description:	Included Below
Appointment Date:	As soon as possible
Category:	Clerical
Hours of Work:	Office; 0.58 FTE (3 days per week at 7hrs/day)
Location:	**Based out of Watrous**

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. Under the supervision of the respective Program Coordinator, 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 program activity. Under the supervision of the Post Secondary Programs Manager, the PDA will assist with the delivery of programs and related activities, including program logistics and student support pertaining to credit programs.

DUTIES AND RESPONSIBILITIES

Public, client, and student service:

- Provides general information regarding College programs and services
- Performs reception duties, such as handling and screening walk-in and telephone inquiries
- Assists public in completing forms
- Makes appointments for various staff
- Provides invigilation for examinations

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 Facilitator with course planning and delivery logistics
- Assists the Post Secondary Programs Manager with the implementation of credit program delivery logistics
- Monitors and responds, in consultation with the Program Facilitator or Post Secondary Programs Manager, to program delivery needs
- Assists the Post Secondary Programs Manager with the planning and implementation of year-end celebrations

Clerical support:

- Maintains petty cash and make bank deposits
- Compiles statistics and prepare reports under direction of a Program Coordinator
- Provides clerical support, including an up-to-date filing system; accurate record keeping; word processing; and photocopying for filing and distribution
- Ensures retention, protection, retrieval, transfer, and disposal of College records as per guidelines
- Handles mail
- Ensures materials and supplies are ordered in a timely manner
- Performs various levels of keyboarding and data entry duties
- Performs 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
- 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.
- Exemplifies the College's cultural values of being Accountable, Inclusive, Innovative, and Respectful
- 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. 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 keyboarding, and 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