



## MEMORANDUM

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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 **May 8, 2024, at 4:30pm**. 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**

Classification: Level 4  
Position Description: Attached  
Category: 1.0 FTE, Permanent  
Hours of Work: Field (7.5hrs per day)  
Location: Humboldt

POSITION SUMMARY
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This position reports to the ABE & Student Services Director and is primarily responsible for providing a variety of office duties and support services of varying complexity to Adult Basic Education (ABE) and Student Services areas, and other programming areas of the College as needed.

DUTIES AND RESPONSIBILITIES
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#### Program Delivery Support

- Provides general information regarding ABE and Student Services
- Provides support to the ABE and Student Services staff at the College as needed, including Student Advisors, Indigenous Initiatives and Registration
- Provides support on-site to staff throughout the College as needed
- Orders, coordinates, and distributes supplies, materials, books, etc. using established procedures and inventory maintenance
- Handles tuition and fee payments, as needed
- Refers internal and external inquiries to appropriate staff members for follow-up
- Assists in the application and registration processes
- Assists with the development of program details including scheduling, facilities, materials/supplies, and 'add on' courses as needed
- Assists with the planning and implementation of program celebrations
- Supports student attendance procedures
- Supports student training incentive processes and procedures via funders, ensuring reports are accurate and submitted on time
- Assists with computer inventory tracking coordination
- Supports administrative Registration functions
- Assists with College Learning Management System
- Works in a team environment with other program delivery associates and college staff to support general student inquiries and support as needed

#### Administrative Support

- 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
- Provides student follow up support after program completion as needed

#### Registration and 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
- 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 accountability, respect, commitment, innovation and integrity.
- 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