



## Job Description

**Title:** Program Assistant (Langley)

**Job Overview:** The Program Assistant is responsible for providing front line services to participants and for supporting program staff and facilitators in the activities of all the programs. The scope of the support activities include, but not limited to: purchasing, scheduling, marketing, data collection and reports, filing, facility and equipment maintenance.

### Primary Responsibilities:

- Administrative support –
  - Provide clerical support by preparing documents and reports, photocopying, filing and faxing
  - Work closely with management to create and distribute marketing and presentation materials
  - Develop and manage schedules for workshops, meetings, speakers, presentations for the program and projects
  - Create & update systems to track program data: participant attendance, expense logs, participants allowances
  - Create and maintain participant and program files ensuring confidentiality and privacy
  - Following approval by management, liaise with Accounting regarding submission of allowances for participants, payroll submission, accounts payable and enquiries
  - Maintain and manage sufficient inventory to meet the requirements of programs
  - Work cooperatively with other personnel of MCSCS
  - Abide by the policies of MCSCS as they exist or are developed
  - Maintain professionalism in delivery of service and in dealing with all participants of MCSCS, staff and community
  - Maintain client confidentiality and documentation in accordance with privacy laws

### Qualifications:

- Three (3) years' experience as an administrative assistant in an office setting; employment program administration is an asset
- Good mathematical skills and Typing speed 40 - 50 wpm



- Extensive experience in handling telephone and in-person enquiries in a pleasant, professional manner
- A commitment to providing high-quality professional and caring service to people
- Strong interpersonal skills to deal with people from diverse backgrounds
- Excellent communication skills (both written & verbal) to liaise with participants, project team members, and business representatives
- Exhibit excellent judgment, and demonstrates problem solving, consultative, persuasive and conflict resolution skills
- Solid experience in a busy automated office setting; strong word processing (Microsoft Word) and proofreading skills. Proficient in the use of MS-Office Suite, Strong Excel skills, internet research, and email
- Flexibility to deal with shifting priorities in a fast-paced environment
- Track record of meeting assigned goals with minimal supervision
- May need a valid driver's license and a reliable vehicle
- May need to undertake a Criminal Record Check

**Terms:**

- This is a contract term position of 37.5 hours per week
- Some travel may be necessary

**Salary:**

- TBD
- Benefits available after successful probation period

▪ **Submit Cover Letter and Resume to:**

- Diana Dufour-Zand – Manager of Employment Programs and Human Resources
- [ddufour-zand@missioncsc.org](mailto:ddufour-zand@missioncsc.org)

***Pending Approval***