Administration Technician - 2181

Job Title
Administration Technician

Job Type
Permanent Full-time

Career Level
Support

Education
DEC

Category
Administrative Support

Salary Grade
Administration Technician - $24.21 - $32.32

Job Description
IMPORTANT: Effective immediately - Full-time permanent position

APPLICATION DEADLINE: May 3, 2024

JOB SUMMARY: UNDER THE DIRECT SUPERVISION OF THE ADMINISTRATIVE MANAGER IN THE CENTRE OF CONTINUING EDUCATION, THE TECHNICIAN ACTS AS A RESOURCE PERSON TO PROGRAM COORDINATORS AND MANAGERS, WHO'S ACTIONS AND DUTIES RELATE TO THE DEVELOPMENT, MANAGEMENT AND COORDINATION OF ACADEMIC PROGRAMS, COURSES AND PROJECTS.

DUTIES AND RESPONSIBILITIES:

Coordinate, plan and administer, in collaboration with the Program coordinators and various College departments, all technical and administrative procedures related to the promotion, information sessions, admission document follow-up, diagnostic testing, faculty hiring and contracts, orientation, stage placements, graduation, and day to day management of Continuing Education AEC programs, RAC (Reconnaissance des acquis et des compétences) programs, Evening credit courses and online course offerings.

Academic Programs:

- Compile and maintain the semester scheduling of full-time AEC programs.
- Provide information JAC Communications to promote programs via social and print media.
- Organize logistics for information sessions and prepare associated documentation.
- Perform administrative tasks related to admissions.
- Assist in the planning of diagnostic testing.
- Assist with technical aspects related to faculty hiring and contracts.
- Ensure documentation related to stage placements is complete.
- Coordinate and plan annual graduation ceremony.

RAC Programs:

- Coordinate and execute all administrative responsibilities related to existing & new RAC programs (procedures and implement new processes)
- Student tracking – all activities, complete documentation submitted by content specialists and verification of transmissions to Ministry.
- Produce revenue and expense reports related to all RAC activities to assist with preparation of budgets
- Produce content specialists' contracts and track same in a financial tracking sheet

- Participate in the project management and promotion of all RAC activities

Evening Course and Program Scheduling:

- Support Program Coordinator in the compilation of evening course offerings:
- Liaise with academic departments re: course offerings & schedule
- Prepare course catalogue in accordance with guidelines/communications department
- Ensure set up of evening courses in collaboration with Registrar's office – scheduling, room bookings, registration process

Stages

- Collect information from partner companies and organizations.
- Introduce student tracking – activities.
- Promote the Stage module to current AEC students and potential employers and provide technical support (registration) – classroom presentations, eblast, MIO, telephone tech support, etc.
- Promote module to potential employers.
- Compile registration data for stage placement approval by coordinator.
- Ensure that all stage documentation is finalized according to college procedures (CNESST coverage, liability insurance and academic conformity).

Non-credit Programs

- Follow complex established guidelines for financial reporting of the Services-Quebec (SQ) Information Technology portfolio in collaboration with the Program coordinator.
- Analysis of applicants' eligibility according to SQ policies.
- Compile, calculate and analyse financial data and eligibility documents of client files for quarterly financial reports as required by SQ.
- Establish a critical path reflecting the constantly evolving nature and complexity of the SQ IT portfolio.

Diagnostic Testing

- Create a critical path to implement and execute all administrative responsibilities related to existing and new Diagnostic Testing / Proctoring services Centre.
- Coordinate scheduling of exams with individuals, companies.
- Responsible for ensuring access for all on-line exams.
- Responsible for invoicing, mailing and documentation of all clients.
- Verification of client eligibility, document verification.

Ensure the confidentiality and integrity of the process / secure documentation.

Marketing and Communications

- Update the Continuing Education Webpage using WordPress
- Monitor content to ensure accurate course information, dates and admission information.
- Administer, in collaboration with Communications and the Manager Centre for Continuing Education, various marketing campaigns.
- Collect analytical data on the effectiveness of such campaigns.

Miscellaneous

- Process bi-weekly time management and temporary personnel reports (absence, overtime, vacation).
- Research, analyse and compile data for reports and statistics required for various Ministries, Services- Quebec, the Fédération des Cégeps, the RCM and other external organisations. Assure liaison with government agencies regarding reporting requirements and procedures as well as preparation of requests for funding and filing of same.

- Oversee, in collaboration with manager, occasional support staff hired during registration, orientation and survey periods.
- Coordinates the team's work and carries out complex technical tasks.
- Create and extract of EoT's.
- Assist in the orientation of newly hired teachers.
- Perform other relevant tasks as may be defined by the Administrative Manager.

QUALIFICATIONS:
Education

- Diploma of college studies (DEC) in an appropriate specialty, or a diploma or an attestation of studies which is recognized as equivalent by the competent authority.

Specific Requirements:

- Advanced in English – oral written comprehension and written production
- Intermediate in French – oral, written comprehension and written production
- Minimum 4 years of pertinent experience preferred
- Advanced computer skills (MS Office)
- Strong problem solving and analytical skills
- Well-versed in general office procedures
- Excellent written and oral communication skills
- Ability to deal politely, efficiently and effectively with people
- Strong organizational and planning skills
- Ability to work independently and maintain confidentiality
- Overtime and late work may be required on occasion
- Knowledge about Continuing Education programs, courses and transmission procedures an asset
- Ability to work with CLARA and SOCRATE systems an asset
- Knowledge of WordPress an asset

Testing may be required to demonstrate knowledge of:

- French (intermediate oral, written comprehension and written)
- English (advanced oral, written comprehension and written production)
- Word (advanced)
- Excel (advanced)
- PowerPoint (intermediate)

Organizational Unit

John Abbott College -> Continuing Education and International Programs 9091

Location

John Abbott College - Ste-Anne-de-Bellevue, QC H9X 3L9 CA (Primary)

Team

NON-TEACHING TEAM

# of Hires Needed

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Deadline Date

5/3/2024