

## INTERNAL & EXTERNAL JOB POSTING

### Program Assistant, Language Services

ISANS is seeking a full-time **Program Assistant, Language Services** to support the effective and efficient administration of team programs, services, and activities, by providing program support to the team manager and team employees. Reporting to the Supervising Team Lead, Administration and to the Manager, Language Services, the Program Assistant will be responsible for:

#### Duties and Responsibilities:

- Working with the team to create and maintain administrative processes for organizing and compiling the information required for accurate and timely reporting and evaluation of team services and programs
- Recording, processing and storing documents in accordance with established procedures using computerized and manual processing systems
- General administrative tasks including:
  - Compiling data, reports, presentations, team schedules on SharePoint, telephone lists and other schedules
  - Preparing various documents including letters, e-mails, forms
  - Answering telephone calls, relaying messages, handling queries
  - Photocopying, faxing, scanning, distributing reports, brochures etc
- Providing administrative program assistance with organization and booking of workshops, classes, seminars, events, field trips, PD/in-service days, team meetings; including registration of participants, refreshments, venue selection, transportation and set-up
- Providing backup support to ISANS reception staff
- Receiving referrals from LASNS and arranging for clients to go into language classes
- Receiving change forms and updating client / class information in ISANS database
- Entering in new client CLBs in ISANS database
- Receiving referrals for LINC Home Study and updating the LMS at Centre for Education and Training
- Monitoring the waiting list and contacting clients for classes
- Greeting new clients and escorting them into classes
- Completing monthly ICAMS reporting
- Preparing student IDs
- Arranging interpreters for use in LINC / PALS / CNC
- Preparing certificates
- Preparing confirmation letters for clients
- Ordering bus tickets, issuing tickets to instructors and tracking bus tickets
- Ordering supplies and issuing to instructors
- Compiling information for brochures
- Ordering, cataloguing, labeling and supervising resources

#### The ideal candidate for this position will have the following:

##### Education:

- Administrative Assistant certificate/diploma
- Equivalent combination of education and experience will be accepted

##### Experience:

- 2 years' experience in a similar position
- Experience working in a cross-cultural environment; experience delivering direct service to immigrants preferred
- Experience with computer programs and databases; data input, queries, generating/developing reports, spreadsheets, presentation documents

**Skills:**

- Strong written and verbal English communication skills
- Ability to work independently and as part of a team
- Strong time management and organization skills
- Proficient with MS Office applications
- Additional languages an asset

**Terms of Employment:**

- Fixed term contract to March 31<sup>st</sup>, 2020, renewable pending funding confirmation
- Full-time, 35 hours per week (flexible hours: day or evening)

**Commencement Date:** April, 2019

**Closing Date:** Tuesday April 9<sup>th</sup>, 2019 – 4:00pm.

**To apply:** E-mail your expression of interest / resume telling us why you are the best person for this job to [careers@isans.ca](mailto:careers@isans.ca), stating in subject line the position you are applying for.

**We wish to thank all applicants for their interest and effort in applying for this position.  
However, only candidates selected for interviews will be contacted.**