



## CUPE JOB DESCRIPTION TEMPLATE

**WORKING TITLE:** Program Administrator - Golden

**DATE PREPARED:** JUNE 19, 2019

**DEPARTMENT:** Golden Campus

**REVISED:** MARCH 09 2021

**POSITION STATUS:** TERM, F/T

**LOCATION:** Golden

**POSITION NUMBER:** 010

### SUMMARY OF RESPONSIBILITIES

Reporting to the Manager of the Golden Campus, this position is responsible for the planning and development of Continuing Education, Contract Training, and other programming and activities at the Golden Campus. This includes set-up, scheduling, maintenance, monitoring, advertising, and reporting related to both part time and fulltime programming. This position supports the manager in linking community requests with college services and programs.

### KEY DUTIES & RESPONSIBILITIES (*list the key 7 – 10 in descending order of importance*)

1. Coordinate Continuing Education and Contract Training campus programming, including planning, set-up, organization, collaboration, scheduling, advertising, monitoring, maintaining, and reporting
2. Research, development and implementation of new campus programming, activities, courses, training partnerships, and sales opportunities
3. Assist manager with the Continuing Education and Contract Training and Golden campus marketing initiatives including traditional and non-traditional platforms. (I.e. social media and CE guides.)
4. Provide support to manager, instructors, and students (admissions and registrations, program, and course logistics, produces data reports as requested.) Direct the workflow of the front office.
5. Prepare financial budgets, contracts (GSA, LOA...) and profit and loss analysis
6. Acts as the primary contact for the Golden Campus and Continuing Education and Contract Training campus programming. This includes communication with other campuses, faculty, support staff, community, business, industry, and students
7. Responsible for registering and maintaining student information and registration materials in Colleague including processing payments, refunds, and invoices.

8. Provide exceptional service to all internal and external stakeholders by responding to requests or referring to the appropriate person or department.
9. Assists with Administrative Assistant duties as required.
10. Performs other duties as required

#### **OTHER RELATED AND REPORTING DUTIES**

- Responsible for maintaining the security and facility issues of the building during and after office hours.
- Responsible for facility and room bookings both on and off campus. Also responsible for ensuring room set up meets the needs of the course being offered, including tables, chairs, equipment 9AV and materials.
- Manages bookstore stock, office supplies and inventory.
- Organizes and maintains office filing system.
- Collects, sorts, and distributes incoming and outgoing mail and picks up supplies and mail with the use of personal vehicle.
- Invigilating exams as requested by the community
- Produces internal reports as requested by manager and staff
- Responsible for Leave and Attendance Reports and entering data monthly into Colleague.
- Assists with the opening and closing of the facility.

#### **DECISION MAKING**

- Use judgement to resolve student, instructor, and program issues arising during or after business hours. Decisions are sometimes required on short notice and without time to consult with the manager
- Determine the specific program offerings for each season, including what courses, type, and number of, through analyzing of data and other resources
- Determine status of each course, including whether to run or cancel based on departmental guidelines
- Determine advertising content to produce for Con Ed Guide, newspaper, website and other marketing material
- Communication between departments to ensure that programming, other activity, and advertising are completed by the appropriate deadlines
- In consultation with the Manager source and interview potential instructors for continuing education.
- Conflict resolution

#### **POSITION RELATED QUALIFICATIONS – EDUCATION AND EXPERIENCE**

- Business and/or office administration diploma or equivalent of a minimum 3 years related experience
- Proficient in Microsoft Office software including Windows operating systems, Outlook, Word, Excel
- Experience with Colleague or other electronic information system
- Ability to work independently and/or cooperatively

- Ability to analyze and evaluate relevant data and decide upon choice of action for desired outcome
- Ability to manage a variety of projects simultaneously
- Experience with event/program/project management and marketing as well as proposal and/or grant writing would be an asset
- Driver's License (Class 5)

## **POSITION SPECIFIC WORKING CONDITIONS and ENVIRONMENT, SAFETY REQUIREMENTS**

### ***Physical and Mental Effort:***

- Frequent lifting and moving of classroom furniture, boxes, supplies and paper
- Constantly shifting focus between tasks and projects
- Ability to multi-task, handle multiple priorities and be effective in an unstructured, high volume, fast paced, ever changing environment with constant interruption.

### ***Work Environment:***

- Occasional travel required for meetings.
- Regular travel required for post office, bank and picking up supplies.
- Exposed to continuous interruptions, noise, and lack of privacy
- Overtime maybe required during peak periods
- Occasional evening and weekend work may be required
- Duties are primarily performed indoors

### ***Safety Requirements:***

- Occupational First Aid Level 1 or equivalent
- WHMIS
- Occupational Health & Safety

**COLLEGE OF THE ROCKIES RECRUITMENT SPECIFICATIONS**

*Describe the minimum qualifications and specifications required of the position in order to perform the role competently. (The focus is on the position, not the person or their performance).*

<u>ESSENTIAL</u>	<u>DESIRABLE</u>
<p><b>Formal Education:</b> - Business and/or Office administration diploma or equivalent</p>	- Marketing and/or Event Management Training, Administration Specialty
<p><b>Related Work Experience:</b> - Minimum of 3 years</p>	- Experience in Post-Secondary Institution - Event/Program/Project Management
<p><b>Problem Solving and Complexity:</b> - Ability to analyze and evaluate relevant data or services and decide upon choice of action for desired outcome - Able to manage a variety of projects simultaneously</p>	- Proposal or grant writing
<p><b>Computers/Technology/Specialized Equipment:</b> - Proficient in Microsoft Office software, including Windows operating systems, Outlook, Word, Excel</p>	- Experience with Colleague or other electronic information system, electronic cash register, debit/credit card interact. Social media skills an asset.
Class 5 driver's license required	
<p><b>Communication and Interpersonal Skills:</b> - Exceptional in customer service - Ability to deal tactfully and effectively with customers, clients, business and industry - Proficient in networking with departments and staffing at all levels - Ability to communicate clearly in person and long distance via telephone or electronic means - Ability to work independently and/or cooperatively</p>	- Negotiating skills/Sales skills

**REVIEWS and APPROVALS**

<b>EMPLOYEE SIGNATURE:</b>	<b>DATE:</b>
The employees signs off the positions description during final review/discussion with the manager/supervisor.	
<b>MANAGER/SUPERVISOR SIGNATURE (APPROVAL):</b>	<b>DATE:</b>
The manager/supervisor signs off (approves) the positions description after final review/discussion with the employee.	