

## INTERNAL & EXTERNAL JOB POSTING

### Program Assistant, Language Services

ISANS is seeking full-time and part-time **Program Assistants, 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 Supervisor, Administration and to the Manager, Language Services, the Program Assistants 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 candidates for these positions 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

**ISANS Core Competencies****Cultural Competency; Equity, Diversity & Inclusion**

- Embracing the value that different perspectives and cultures bring to an organization

**Collaboration**

- Working collaboratively with others across the organization to achieve shared objectives

**Continuous Learning**

- Continually seeking new knowledge and skills, as well as developing existing capabilities

**Innovative Thinking**

- Introducing new ways of looking at problems and developing useful ideas that are new, better, or unique

**Accountability**

- Holding self and others responsible and accountable to being transparent and principled in our approach and to meeting commitments

**Respect**

- Actively encouraging an environment of fairness, honesty and integrity for all

**Terms of Employment:**

- Some positions Indefinite-terms and others, short-term contracts
- Some positions full-time, 35 hours per week (some evenings required) and some others part-time at 17.5 hours per week
- During the COVID-19 pandemic, your work location may be at ISANS' office or at home. Work location will be determined by operational requirements, public health recommendations, and government requirements.

**Commencement Date:** ASAP

**Closing Date:** Wednesday May 31, 2023 – 4:00pm.

**To apply:** Please e-mail your resume and cover letter merged into one document to [careers@isans.ca](mailto:careers@isans.ca), stating the title of the position you are applying for in the subject line.

ISANS is dedicated to inclusiveness, equity, and accessibility. We are seeking talented individuals to join our team and welcome applications from all diverse groups. We encourage applicants to self-identify in their cover letter and request any accommodation required to support them during the recruitment process.

Only those eligible to work in Canada will be considered for this position.

**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.**