



#### **IDENTIFICATION**

Department		Position Title	
MACA		Training & Administration Coordinator	
Position Number		Community	Division/Region
0002234		Yellowknife	School of Community Government - HQ

#### **PURPOSE OF THE POSITION**

The Training and Administration Coordinator (TC) reports to the Director of the School of Community Government. The coordinator supports the Manager Community Development and Training with the training and support functions of the School of Community Government (SCG). The TC is responsible for the maintenance of course calendar and catalogue of course offerings, student registration, student records, coordination of course delivery including managing instructor inventories, financial payables and receivables and courses logistics through web-based software.

The TC is also responsible for the School's student record and database maintenance and administrative processes including finance, mail and delivery services, and records management which includes the creation, maintenance, transfer, retrieval, storage and disposition of all records both electronic and hard copy.

#### **SCOPE**

The position of Training Coordinator (TC) is located in Yellowknife and reports directly to the Director SCG. The incumbent contributes to the effective operation of the School of Community Government by assisting with a wide variety of responsibilities and duties relating to registration and the learning management system (LMS). The Coordinator supports the effective management of specific functions within the School including:

- the distribution of the quarterly and annual academic calendar,
- updating course offerings in the LMS
- coordination of School instructors within the various programs
- advises and supports the Manager regarding registration, student files and processes,
- preparation of a wide variety of computer-generated reports in a variety of formats, and

- acts as the first point of contact for all visitors to the School or on the telephone, with a variety of contacts
- Assists in financial processes using SAM

## **RESPONSIBILITIES**

### **1. Establishes, coordinates and maintains course offerings, workshops and webinars within the learning management system.**

- Creates approved SCG courses, webinars and workshops within the TRMS
- Ensures that courses are properly categorized and numbered; and that there are no duplicates.
- Confirms course details such as fees, duration, location, objectives and other details are accurate
- Monitors course status including courses that are not meeting minimum number of participants, courses that have reached capacity and courses with waiting lists
- Customizes the course instruction templates and updates course instructions as required
- Closes out a course when it is complete, ensuring marks for individual students are entered when appropriate.
- Works with training and development advisors to coordinate School led learning conferences.
- Configures the system to generate the appropriate certificates (eg completion, participation or other)
- Exports data monthly to the School's student record database

### **2. Manages the student records and registrations in the learning management system and Case Management Administration Software (CMAS)**

- Responds to inquiries from registered students for information regarding SCG programs and student records
- Reviews course requests where pre-requisites are required to determine eligibility to attend the course
- Provides ongoing support to the Training and Development Advisors with the registration process and use of the LMS & CMAS
- Reviews and verifies information entered in the LMS for accuracy and correctness.
- Assists with the certification process through maintenance of student records and issuing marks letters in keeping with certification requirements
- Assist with the preparation of documentation to determine eligibility of certification
- Gather data to conduct an analysis of student registration, enrolments, and completion information.
- Supports the process and requirements of examination invigilation services.

**3. Provides administrative coordination and support to Departmental staff and ensures administrative efficiency.**

- Assisting in the preparation of briefing notes, and other reports, including research if necessary.
- Preparing, photocopying and mailing outgoing correspondence
- Maintaining an up-to-date mailing and fax list;
- Sorts, opens and logs incoming mail, maintains an outgoing mail log and makes special courier arrangements as required.
- Maintaining a B/F system to ensure requested documents are received on schedule and tasks are completed according to the workplan when required.
- Monitor and respond to the School's positional mailbox;
- Receives phone calls and directs callers to the appropriate staff, and takes detailed messages if required;
- Greets visitors, answers any routine questions they may have and directs them to the appropriate staff;
- Records and prepares agenda and meeting notes for committees and working groups.
- Ensures that a full inventory of office materials and supplies is available for staff;
- Ensures office machines run adequately and calling for service as required.
- Makes travel and accommodation arrangements for the Director and program staff as required.
- Maintains a work plan and follows up on task completion with various staff
- Organizes office routines and support services
- Coordinates requests and resolve problems related to telephones, printers, photocopiers and office maintenance requirements.
- Maintains the School's library resources.
- Maintains a list of subscriptions, passwords and usernames for the variety of tools that the School utilizes;
- Prepares documents, course manuals, handbooks, and exam packages; and
- Other duties as assigned.

**4. Coordinates the School's contracting activities including the preparation, and administration of Requests for Proposals, Standing Offer Agreements, and Sole Source contracts in order to facilitate the effective and efficient management of contracts.**

- Manages SAM Requisition according to established guidelines including confirmation of expenditure and signing authorities.
- Working with SCG colleagues, aids in planning and preparation of procurement documents. Must become familiar with procurement policies and procedures.
- Ensure contract compliance with WSCC policies
- Ensure files are in DIIMS and kept up to date.

## **WORKING CONDITIONS**

### **Physical Demands**

Most of the incumbent's time is in a sitting position with frequent opportunity to move about. There is some standing and lifting or carrying of heavy file boxes.

### **Environmental Conditions**

The incumbent works most of the time in a generally comfortable work environment.

### **Sensory Demands**

The incumbent requires normal use of senses (seeing and hearing) in order to perform the day-to-day activities of the position. Extensive use of computer requires focused concentration.

### **Mental Demands**

The incumbent will experience moderate levels of mental stress to meet set deadlines and manage heavier workloads. The incumbent must pay attention to detail; basic errors, neglect or discrepancies in contracts could lead to breakdown on internal control and increase costs to the GNWT /MACA.

## **KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge of office and administration practices and procedures.
- Knowledge of and ability to use computer information systems, especially multimedia software, word processing and publishing programs such as MS Office, Word, Access, Excel, PowerPoint, Outlook
- Knowledge of financial administration and human resource software.
- Knowledge of and ability to apply standardized office and administrative procedures.
- Knowledge of basic records management policies procedures including records disposition, standards, and classification systems.
- Organizational and time management skills;
- Ability to work with new and emerging technology related to adult education
- Ability to write, edit and format documentation so that they are clear, easy to understand and generally follow the rules of correct grammar, punctuation, and spelling.
- Ability to maintain a high level of accuracy in preparing, student records and contract documentation and entering financial information into SAM in order to ensure that reportable financial information is up to date and accurate.
- Ability to maintain confidentiality.
- Ability to work effectively and respectfully in a cross-cultural environment
- Ability to work cooperatively in team situations
- Ability to manage time and tasks efficiently and effectively.

**Typically, the above qualifications would be attained by:**

Diploma in Office Administration and 3 years general office experience OR an equivalent combination of education and administrative support experience.

**ADDITIONAL REQUIREMENTS**

**Position Security** (check one)

- ☐ No criminal records check required
- ☒ Position of Trust – criminal records check required
- ☐ Highly sensitive position – requires verification of identity and a criminal records check

**French language** (check one if applicable)

- ☐ French required (must identify required level below)

Level required for this Designated Position is:

ORAL EXPRESSION AND COMPREHENSION

Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐

READING COMPREHENSION:

Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐

WRITING SKILLS:

Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐

- ☐ French preferred

**Indigenous language:** Select language

- ☐ Required
- ☐ Preferred