

**North Shore Multicultural Society
JOB Posting – Internal- External**

POSITION TITLE: Student Intake/Program Assistant

SUMMARY

Under the general supervision of the Language Centre Manager, the Student Intake/ Program Assistant is responsible for student registration and administrative and student services support for the English Language Centre.

DUTIES

Student Intake

1. Becomes familiar with the ELSA Operations Policy Manual, the STaRS computer database, and MOSAIC and North Shore Multicultural Society policies and procedures.
2. Registers students or places them on waitlist using STaRS. Establishes and maintains all student files.
3. Provides orientation for all new students referred from Assessment Centre. Orientation includes the Language Centre Facility and staff, parking, policies and student responsibilities.
4. Keeps attendance records and does follow-up with students who have attendance problems; enters attendance information into STaRS, ensures monthly reports and attendance sheets are forwarded on a timely basis to the Manager.
5. Communicates with teaching staff on a regular basis regarding class changes, exit dates, attendance issues and all other relevant information.
6. Maintains regular contact with referral offices and updates contact information on STaRS, in accordance with the ELSA Operations Policy Manual. Maintains the STaRS database and provides reports, as appropriate.
7. Monitors student exit dates and provides instructors with the names of students who must exit the program; organizes extension requests.
8. Performs other duties, as assigned by the Manager or Executive Director.

Administration – General

1. Provides information and makes referrals for telephone and walk-in inquiries to suitable MOSAIC/North Shore Multicultural Society programs and services.
2. Provides administrative support by opening and processing mail, faxing, filing and word processing documents for the Manager and other staff, as needed.

3. Provides financial assistance by preparing bi-weekly payroll information, maintaining the petty cash fund, processing and recording all invoices and cheque requisitions and reconciling the monthly general ledger.
4. Coordinates the ordering and maintenance of office supplies and equipment. Maintains an inventory of all capital assets valued over \$50. (computers, VCRs, TVs, computers, overhead projectors, tape/CD players, etc.).
5. Organizes photocopier codes and provides simple machine maintenance.
6. Maintains kitchen area, teachers' resource room and white boards in classrooms.
7. Attends and takes an active role in department and staff meetings. Takes and distributes minutes of Language Centre meetings.
8. Assists with fee for service ESL registration, updates database and assists instructors with class lists and attendance sheets.
9. Coordinates with Evening Receptionist to ensure consistent, efficient office management.

Monday to Friday - 35 hrs /wk

QUALIFICATIONS

Knowledge:	Good working knowledge of program activities, standard office equipment and software applications (word processing, Excel and Access). Basic understanding of Accounting Principals.
Education:	High school completion. Office Technology Certificate or the equivalent in experience.
Skills:	Excellent organizational and computer skills.
Experience:	Organizing and maintaining office procedures. Previous ELSA experience helpful.
Personal Suitability:	Highly organized, tactful, and flexible.

2. Desirable Skills/Experience

Experience working with individuals from diverse cultural backgrounds.
 Good conflict resolution skills.
 Accounting Support Experience.
 Second language an asset.

Forward Resumes by 9 am : **May 16 th**

Email: ejones10@nsms.ca
 Fax: 604-988-2960
 207-123 East 15th Street
 North Vancouver

We thank all applicants for their interest. However, only those selected for an interview will be contacted/