



- Responds to a wide range of student inquiries in-person, verbally, or in writing, providing information, advice and guidance and where necessary, refers students to the appropriate program chair, college services, and/or external agencies, using strong interpersonal skills, active listening, empathy, and the ability to articulate clearly and concisely. Ensures all communication (voicemail, email, etc) is checked and replied to daily;
- Liaises with instructors to help identify students with learning disabilities or students who are experiencing extreme anxiety and to ensure clear, consistent and regular communication and information flow between Instructors and Instructional Assistants;
- Acts as a liaison between the partnership site and the resources, support and services available at Camosun College;
- Administers final and practice tests, including invigilating, providing detailed instructions, performing subjective and objective marking, and maintaining secure and current original test masters;
- Determines if a student is ready to write a test and/or move on to the next assignment by confirming progress, and if necessary, communicating with instructor;
- Provides support and assistance to instructors in facilitating classroom activities and provides general and administrative support in creating and updating classroom resources and materials and basic correspondence;
- Tutors students in reading, writing, mathematics, science and computers up to the Provincial level under the guidance of instructors, including reinforcing concepts when needed and updating students on material missed;
- Introduces and orients students to the variety of learning materials available to them in the classroom and/or computer lab. This includes but is not limited to: course materials for English and Math, technical guides, resume guides, writing style materials, GED, videos, novels, on-line learning resources and websites;
- Teaches students how to use a PC in a network environment. This includes detailing the operation of hardware: CPU, monitor, keyboard, printer, mouse; and the use of current software applications, Email, English and Math Tutorials, Computing and Typing Tutorials;
- Tutors students in conducting research for a class project, including research, assessment of sources and extraction of information from the internet and incorporating electronic research into assignments, and refers students to the library, their instructor, or other college resources as required;
- Provides basic troubleshooting of a variety of computer hardware and software technical difficulties as required; such as re-setting equipment and print queues, replenishing paper, or toner cartridges and reporting any required repairs to the lab technician and refers problems to TLS as required;
- Sets procedures for student usage of the learning centre and monitors the flow of usage in the lab; identifies inappropriate computer use by student number and name; addresses issues with students when problems arise, and if required, refers the matter to security;
- Supports students through the registration process by providing specific information on courses, program location, prerequisites, and college procedures for registration, reviewing assessment, placement, and registration documents for errors or omissions; and identifying students who may be incorrectly registered;
- Supports student enrolment management by telephoning current students to follow up on no-shows, absences, and waitlists;
- Maintains and organizes the learning centre/classroom and establishes and modifies the borrowing system as required to ensure a variety of resources and materials are received, catalogued and made available to students. Monitors overdue cards and calls students who have outstanding library materials;
- Maintains the appearance and organization of the test writing/computer lab/learning centre and classrooms to create a positive learning environment for students;

- Manages a secure file of records, including attendance, progress, and grade reports, investigates inconsistencies using Colleague, and forwards records to instructors and instructional assistants upon request;
- Monitors and maintains an inventory of office and classroom supplies and print materials, etc and re-orders as necessary;
- Orients and trains new staff; provides orientation for new instructors and substitute instructors;
- Provides orientations for new students by introducing college student services and learning centre information;
- Assists students with the development, monitoring and updating of student Personal Learning Plans (PLP's) and makes appropriate referrals;
- Supports Aboriginal students during their transition to an academic environment by building a safe and positive relationship through emphatic listening, problem solving, and referral during times of grieving, family breakdown, and stressful or financial emergencies;
- Supports Aboriginal students during their transition to the college environment by familiarizing students with the college programs, support services, and processes through class visits to college programs and departments;
- Assists in recruitment of new students and marketing initiatives by attending and/or providing information sessions and answering prospective student enquiries;
- Organizes and makes administrative arrangements for workshops, presentations and speakers for classes and groups of students;
- Responds to student crisis situations, with appropriate crisis intervention strategies and contacts security and/or emergency services where necessary;
- Attends events such as Aboriginal career fairs, Camosun partnership meetings, and Aboriginal community activities and events;
- Performs other related duties similar in scope and complexity.

## **QUALIFICATIONS**

Two years of relevant post-secondary education including English, math and computer courses plus two years relevant experience working with adult learners in a post-secondary environment or an equivalent combination of education and experience.

- Advanced level knowledge and skill with personal computers and software applications including the MS Office suite, and basic level technical troubleshooting in a networked learning lab environment
- Demonstrated ability to work effectively with adults with learning disabilities and sensitivity towards learners with multi-barrier student issues and the ability to respond to the needs of these learners
- Excellent communication skills, both oral and written, demonstrating tact, discretion and sensitivity to a diverse student population
- Demonstrated time-management, multi-tasking and organizational skills; including the ability to work independently with minimum supervision and as part of a team; and demonstrated problem solving and conflict resolution skills
- Knowledge of college structure, resources and services available to support students
- Ability to support and tutor learners up to and including Provincial levels of English and Math
- Excellent attention to detail
- Must possess knowledge of and sensitivity to the cultural and learning needs of Aboriginal students, and have demonstrated success in supporting learning in an Aboriginal community

---

All interested candidates are encouraged to apply; to be considered for employment, applicants must meet the qualifications of the position and be eligible to work in Canada.

Apply online at [www.camosun.ca/careers](http://www.camosun.ca/careers). We would like to thank everyone in advance for applying as only those selected for an interview will be contacted.

***Camosun College is an Equal Opportunity Employer***