

SCHOOL DISTRICT NO. 35 (LANGLEY)

JOB TITLE: Program Assistant – ISP

DEPARTMENT: International Student Program

DATE: May 2011

SUMMARY:

Reports to the Director and performs a variety of administrative duties in the International Student Program.

In this position, the incumbent will deal with clients, students and parents whose English is limited and whose cultural norms/values may be different from their own. Good communication skills are essential to meet the cross-cultural challenges that will be faced. The individual must be service-oriented, enjoy working with people, has the ability to be flexible and handle a variety of tasks.

DUTIES AND RESPONSIBILITIES:

- Liaises with clients, students, parents, agents, homestay parents and school contacts regarding ISP programs and services.
- Assists with organization and coordination of activities / events (e.g. receptions, meetings, seminars, etc.)
- Assists with clerical, accounting and marketing needs of the department.
- Provides technical and clerical support in preparing reports, documents, presentation materials, etc.
- Researches and gathers information.
- Acts as a translator when necessary. Assists with arranging translators and translations of materials.
- Tracks project costs / budget.
- Prepares information packages and couriers of promotional materials.
- Maintains departmental records and files.
- Duplicates, sorts, collates and staples materials.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS AND EXPERIENCE:

- Completion of Grade 12, including / supplemented by typing (60 wpm) and additional post-secondary training in office procedures, bookkeeping and international marketing.
- Two years of related experience.
- Ability to speak a second language (preferably Japanese, Spanish or German).
- Ability to communicate effectively using tact and discretion in the explanation and clarification of information.

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REQUIRED QUALIFICATIONS AND EXPERIENCE (cont'd)

- Excellent organizational skills.
- Ability to use computer translation program would be an asset.
- Ability to determine, judge and select appropriate course of action within limits of established methods and procedures.
- Ability to work with interruptions and to meet deadlines.
- Must have excellent written and verbal skills and have the ability to compose and execute letters, memoranda and reports.
- Detailed knowledge of computers (i.e. MS Office, Internet and database applications)
- Physical ability to perform required duties.