



BCGEU POSITION DESCRIPTION

POSITION TITLE: Learning Centre & Systems Support Assistant **JOB NUMBER:** 438
REPORTS TO: Learning Centre Coordinator **INCUMBENT:**
DEPARTMENT: Learning Centre **DATE CREATED:**
JOB CLASS: 7 **DATE REVISED:** December 2021

PRIMARY FUNCTION

The Learning Centre & Systems Support Assistant is responsible for providing reception and administrative support, assist with tutor training and provide technical and instructional support for services and programs to the Learning Centres.

JOB DUTIES AND TASKS

- Set up and maintain online tutoring and booking systems.
- Set up and maintain online communications systems for the Learning Centre Team.
- Participate actively in Learning Centre activities, programs and support services.
- Receive and direct clients to appropriate resources.
- Respond to phone, mail, email, online live chat and in-person enquiries.
- Exchange information with internal and external resources regarding the Learning Centres.
- Assist in promoting the Centre's services including setting up displays, information or promotional materials as required.
- Investigate, troubleshoot and resolve student and faculty issues related to Moodle, BigBlueButton and Tutor Ocean (limited capacity).
- Offer technical support for special programs (e.g. KPU 100, KPU 101, Academic Boost Camp)
- Assist with Moodle shell creation and maintenance and other learning technologies (BigBlueButton, PebblePad).
- Maintain student information and records in accordance with Kwantlen policies and procedures.
- Maintain and track appointment system and database for the Centres.
- Word process various documents including correspondence, memos, proposals and reports.
- Print Photocopy or scan materials.
- Assist with the coordination of special events.
- Maintain website and develop online technical support materials.
- Create, develop, and post social media advertising.
- Use educational technology and support the Learning Centre Team in delivering online learning options.
- Assist with video editing and captioning.
- Work with marketing to Compile and produce materials such as brochures, information handbooks, manuals, web-based information and professional development and training materials.
- Prepare, file and distribute various materials such as minutes, reports and forms.
- Set up, maintain and update electronic and office filing systems and information.
- Operate and troubleshoot various problems with office equipment such as the photocopier, printers, staplers, hole punch, label makers and student computers.
- Maintain, verify and check accuracy and completeness of various documents such as invoices, purchase orders, and requisitions.



- Arrange for courier services.
- Schedule and maintain appointments.
- Update website as required.
- Authenticate applicants, maintain applicant database, organize and assist with interviews, liaise with HR and payroll regarding new tutor hiring.
- Assist with the implementation of new processes and document procedures to assist with the smooth flow of operations and programs in the Learning Centres.
- Develop screencasts and other supports to facilitate better use and uptake of available resources.
- Contribute to the development of Operational Handbooks for the position.
- Create webforms for workshop registrations, create BBB links and send event information to registrants.
- Gather data on workshop and review session registrations and workshop evaluations.
- Send faculty attendance information on request of students for bonus mark programs.
- Develop data management systems for workshop and program participation and evaluations.
- Maintain currency in and develop skills to apply new platforms and media (such as e-Portfolios and learning management systems)
- Assist with data collation and management organizing spreadsheets using pivot tables to extract data as required.
- Contributes to and promotes a safe, respectful, and inclusive work environment by adhering to University policies and procedures and completing mandatory training programs.

SUPERVISION RECEIVED:

This position reports to the Learning Centre Coordinator.

SUPERVISION/DIRECTION EXERCISED:

Responsibility to provide orientation to other workers and student assistants.

Monitor the work of peer tutors and other student assistants. Sign peer tutor and student assistant timesheets.

PHYSICAL ASSETS/INFORMATION MANAGEMENT:

Set up, and maintain resource and research materials; set up, maintain and update website, tutoring and learning management platforms, electronic and office filing systems, program files and participant records information; operate and trouble shoot various office equipment such as the photocopier, printers and student computers.

FINANCIAL RESOURCES:

Limited financial responsibility to purchase goods and supplies. Sign for receipt of goods and services. Verify and check accuracy and completeness of various documents such as invoices purchase orders, requisitions and to sign for receipt of goods and services.

The above statements reflect the general details considered necessary to describe and evaluate the principal functions of the job identified, and shall not be construed as a detailed description of all the work requirements that may be inherent in the job.

EMPLOYER REQUIRED KNOWLEDGE SKILLS AND ABILITIES

1. Experience working as a tutor, or with tutoring programs as a trainer or administrative support.
2. Have a full command of the English language both written and oral.
3. Demonstrated ability to respond to inquiries and complaints and resolve issues in a timely and appropriate manner.
4. Successful experience working in a confidential environment.
5. Demonstrated ability to independently draft emails and correspondence of a routine nature based on knowledge of established styles and practices.



6. Demonstrated knowledge of Windows environment and Microsoft Office suite applications, including Word and Excel, email, BANNER, and web browsers.
7. Demonstrated ability to edit and create webforms, web pages, videos including captioning, thumbnails and uploads, and other online materials.
8. Experience in maintaining learning management systems and in developing e-portfolio, related web and learning platforms.
9. Demonstrated knowledge of web, desktop publishing, and graphic design applications.
10. Proven ability to communicate effectively and pleasantly with students, faculty, Kwantlen Polytechnic University staff, and with members of the community.
11. Excellent interpersonal, organization, planning, coordination, problem-solving and follow up skills.
12. Ability to meet and deal effectively with people of all ages and backgrounds in an information-exchanging situation.
13. Proven ability to work both independently and within a team.
14. Demonstrated advanced organizational skills, including the ability to set priorities, plan, coordinate and follow up appropriately.
15. Experience with office supply orders.
16. Experience with numerical and statistical analysis and the ability to work with and report data.
17. Proven aptitude for exacting and precise work, including compilation of statistics for reporting purposes.
18. Demonstrated ability to create and maintain tracking systems with a high level of expertise in Excel or equivalent program.
19. Proven ability to meet changing priorities, multi-task, work to deadlines and make responsible decisions while maintaining high levels of customer service.
20. Ability to establish priorities for work assigned or accepted on knowledge of policy and practices and/or understanding of the nature of the work of the Learning Centres.
21. Have a basic understanding of Learning Centre structure and programs.
22. Experience with preparing and organizing meetings.
23. Experience with special events planning.
24. Ability to occasionally travel to all campuses.
25. Proven ability to display initiative and responsibility

EMPLOYER REQUIRED EDUCATION & EXPERIENCE

- Post-Secondary Diploma or Degree Required
- A combination of experience and education will be considered
- Minimum of (3) three years' experience in an administrative and educational technology support role in a post-secondary or educational industry environment

Knowledge Skills & Abilities revised:
