

**Program Assistant, English as a Second Language Programs (Term)
College of Continuing Education**

Dalhousie University is Atlantic Canada's leading research-intensive university and a driver of the region's intellectual, social and economic development. Located in the heart of Halifax, Nova Scotia, with an Agricultural Campus in Truro/Bible Hill, Dalhousie is a truly national and international university, with more than half of our 18,500 students coming from outside of the province. Our 6,000 faculty and staff foster a vibrant, purpose-driven community, that's celebrating 200 years of academic excellence in 2018.

The College of Continuing Education offers many different courses and certification programs, including English Second Language (ESL) Programs. Offering the flagship English for Academic Purposes programs, the ESL Programs graduate hundreds of students into Dalhousie's Undergraduate and Graduate Programs each year. Reporting to the Program Director, ESL Programs, the Program Assistant clerically coordinates the application process for ESL programs and provides IT support for the online course system.

Key Responsibilities:

- Act as a first point of contact for the ESL programs for potential and current students, parents, and the community; redirect inquiries and messages as appropriate.
- Act as primary ESL liaison with students, parents and agents in China; communicate in Mandarin as required.
- Clerically coordinate the application process for ESL workshops and ESL non-credit-courses. Ensure accurate student information, follow up on missing information as needed.
- Design, create, and maintain the different ESL program offerings in the Destiny One online registration system. Provide support to instructors and students as required.
- Assist with online and print material production and dissemination which can include translation to Mandarin and regular posts in WeChat.
- Foster excellent working relationships with key Dalhousie departments such as Registrar's Office, Faculty of Graduate Studies, International Centre, Housing & Residence Life, etc.

Qualifications: Business/Office Administration diploma with three years related experience (or equivalent combination of training and experience) is required. Fluently bilingual in English/Mandarin is required. Proficiency with Microsoft Office Suite (Word, Excel) is required. Knowledge of and ability to use Brightspace, Destiny Course Management System are considered strong assets. Must have excellent organization and attention to detail and be able to manage multiple tasks.

Dalhousie University supports a healthy and balanced lifestyle. Our total compensation package includes a defined benefit pension plan, health and dental plans, a health spending account, an employee and family assistance program and a tuition assistance program.

Apply online by 10 p.m. on April 20, 2018 to competition N77-18025.

Salary Range: \$22.28 - \$27.17 per hour (32.5 hours per week, \$37,647 - \$45,911 annually). This is a 1-year term position (AS1). This is a provisional classification. Formal classification procedures will be initiated by the Compensation & Job Evaluation Unit in approximately six months.

This position is part of the Nova Scotia Government and General Employees Union Local 77 (NSGEU).

Bargaining unit employees for NSGEU local 77 are given first consideration and will be notified regarding the status of their application. All other applicants will be considered when there is no qualified internal candidate. We thank all applicants for their interest, however, only candidates selected for an interview will be contacted.

Dalhousie University is committed to fostering a collegial culture grounded in diversity and inclusiveness. The university encourages applications from Aboriginal people, persons with a disability, racially visible persons, women, persons of minority sexual orientations and gender identities, and all candidates who would contribute to the diversity of our community. For more information, please visit www.dal.ca/respect