

PLEASE POST

The **Eastern Townships School Board** is seeking candidates for the following position:

OFFICE AGENT CLASS I (replacement)

Distance Education and Adult Education Centres
Location : BMC Campus, Cowansville

DISTANCE EDUCATION

Distance Education offers Distance and Online courses to adult students in the province of Quebec. More than 400 students a year register to the service to get their high school diploma or the prerequisites for DEP or CEGEP. We are known to go the extra mile for our students! This position also services the adult education centres clientele.

NATURE OF THE WORK

The principal and customary work of an employee in this class of employment consists in performing a variety of administrative duties of a complex nature according to established methods and procedures.

CHARACTERISTIC FUNCTIONS

The employee in this class of employment ensures that the applicable practices, regulations, directives, policies, methods and procedures are respected. To do so, he or she drafts, prepares, produces, verifies and follows up on invoices, purchase orders, receipts, lists and various registers, such as payroll, absence, leave or taxation registers, funding requests, statistics, statements, forms, inventories and any other administrative report, table or document of the same nature; in this context, gathers, validates and compiles the necessary data.

As the primary contact with the students, you will be more specifically responsible of the following tasks and responsibilities:

Student experience

- Communicate various information on the courses and services offered by Distance and Adult Education (phone, email, in person)
- Support the students in their registration process, throughout their studies (documents required, payment and mailing options, exams, transcripts, online portal, etc.) and ensure various follow-ups
- Refer the student to other services in and outside the school board
- Work closely with the TOS, the tutors, the administration and the partners to insure the quality of service offered

Administration of the students' files

- Completes the registration of students by ensuring that the documents provided are in compliance with the requirements
- Assign courses according to the student training profile
- Responsible for the filing and archiving of students' files

Administrative tasks

- Receive and handle the mail
- Receive payments, makes payments and deposits, codes expenditures, follow up on invoices, etc.
- Verify budget allocations and prices with suppliers, purchases goods and maintain inventory
- Participate in compiling budget data and prepare budgets
- Invigilate exams when requested
- Drafts and update correspondence and other documents for the service (may be online)
- Participate in the improvement of methods, processes, and activities

The employee may be required to train new Class I Office Agents as well as to coordinate the work of support staff.

If need be, he or she performs any other related duty.

REQUIRED QUALIFICATIONS

Schooling and experience

Hold a Diploma of Vocational Studies in an appropriate specialty for the class of employment, a Secondary School Diploma or a diploma or an attestation of studies recognized as equivalent by the competent authority, and have one (1) year of pertinent experience.

OTHER REQUIREMENTS

- Bilingual (written and spoken English and French)
- Competent in the use of software: Word, Excel, Outlook, Access, Google suite, Jade
- Strong organizational and communication skills
- Ability to provide excellent customer service

The selection process for this position may include an interview and tests related to Word and Excel.

SUPERVISOR: Coordinator / Distance Education
SCHEDULE: 35 hours per week
STARTING DATE: As soon as possible (UNDETERMINED END DATE)
SALARY: \$20.76 - \$23.22/ hour

Please send your application in writing **by 2:00 p.m. on January 13, 2021** to:

hr@etsb.qc.ca

Human Resources Department
340, Saint-Jean-Bosco Magog, QC J1X 1K9
FAX: (819) 868-3821

Equal opportunity for all