

## Job Description

**Position Title:** Career Services Coordinator  
(Full time Position)

**Location:** Jasper, Alberta

**Reports to:** Executive Director

**Job Summary:** The Coordinator of the Career & Employment Services is responsible for managing the Centre. Responsibilities include ensuring overall client satisfaction and meeting the deliverables established in the AHS contract.

**Criminal Record Check Required:** Prior to employment

**Rate of Pay:** \$21 - \$25 per hour

**Hours:** 37.5 hrs/week

### **QUALIFICATIONS:**

- Bilingual in French and English
- Program Management Experience an asset
- Preference will be given to qualified candidates who have a post secondary education in a related discipline such as, human resources, career counselling, social work, education, communications or equivalent combination of education and experience.
- Candidates with experience in literacy development will be given priority.

### **CORE COMPETENCIES REQUIRED**

#### **Dependability**

Meets commitments, works independently, accepts accountability, handles change, sets personal standards, stays focused under pressure, and meets attendance and punctuality requirements

#### **Integrity & Ethics**

Deals with others in a straightforward and honest manner, is accountable for actions, maintains confidentiality, supports company values, conveys good news and bad in an effective manner.

#### **Teamwork**

Meets all deadlines and responsibilities, listens to others and values opinions, helps team leader to meet goals, welcomes and promotes a team atmosphere.

#### **Organizational Savvy**

Operates within the organization's formal and informal structures, uses relationships to build consensus and create results, understands other's roles and perspectives along with keeping information organized and accessible, maintaining a clean/functional workspace and managing time well. Multi-tasking skills are a must.

### **Interpersonal Skills**

Has good listening skills, builds strong relationships, is flexible/open-minded, negotiates effectively, solicits performance feedback, handles constructive criticism, communicates well both verbally and in writing, shares information and ideas with others.

### **KNOWLEDGE & SKILLS REQUIRED:**

- Excellent organization and problem solving skills;
- Ability to lead and manage a team atmosphere
- Demonstrated ability to manage and work in a confidential environment;
- Ability to deal effectively with clients in a sensitive manner;
- Excellent oral and written communication skills;
- Demonstrated program planning and implementation skills;
- Strong working knowledge of computer systems including the use of Microsoft Office applications, Internet & Email;
- Demonstrated understanding of literacy sensitivity and awareness issues;
- Strong diplomacy skills;
- Compassion, humour and patience.

### **RESPONSIBILITIES:**

- Establish and monitor measurable performance indicators for program to assess success;
- Achieve the outcomes expected within the established guidelines, budget and funding constraints;
- Provide career counseling services that meet the training and employment goals of individual clients;
- Interview, assess and connect potential learners with literacy barriers to the Literacy Program;
- Be an effective and efficient team member at JALC, modeling core values and working toward the achievement of JALC Goals & Contract commitments;
- Ability to work effectively with other professionals and community agencies;
- Act as an ambassador of the Jasper Adult Learning Council in all dealings with the public and staff.
- Ensure staff are competent and motivated within a learning organization;
- Represent the organization at community activities to enhance the JALC's community profile;
- Assist in the development and operational plans which incorporates goals and objectives that work towards the strategic direction of the organization;
- Oversee the efficient and effective day-to-day operation
- Ensure that personnel, client, and volunteer files are securely stored and privacy/confidentiality is maintained;
- Monitor the quality of service provided
- Connect clients to the adult learning opportunities with JALC
- Market programs and services through website, facebook, blogs, public education campaigns, events, and promotional materials;
- Provide training and supports to new and existing staff
- Perform other related duties as assigned by the Executive Director of the Jasper Adult Learning Council.

**PERSONAL CHARACTERISTICS:**

- A genuine interest in and respect for people from all walks of life
- Patience, understanding and the ability to listen non-judgmentally
- Excellent oral and written communication skills and presentation skills
- Objectivity and tact
- The ability to motivate and inspire clients
- The ability to facilitate communication in groups
- Good organizational and planning skills
- The ability to handle stressful situations

**Candidate should enjoy helping people, compiling information and working with clients and coworkers to develop innovative solutions to succeed.**