



Indigenous.Link

Canada's fastest growing Indigenous career portal, Careers.Indigenous.Link is pleased to introduce a new approach to job searching for Indigenous Job Seekers of Canada. Careers.Indigenous.Link brings simplicity, value, and functionality to the world of Canadian online job boards.

Through our partnership with Indigenous.Link's Diversity Recruitment Program, we post jobs for Canada's largest corporations and government departments. With our vertical job search engine technology, Indigenous Job Seekers can search thousands of Indigenous-specific jobs in just about every industry, city, province and postal code.

Careers.Indigenous.Link offers the hottest job listings from some of the nation's top employers, and we will continue to add services and enhance functionality ensuring a more effective job search. For example, during a search, job seekers have the ability to roll over any job listing and read a brief description of the position to determine if the job is exactly what they're searching for. This practical feature allows job seekers to only research jobs relevant to their search. By including elements like this, Careers.Indigenous.Link can help reduce the time it takes to find and apply for the best, available jobs.

The team behind Indigenous.Link is dedicated to connecting Indigenous Peoples of Canada with great jobs along with the most time and cost-effective, career-advancing resources. It is our mission to develop and maintain a website where people can go to work!

Contact us to find out more about how to become a Site Sponsor.

Corporate Headquarters:
Toll Free Phone: (866) 225-9067
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Job Board Posting



Careers.Indigenous.Link

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PROGRAM ASSOCIATE

Job ID	39526-2867	
Web Address	https://careers.indigenous.link/viewjob?jobname=39526-2867	
Company	McMaster University	
Location	Hamilton, ON	
Date Posted	From: 2021-07-13	To: 2050-01-01
Job	Type: Full-time	Category: Education

Description

Responsible for providing support in administering and delivering the department's programs and courses to adult learners. Ensures a high level of customer service and support is provided to students and clients to help them achieve their academic goals. Duties and Responsibilities:

- Assess student applications and transcripts to determine eligibility for program admission and graduation. Approve applications or escalate to Program Manager for approval, if required.
- Verify the accuracy of grade calculations and student enrollment prior to approving grades.
- Approve grades submitted by instructors.
- Respond to student and instructor inquiries about academic dishonesty, grade challenges and dissatisfaction with aspects of the program by directing to relevant policies and McMaster University resources. If required, escalate to appropriate Program Manager or Assistant Director
- Review and approve student requests for policy exceptions, i.e. refunds, enrollment deadlines. Escalate to Program Managers if required. Prepare and submit documentation to support exception.
- Ensure the accuracy of content and distribution of program website, calendar and promotional materials
- Submit requests for course shells each term; Build term shells using department specific templates, and format home pages to meet department specifications; Close-off term shells at end of term
- Create widgets and links for all courses supported by LMS
- Assist instructors to load course materials, and set up various online tools, discussions, and quizzes as required
- Collect, verify, and input data into a variety of spreadsheets and databases.
- Write a variety of documents such as correspondence, letters, and reports.
- Assist Program Managers in making schedule changes and updates
- Verify/update student and instructor's bio-demographical information
- Liaise with SAS office to coordinate special accommodation requests
- Liaise with publishers regarding current book editions for upcoming courses; order desk copies
- In consultation with instructors and program managers, review and approve new editions of textbooks.
- Adopt and verify the accuracy of texts utilizing the online book adoption system.
- Implement changes to custom courseware and adopt courseware packs.
- Order and purchase course materials.
- Monitor enrolment numbers to ensure adequate course materials are available.
- Update documentation such as course outlines in accordance with departmental standards and upload to online system;
- Respond to student and client inquiries regarding courses, programs and University services
- Investigate student issues and concerns, trouble-shoot, resolve or refer as required
- Administer late fees for assignments and calculate final grades for specific online self-directed courses
- Approve assignment extensions for specific programs
- Administer course evaluation surveys
- Approve and coordinate deferred exam requests for in-person courses, and ensure that all relevant documentation is submitted from students.
- Determine appropriate instructor contracts and ensure they are accurately completed.
- Participate in the interview process for new instructors and CCE staff as required
- Ensure new instructors submit appropriate documentation for payroll processing
- Validate the accuracy of honorariums and submit contracts for payment.
- Assign appropriate program account number to invoices.
- Prepare invoices for third party sponsors and corporate clients.
- Support department staff in validating and calculating grade point averages, and identifying graduands.
- Provide administrative support in completing and organizing environmental scans, marketing plans and student events.
- Assemble, copy, collate, and disseminate a variety of documents and materials.
- Update and maintain confidential files and records.
- Review and approve applications for transfer of credit
- Print program-specific certificates of completion for students that meet requirements
- Coordinate catering and AV requirements for various courses and workshops

Supervision:

- Provide direction to others in how to carry out work tasks.
- Ensure adherence to quality standards and procedures for short-term staff, instructors, corporate clients, and volunteers.

