

**POSITION DESCRIPTION
PROGRAM SUPPORT ASSISTANT****Part Time (21 hours/week)**

Overview

Reporting to the CEO, this position supports the goals of the Licensing Program and the Online Reference Centre Program by providing administrative support to the programs. The position works closely with, and takes direction from the Licensing Librarian and the Online Reference Centre Coordinator. Work will be evenly distributed between the two programs.

Online Reference Centre (ORC) Support Key Responsibilities

Communications support:

- Develops and sends social media posts
- Organizes vendor webinars and promotional materials for licensed resources, loads information onto website
- Receives and completes ORC poster orders

Website maintenance:

- Reviews ORC support website for inconsistencies, dead links, usability and navigation.
- Makes prioritized recommendations for modifications to assist user access
- Updates ORC support website with relevant links relating to Library Learning Commons for the Kindergarten to Grade 12 sector
- Builds website pages as necessary

Document formatting:

- Formats Word documents for consistency and convert to PDF
- Loads PDF documents onto ORC support website

Analytical support:

- Records analytical data for usage statistics
- Provides usage statistics to ORC Coordinator

Licensing Program Key Responsibilities

Licensing Program support:

- Assists with contacting vendors for licensing and renewal information
- Contacts members regarding orders and renewals
- Prepares licensing documents including purchase order charts and sends to Finance Manager
- Prepares and sends subscriber agreements to members
- Assists in acquiring signed versions of licensing documents

Communications support:

- Sends updates and information to member libraries and relevant committees
- Helps prepare and sends meeting information to relevant committees
- Provides licensing and subscription information to other TAL staff as required

Website maintenance:

- Updates TAL website with new member, vendor, contact, and licensing information
- Updates participation information

Records maintenance:

- Files licensing records to internal system including but not limited to license agreements
- Maintains and updates licensing records including but not limited to contact and subscription lists

Analytical Support:

- Gathers, records, and files usage statistics
- Provides usage statistics to Licensing Librarian

Reporting Structure and Relationships

- Reports to the Chief Executive Officer
- Work is directed by the Licensing Librarian and the Online Reference Centre Coordinator
- Works with other internal staff including Executive Assistant and Finance Manager or others as directed
- Works with external member library staff, Licensing Service Committee, and other consortia
- Works with external vendor staff

Qualifications

a) Education and Experience:

- Completion of post-secondary education in Office Administration preferred; equivalent combinations of education and experience will be considered.
- Minimum of 2 years administrative experience
- Experience in a consortia environment is an asset
- Experience in a school library and/or in library acquisitions is an asset

b) Skills and Aptitudes:

- Competency in computing applications such as Google Applications and Microsoft Office with strong working knowledge of Word and Excel
- Experience in internet navigation and strong research abilities
- Demonstrated organizational, interpersonal and written and oral communication skills
- Proven ability to work with attention to detail
- Familiarity with website builders and updating websites
- Ability to adapt to changing environments and multiple deadlines
- Ability to work collaboratively and independently
- Records management

Salary Classification

Band B