

**Position Title and Grade:** eLearning Assistant, Grade E

**Reports to:** Learning and Business Development Manager

**Duration of Contract:** Three-year term

**Position Location:** Burnaby, British Columbia

*Commonwealth of Learning (COL) helps governments and institutions to expand the scale, efficiency and quality of learning by using new approaches, appropriate technologies, and open and distance learning (ODL) methodologies. Headquartered in British Columbia, Canada, COL promotes innovation and works with Member States to facilitate learning for sustainable development. It is financed by voluntary contributions from Commonwealth governments.*

### **Overview of the Position:**

The eLearning Assistant provides administrative support to the Learning and Business Development Manager and assists in the delivery of learning programmes for international organisations, development agencies and private sector companies to meet their human resource development needs under a fee-for-service arrangement. These programmes are delivered using technology-mediated and open and distance learning covering a range of subjects and are offered in diverse contexts.

### **Duties and Responsibilities:**

- Provides support for start-up and end of cohort activities, such as: sending out acceptance packages to learners and addressing any issues of non-receipt; preparing class lists to distribute to tutors; uploading information on learners and tutors into a Learner Management System (LMS), for example, Moodle; setting up course end surveys on Survey Monkey; and printing completion certificates for dispatch to partnering agencies.
- Provides logistical support to learners by monitoring the Learner Support Inbox and responding to routine inquiries, such as: providing learners with web addresses to course websites; finding posted learner resources and retrieving misplaced access codes in the LMS; and acting as the virtual helpdesk for learners.
- Collects, cleans and compiles course completion data of learners into MS Excel spreadsheets and prepare presentations using this data.
- Provides administrative and logistical support for projects, including draft agreements and contracts and follows up on deliverables, contract payments, etc. in accordance with COL policies.
- Makes travel and other logistical arrangements in support of fee-for-service activities including ensuring a suitable and economical itinerary for travellers, preparing per diem requests, applying for visas, making hotel bookings, preparing expense claims and arranging for the shipping of materials, as required.
- Assists in the preparation of annual budgets and forecasting of revenues and expenditures of fee-for-service activities and keeps up-to-date files to facilitate the planning, monitoring and reporting responsibilities at COL and to international partners.
- Assists with additional funding requests and formats, compiles and dispatches funding proposals and reports.
- Performs other duties related to COL's programme or activities as directed.

### Direct Reports:

There are no direct reports in this position.

### Qualifications and Experience:

Qualifications	Experience
Essential:  Post-secondary education at a college diploma level or higher.	Essential:  Five years of office experience or equivalent combination of education and experience with some exposure to course administration and contract processing.  Working with MS Office at an advanced level – in particular, Excel, Word and Outlook.
Desirable:  Formal training in the use of online tools for data and information management.	Desirable:  Experience working in education or international development.  Some experience working on a learner management system and with social media and web page development.

### Skills/Abilities:

- **Communication** – Ability to communicate both verbally and in writing with a wide network of contacts in a clear and concise manner that displays sensitivity to ethnic and gender issues. This includes the ability to communicate and work with others, both within and outside of COL, by promoting co-operation and collaboration to achieve collective outcomes, gathering, sharing and disseminating information with others, and appropriately giving and being open to feedback from team/co-workers.
- **Attention to Detail** – Conscious of maintaining high standards of quality and accuracy with a good sense of follow through on tasks with the ability to consistently produce error-free output.
- **Online Productivity Tools** – Skills to use online productivity tools at an advanced level to create, retrieve, store and exchange information and with the ability to learn and adapt to new systems with ease.
- **Organisation and Time Management** – Ability to organise, prioritise and complete assignments in a manner that efficiently utilises resources and optimises efficiency and to be flexible in accepting variable and diverse job assignments.
- **Contract Coordination** – Ability to draft contracts and agreements as per established contract templates and track deliverables and payment within the allocated budget.
- **Financial Awareness** – Ability to prepare financial budgets in an effective, efficient and judicious manner and track related expenditure in accordance with policies and procedures.

### Personal Attributes:

- Commitment to the ideals of COL, notably to the role of education and learning as the key to sustainable development.
- Capacity to work in a multicultural office environment with a readiness to adapt to the work culture: time management, collegiality, quality, attention to detail and mutual respect.

**COL Headquarters is located at 4710 Kingsway, Suite 2500, Burnaby, BC Canada V5H 4M2**