

Benchmark Title	Program Assistant 1
Group	[3] Administration – Academic/Students
Sub-Group	(e) Program Assistant
BM Pay Grade & Job Code	. Base Level (Pay Grade 3) [Job Code 286601] . Supervision Level 4 or 5 (Pay Grade 4) [Job Code 286602] ----- . Second Language required, plus Supervision Level 3, 4, or 5 (Pay Grade 4) [Job Code 286602]
Scope & Level Definition	Jobs at this level assist in coordination for an academic or non-academic program.
Sample Duties at this Level	. Assists with student course registration . Assists with exam scheduling and set-up . Coordinates new student orientations . Coordinates rotation and teaching schedules . Makes arrangements for conferences, workshops, and meetings, such as bookings rooms, audiovisuals, and catering . Enters and edits data, such as student and application information, in relevant information systems, and runs routine reports . Prepares and assembles course materials such as binders and handout materials for students . Maintains academic event calendars . Coordinates facility repairs . Maintains electronic and manual records and files, including student records, course files, and mailing lists
Knowledge (Education & Experience)	. High School graduation, plus one year of post-secondary education, plus two years of related experience OR . An equivalent combination of education and experience
Judgement, Authority, Decision Making	. Works independently under general supervision . Work is performed in accordance with established procedures and accepted practices involving freedom to select which methods are applicable in any given situation . Job tasks are generally standardized with ability to choose action within limits defined by standard/accepted data, information and procedures . Organization of work to accomplish goals is expected
Creativity, Problem Solving, Analytic and/or Technical Thinking	. Job duties are of a straightforward procedural nature . Assembles and maintains data and/or information and ensures its reliability and quality . Resolves routine problems and refers other problems to senior staff . Some opportunity for improvement of work methods that are of a straightforward procedural nature
Responsibility for the Work of Others	Levels of Supervision: [1] Is not required to supervise; may explain work procedures to new or inexperienced staff [2] Formally trains new staff on work procedures, and/or oversees work of students and/or temporary staff [3] Supervises up to and including one (1.0) FTE ongoing, permanent staff member, and/or up to and including five (5) temporary staff, students, and/or volunteers [4] Supervises more than one (1.0), up to and including two (2.0) FTE ongoing, permanent staff members, and/or more than five (5) temporary staff, students, and/or volunteers [5] Supervises more than two (2.0) FTE ongoing, permanent staff members

Benchmark Title	Program Assistant 1
Group	[3] Administration – Academic/Students
Sub-Group	(e) Program Assistant
Interpersonal Skills	Moderate interpersonal skills are required . Verifies, explains, and/or exchanges detailed/specialized information . Selects information from more than one source . Responds to basic complaints
Working Conditions	. Job is performed in a typical office setting . Interruptions are an expected part of the work, and re-prioritization and/or rescheduling of tasks is required for work completion
Physical and Sensory Effort	. Minor fatigue is caused by requirement for extra attentiveness for performance of some detailed tasks requiring consistency and accuracy . The incumbent may change to alternative tasks requiring less sensory effort
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Benchmark Title	Program Assistant 2
Group	[3] Administration – Academic/Students
Sub-Group	(e) Program Assistant
BM Pay Grade & Job Code	. Base Level (Pay Grade 5) [Job Code 286611] . Supervision Level 3, 4, or 5 (Pay Grade 6) [Job Code 286612] ----- . Second Language required, plus Supervision Level 2, 3, or 4 (Pay Grade 6) [Job Code 286612] . Second Language required, plus Supervision Level 5 (Pay Grade 7) [Job Code 286613]
Scope & Level Definition	Jobs at this level provide moderately complex coordination for an academic or non-academic program, and perform complex data manipulation.
Sample Duties at this Level	• Enters, edits, and manipulates data in relevant information systems, requiring data manipulation processes of a complex nature • Responds to complex inquiries by telephone, email, and in-person, and provides information of a complex nature to instructors, agents, consultants, companies other universities • Assists with the on-going development and improvement of electronic information support systems, such as student information systems for registration, program and course scheduling, and exams, grades, certificates • Performs financial duties such as invoicing, including reconciling and following up on outstanding amounts for agents, companies and universities sending international students • Reconciles and follows up on outstanding expenses for events, consultants, and instructors on contract
Knowledge (Education & Experience)	. High School graduation, plus one year of post-secondary education, plus three years of related experience OR . An equivalent combination of education and experience
Judgement, Authority, Decision Making	• Works independently under minimal supervision. • Work is performed in accordance with broadly established procedures and practices requiring initiative to plan and complete recurring assignments independently, and judgement to determine which of many methods are applicable in any given situation. • There are a variety of job tasks requiring ongoing prioritization. • Responsibilities and work situations are broader in scope, with limited opportunity for standardized solutions.
Creativity, Problem Solving, Analytic and/or Technical Thinking	Job duties cover work of a minor interpretive and/or technical and/or analytical nature. • Compiles, manipulates, and performs calculations on data. • Compiles, interprets, and evaluates information to occasionally resolve moderately complex problems. • Ideas developed result in minor changes to existing procedures, practices, standards, specifications, services, or projects

Benchmark Title	Program Assistant 2
Group	[3] Administration – Academic/Students
Sub-Group	(e) Program Assistant
Responsibility for the Work of Others	Levels of Supervision: [1] Is not required to supervise; may explain work procedures to new or inexperienced staff [2] Formally trains new staff on work procedures, and/or oversees work of students and/or temporary staff [3] Supervises up to and including one (1.0) FTE ongoing, permanent staff member, and/or up to and including five (5) temporary staff, students, and/or volunteers [4] Supervises more than one (1.0), up to and including two (2.0) FTE ongoing, permanent staff members, and/or more than five (5) temporary staff, students, and/or volunteers [5] Supervises more than two (2.0) FTE ongoing, permanent staff members
Interpersonal Skills	Considerable interpersonal skills are required. • Builds rapport and defuses tense situations with people who may be difficult or challenging. • Actively listens, and probes for information to clarify requests. • Uses tact and discretion when discussing problems and eliciting sensitive or confidential information. • Provides interpretation of a routine to moderately complex nature. • Makes informal demonstrations or presentations in areas of expertise.
Working Conditions	. Job is performed in a typical office setting . Work pressures, peak periods, multiple demands, deadlines or interruptions moderately impact task completion ability
Physical and Sensory Effort	. Moderate fatigue is caused by the requirement for extra attentiveness for performance of many detailed tasks requiring consistency and accuracy . The incumbent may change tasks, but most tasks have similar sensory demands
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Benchmark Title	Senior Program Assistant (General)
Group	[3] Administration – Academic/Students
Sub-Group	(e) Program Assistant
BM Pay Grade & Job Code	. Base Level (Pay Grade 8) [Job Code 286701] . Supervision Level 3, 4, or 5 (Pay Grade 9) [Job Code 286702] . Second Language required, plus Supervision Level 1, 2, 3, or 4 (Pay Grade 9) [Job Code 286702] . Second Language required, plus Supervision Level 5 (Pay Grade 10) [Job Code 286703]
Scope & Level Definition	Jobs at this level provide complex coordination for an academic or non-academic program.
Sample Duties at this Level	. Administers work flow of the program, coordinating work processes, establishing work schedules and priorities, and resolving complex issues . Coordinates courses by performing duties such as confirming course offerings, developing timetables, making arrangements for examinations, and relaying information to departments, instructors, and students . Provides input into department policy, and develops and implements administrative procedures . Performs financial duties such as assisting with the development of department and program budgets, processing faculty and contractor payments, monitoring budgetary expenditures, and authorizing expenditures within prescribed limits . Compiles reports utilizing statistics and other course and program data . Performs administrative duties such as drafting correspondence, updating manuals, preparing minutes, and ensuring that web sites are up-to-date . Designs and develops promotional course material and presentations . Assists with the recruitment of instructors and assistants by performing duties such as scheduling interviews, negotiating and preparing contracts for instructors, participating on selection panels for administrative staff, and preparing follow-up forms, documentation, and correspondence . Makes arrangements for conferences, workshops, and meetings, such as planning, managing a budget, prioritizing, and ensuring that preparations are completed
Knowledge (Education & Experience)	. High School graduation, plus two year post-secondary diploma, plus four years of related experience OR . An equivalent combination of education and experience
Judgement, Authority, Decision Making	. Works independently under broad direction . Work is performed within authorized prescribed limits and/or an approved plan . Exercises independent judgement in selecting and interpreting information, and reconciling deviations from standard methods . Job tasks are governed generally by broad instructions, objectives, and policies, usually involving frequently changing conditions and priorities . Assigned tasks make it necessary to determine what data and quality of data are required to make reliable decisions
Creativity, Problem Solving, Analytic and/or Technical Thinking	. Job duties cover work of an advanced technical and/or analytical nature . Frequently resolves complex problems in specialized areas, including for other staff . Uses initiative, interpretation, and/or ingenuity to develop, implement, and evaluate innovative procedures, practices, standards, specifications, services, or projects

Benchmark Title	Senior Program Assistant (General)
Group	[3] Administration – Academic/Students
Sub-Group	(e) Program Assistant
Responsibility for the Work of Others	Levels of Supervision: [1] Is not required to supervise; may explain work procedures to new or inexperienced staff [2] Formally trains new staff on work procedures, and/or oversees work of students and/or temporary staff [3] Supervises up to and including one (1.0) FTE ongoing, permanent staff member, and/or up to and including five (5) temporary staff, students, and/or volunteers [4] Supervises more than one (1.0), up to and including two (2.0) FTE ongoing, permanent staff members, and/or more than five (5) temporary staff, students, and/or volunteers [5] Supervises more than two (2.0) FTE ongoing, permanent staff members
Interpersonal Skills	Advanced interpersonal skills are required . Requires diplomatic persuasiveness, sensitivity, and the ability to motivate desired behaviour and secure cooperation and acceptance of decisions . Negotiates to gain best value, or to gain agreement in hostile, emotional, or controversial situations . Makes formal presentations, including facilitating workshops, in areas of expertise . Provides training and/or instruction of a complex nature in areas of expertise
Working Conditions	. Job is performed in a typical office setting . Work pressures, peak periods, multiple demands, deadlines or interruptions moderately impact task completion ability
Physical and Sensory Effort	. Moderate fatigue is caused by the requirement for extra attentiveness for performance of many detailed tasks requiring consistency and accuracy . The incumbent may change tasks, but most tasks have similar sensory demands
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Benchmark Title	Senior Program Assistant (Medical Education)
Group	[3] Administration – Academic/Students
Sub-Group	(e) Program Assistant
BM Pay Grade & Job Code	. Base Level (Pay Grade 8) [Job Code 286801] . Supervision Level 3, 4, or 5 (Pay Grade 9) [Job Code 286802] . Second Language required, plus Supervision Level 1, 2, 3, or 4 (Pay Grade 9) [Job Code 286802] . Second Language required, plus Supervision Level 5 (Pay Grade 10) [Job Code 286803]
Scope & Level Definition	Jobs at this level provide complex coordination for a medical education program.
Sample Duties at this Level	. Administers work flow of the program, coordinating work processes, establishing work schedules and priorities, and resolving complex issues . Coordinates courses by performing duties such as confirming course offerings, developing timetables, establishing course rotations for applicants, making arrangements for examinations, and relaying information to departments, instructors, and students . Coordinates the resident selection process by performing duties such as reviewing applications, following up on missing documentation, liaising with the review team, scheduling interviews, and corresponding with applicants . Prepares and coordinates the schedules of residents in the residency program . Ensures that immigration requirements are met for fellows, provides information and orientation on related procedures, and liaises with the consulate to resolve related problems . Provides input into department policy, and develops and implements administrative procedures . Implements processes for evaluation of residents, faculty, and staff, including corresponding with preceptors, forwarding evaluations for review, and maintaining related records . Coordinates program accreditation processes by performing duties such as coordinating meetings, compiling and drafting documentation, and ensuring that documentation requirements are met . Makes arrangements for conferences, workshops, and meetings, such as planning, managing a budget, prioritizing, and ensuring that preparations are completed . Performs financial duties such as preparing and submitting payment schedules for residency program teaching, monitoring budgetary expenditures, and authorizing expenditures within prescribed limits . Compiles reports utilizing statistics and other course and program data . Performs administrative duties such as drafting correspondence, updating manuals, preparing minutes, and ensuring that web sites are up-to-date . Assists with the recruitment of instructors and assistants by performing duties such as scheduling interviews, negotiating and preparing contracts for instructors, participating on selection panels for administrative staff, and preparing follow-up forms, documentation, and correspondence
Knowledge (Education & Experience)	. High School graduation, plus two year post-secondary diploma, plus four years of related experience - OR . An equivalent combination of education and experience

Benchmark Title	Senior Program Assistant (Medical Education)
Group	[3] Administration – Academic/Students
Sub-Group	(e) Program Assistant
Judgement, Authority, Decision Making	. Works independently under broad direction . Work is performed within authorized prescribed limits and/or an approved plan . Exercises independent judgement in selecting and interpreting information, and reconciling deviations from standard methods . Job tasks are governed generally by broad instructions, objectives, and policies, usually involving frequently changing conditions and priorities . Assigned tasks make it necessary to determine what data and quality of data are required to make reliable decisions
Creativity, Problem Solving, Analytic and/or Technical Thinking	. Job duties cover work of an advanced technical and/or analytical nature . Frequently resolves complex problems in specialized areas, including for other staff . Uses initiative, interpretation, and/or ingenuity to develop, implement, and evaluate innovative procedures, practices, standards, specifications, services, or projects
Responsibility for the Work of Others	Levels of Supervision: [1] Is not required to supervise; may explain work procedures to new or inexperienced staff [2] Formally trains new staff on work procedures, and/or oversees work of students and/or temporary staff [3] Supervises up to and including one (1.0) FTE ongoing, permanent staff member, and/or up to and including five (5) temporary staff, students, and/or volunteers [4] Supervises more than one (1.0), up to and including two (2.0) FTE ongoing, permanent staff members, and/or more than five (5) temporary staff, students, and/or volunteers [5] Supervises more than two (2.0) FTE ongoing, permanent staff members
Interpersonal Skills	Advanced interpersonal skills are required . Requires diplomatic persuasiveness, sensitivity, and the ability to motivate desired behaviour and secure cooperation and acceptance of decisions . Negotiates to gain best value, or to gain agreement in hostile, emotional, or controversial situations . Makes formal presentations, including facilitating workshops, in areas of expertise . Provides training and/or instruction of a complex nature in areas of expertise
Working Conditions	. Job is performed in a typical office setting . Work pressures, peak periods, multiple demands, deadlines or interruptions moderately impact task completion ability
Physical and Sensory Effort	. Moderate fatigue is caused by the requirement for extra attentiveness for performance of many detailed tasks requiring consistency and accuracy . The incumbent may change tasks, but most tasks have similar sensory demands
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