

Yukon University
Statement of Qualifications
Education Programs Officer

Location: Whitehorse (Ayamdigut) Campus
Date: June 2025

Essential Qualifications (assessed in screening process)

| | |
|-------------------------------|---|
| <u>Education and Training</u> | Degree in Education or related field, with previous experience working in public school systems. |
| <u>Demonstrated Abilities</u> | <p>A minimum of 5 years of experience in a teaching and/or coordination position;</p> <p>Comprehensive computer application skills for word-processing, desktop publishing, databases, spreadsheets, communications and research;</p> <p>Experience working with postsecondary programs and faculty to support learning opportunities</p> <p>Experience working in a customer service-focussed environment;</p> <p>Team collaboration, including evidence of ability to work independently and in close conjunction with others</p> |
| <u>Equivalency:</u> | Candidates with an acceptable combination of education and experience (as noted above) may be considered. |

Rated Qualifications (factors assessed through interview, etc.)

Knowledge:

- K.1 Of the role of Education Assistants in the delivery of public education
- K.2 Of the role of field experiences in the delivery of undergraduate Education programs
- K.3 Of micro-credentialing in postsecondary education
- K.4 Of enterprise systems software, such as Banner, specific to program needs
- K.5 Of new software programs, web and social media technologies
- K.6 Of video conferencing software, such as Teams or Zoom
- K.7 Of protocol expectations of senior representatives of universities and governments (including First Nation governments)
- K.8 Of customer service skills
- K.9 Of University student and faculty support processes

Abilities:

- A.1 To plan large-scale events
- A.2 To liaise with external partners and clients
- A.3 To provide a comprehensive range of administrative services
- A.4 To utilize a variety of computer software, including desktop publishing, databases, spreadsheets, word processing.
- A.5 To coordinate/organize meetings
- A.6 To work independently, make decisions and act under pressure to meet tight deadlines;
- A.7 To analyse and respond to multiple requests and/or issues systematically
- A.8 To judge many competing demands and set effective priorities
- A.9 To maintain confidential information
- A.10 To use various social media applications
- A.11 To deal with constant interruptions, regular critical deadlines and students or staff under work-related stress

A.12 To respond effectively to emergencies or crisis situations

Personal Suitability:

- PS.1 Commitment to providing quality service through initiative, creativity, flexibility, and adaptability to changing demands
- PS.2 Excellent teamwork skills and commitment to building partnerships for the delivery of programming
- PS.3 Ability to promote, persuade, and communicate effectively both orally and in writing;
- PS.4 Effective interpersonal skills, particularly in a multi-cultural environment
- PS.5 Ability to resolve conflicts and problem solve effective and innovative solutions
- PS.6 Ability to provide exceptional customer service and assess situations quickly and assist students/clients appropriately
- PS.7 Understanding of and sensitivity to diverse groups and equity issues.

Other:
