

POSITION AVAILABLE
Program Support Officer
Atlantic Education International Inc. (AEI)
Location: Fredericton, NB
On-site, full-time

WHO WE ARE

AEI is a people-first organization that seeks to enrich the lives of individuals and communities through access to meaningful educational experiences. At AEI we are committed to creating defining experiences that positively affect global learners for the rest of their lives and create a lasting impact on their communities. AEI operates two business lines, namely:

- *New Brunswick Offshore Schools Program*: This program oversees the establishment of school partnerships around the world where New Brunswick's Anglophone curriculum is taught, and its high school diploma awarded.
- *New Brunswick International Student Program*: This program recruits and welcomes over 800 students from around the world every year who come to New Brunswick to live in our communities with host families and attend our middle and high schools.

RESPONSIBILITIES

As the Program Support Officer you are responsible for many clerical tasks to ensure that AEI's operations run smoothly and efficiently. Specific responsibilities will include, but not be limited to:

- Provide front-desk coverage by managing a busy, multiline phone system, greeting guests as they enter the office, managing incoming/outgoing mail and shipments, and maintain an organized, clean office environment to ensure the day-to-day operations of the AEI office run smoothly and efficiently. This will include things like:
 - Overseeing office supplies and marketing collateral to ensure resources are available, as needed;
 - Packaging of marketing collateral for presentation to agents and partners, as needed;
 - Coordinating all internal shipping needs;
 - Coordinating meetings which will include the set-up and take-down of meeting rooms as well as any catering needs; and
 - Acting as the liaison with office building maintenance personnel.
- Provide support to the Outbound Scholarship Program, which may include but is not limited to, the application and selection process, the onboarding and orientation process, the departure process, and throughout their year abroad.
- Provide support to the admissions process for both business lines, which will include data entry using our internal student management system.

- Provide administrative support to the organization's business lines, which will include things like:
 - The coordination of validation and authentication needs.
 - Processing and managing NBISP student medical insurance.
 - Drafting, revising, and sending mass communication and other items such as newsletters for the business lines.
 - Prepare meeting agendas.
 - Drafting, revising, and sending letters and other correspondence or reports on behalf of the business lines.
 - Managing the registration of offshore school teachers on various GNB-based platforms.
- Provide support with ordering and managing internal IT needs (i.e. procurement).
- Monitor company activities and update calendar of events.
- Provide front-desk coverage by managing a busy, multiline phone system, greeting guests as they enter the office, managing incoming/outgoing main and shipments, and maintain an organized, clean office environment.
- Other duties as assigned.

QUALIFICATIONS

Your attitude, skills and interests are just as important as your area of study/or experience. We are looking for diverse backgrounds that bring a combination of the following:

Education and Experience

- High school diploma or GED supplemented by post-secondary education of one (1) year in duration in business administration or office administration, or a related field, and a minimum of three (3) years of related administrative work experience OR a high school diploma or GED and a minimum of two (2) years in duration in business administration or office administration, or a related field, and a minimum of two (2) years of related administrative work experience.

Skills and Abilities

- Experience with Microsoft Office Suite is essential.
- Experience working with e-mail and the internet are essential.
- Excellent written and oral communication skills and interpersonal abilities
- Evidence of strong organizational abilities.
- Ability to be a team player who values being part of a team.
- Excellent planning and coordination skills.
- Evidence of a client-service orientation
- Evidence of self-motivation and a desire to take initiative

If you're ready to leverage your skills in a role that provides emotional fulfillment behind the basic responsibilities, working alongside a team of individuals who are inspired to see their support come to fruition, we want to hear from you! Qualified applicants are asked to submit a resume and cover letter via email to aeihr@gnb.ca citing "Program Support Officer" in the

subject line no later than November 20th, 2024.

COMPENSATION AND BENEFITS

Compensation will be commensurate of the successful candidate's level of education, knowledge and experience pertaining to the role, however, the salary range for this position is expected to be \$47,320 - \$66,066 annually, following the pay bands of the Government of New Brunswick.

AEI offers a comprehensive benefits package, including but not limited to:

- Extended Health and dental plan
- Statutory and non-statutory holidays
- RRSP matching
- Comprehensive vacation package

We appreciate all expressed interest in this position, however, only the candidates selected for interview will be contacted. No phone calls please.

We encourage and consider applications from all qualified individuals regardless of race, religion, color, gender identity or expression, sexual orientation, disability, age, or those of other minority groups. Members of designated groups are encouraged to self-identify. All qualified individuals are encouraged to apply; however Canadian Citizens and Permanent Residents will be given priority.