

# JOB DESCRIPTION

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**POSITION:** Safety Services Administrator

**DEPARTMENT:** Safety Services

**MANAGER:** *Safety Services Administrator Team Lead*

**CLASSIFICATION:** Administrative Services

## **QUALIFICATIONS:**

### **Education and Experience**

A Community College certificate or equivalent, with three or more years' experience in a clerical position with data entry and customer service responsibilities. A background in Occupational Health and Safety is desirable.

### **Skills and Abilities**

Strong interpersonal and communications skills, time management along with a strong work ethic are required to be successful in this role. Ability to work in a both a team environment as well as being a self-starter. Proficiency in word processing, spreadsheets, and databases is needed with a high degree of accuracy. Excellent customer service skills and demonstrated ability is also a key requirement.

### **Overview**

Reporting to the Safety Services Administrator Team Lead, the Safety Services Administrator is responsible for:

- Student registrations for safety courses
- Providing information on the organization and its programs and services to our members
- Administration and support for the processing of Safety Audits
- Advising members on requirements for COR (safety) certification
- Assisting the Team Lead by supporting as needed, the day-to-day operations of Safety Services initiatives.

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## **Specific Duties and Responsibilities**

1. **Registrations** – A primary contact for Construction Safety Nova Scotia training.
  - Registers participants, either in person, via email or over the telephone, in appropriate courses - explaining prerequisites, location, time, cancellation policy, pre-payment terms, sponsorship requests, and employment confirmations
  - Provides clients with e-mailed or mailed copies of registration confirmations upon request
  - Cancels participants from courses providing the appropriate cancellation number
  - Advises participants as to products and programs offered by Construction Safety Nova Scotia to best meet their needs
  - Enters all registrations into the computer database, creating appropriate database files for new companies or adding to existing company data. Ensures data integrity is maintained at all times
  
3. **Online Training**
  - Takes registrations for online courses or offers assistance for students and companies requesting online training
  
4. **COR Technical Review**
  - Provides technical and quality control review of a company's safety program to ensure all safety program elements meet the prescribed COR standard
  - Reviews and processes companies COR instrument and documentation for both internal and external evaluations
  - Issues corrective actions and/or opportunities for improvement to company's who don't meet the standard
  
5. **COR Administrative Function**
  - Advises companies on their respective progress in the COR Evaluation process in order to determine what is required to ensure timely progression through the Safety Certification Program
  - Following the completion of each COR Evaluation review, ensures reports are filed, updates database and passes non-conforming files on to the Team Lead
  
6. **Customer Service**
  - Responds to or re-directs member inquiries (i.e. Company status, COR certification, course schedule inquiries, etc...) and provides information in a thorough and professional manner

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- Faxes and/or emails/mails out information and schedules
7. **Special Projects**
- Accepts special projects. Acts in a manner which supports and encourages a team approach to meeting departmental and organization's challenges and goals
  - Demonstrates the flexibility to work in teams to which this position may be assigned from time to time
8. **Quality System**
- Applies policies, procedures and work instructions and participates in the continuous improvement efforts of the organization
  - Identifies and reports areas for improvement
  - Responsible for isolating and/or reporting any nonconforming product or service in accordance with policies and procedures
  - Familiar with the Mission Statement and the quality policies of the organization
  - Knowledgeable of and consistently applies quality procedures relevant to position
  - Ensures quality system documentation in the position's care are kept in good condition
  - Reports any problems or discrepancies with documentation content or condition to the Team Lead
10. **Miscellaneous**
- Other duties that may be assigned by Department Head

### **General Duties and Responsibilities**

1. **Communications** - communicates knowledge clearly, accurately and thoroughly in writing and verbally. Able to communicate effectively with persons (internal & external) at all organizational levels.
2. **Resource Administration** - efficient and effective use of resources (staff, budgeted funds, and materials) to achieve departmental objectives and organization's goals.
3. **Time Management** - Skillfully organizes, plans and forecasts work levels to meet the demands of the position. Capable of managing and prioritizing multiple projects.
4. **Quality & Continuous Improvement** - Consistently meets or exceeds performance standards established for the position. Actively seeks and attains continuous improvement of the position's duties and those of subordinates (if applicable).
5. **Quantity of Work** - Consistently meets established deadlines and objectives of day-to-day activities and of special projects or initiatives.

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6. **Problem Solving** - Able to source out and apply innovative solutions to departmental/organizational challenges. Takes initiative and makes decisions within the position's established scope of authority.
7. **Judgment, Analysis & Decision Making** - Investigates problems and is able to examine and distinguish component parts separately or in their relationships as a whole. Demonstrates a high level of competency in decision making.
8. **Internal Responsiveness** - Exercises an appropriate degree of co-operation, tact and good judgment when meeting with, or dealing with, coworkers whether by phone, correspondence, or personal contact.
9. **External Responsiveness** - Demonstrates tact and good judgment in meeting/dealing with or influencing people (outside of the organization) whether by phone, correspondence or personal contact.
10. **Teamwork** - Demonstrates ability to work as a constructive team member on special projects or initiatives with individuals with varied skills, knowledge, and ability.
11. **Professional Development** - Demonstrates initiative in professional development either individually or under the direction of management by attending training sessions. Actively seeks new knowledge in area of expertise to contribute to the goals and objectives of the organization.

If interested, please send your resume to Chelsea MacDonald:  
[cmacdonald@constructionsafetyns.ca](mailto:cmacdonald@constructionsafetyns.ca)

The deadline to apply is July 1<sup>st</sup>, 2022