

# Job description

## 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.

## 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, however, not necessary.

### 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 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.

### 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

#### 2. Online Training

- Takes registrations for online courses or offers assistance for students and companies requesting online training

### **3. 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

### **4. 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

### **5. 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
- Faxes and/or emails/mails out information and schedules

### **6. 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

### **7. 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 as needed

Job Types: Full-time, Permanent

Salary: From \$37,500.00 per year

Benefits:

- Casual dress
- Dental care
- Disability insurance
- Discounted or free food
- Employee assistance program
- Extended health care
- Flextime
- Life insurance
- On-site parking
- Paid time off
- RRSP match
- Vision care
- Wellness program
- Work from home

Schedule:

- Monday to Friday

COVID-19 considerations:

Proof of COVID-19 vaccinations are required.

Experience:

- Administrative experience: 3 years (required)