

# Living Our Vision, Mission and Core Values Program Administrator

This document is a direct representation of feedback received from employees of triOS College and Eastern College. Employees identified behaviours that are reflective of a Program Administrator demonstrating living our Vision, Mission and Core Values. These behaviours now form the performance culture expectations of a Program Administrator at triOS College and Eastern College.



## VISION

To improve lives  
by sharing our knowledge  
and passion for excellence.



## MISSION

Helping students become  
job-ready graduates.



## VALUES

To practice:

- Integrity** Do what we say we will do
- Dedication** Strive to be the best we can be
- Readiness** Recognize and react positively to change
- Respect** Treat others the way they want to be treated  
... in all of our relationships.

## Performance Culture – Program Administrator

The role of Program Administrator is critical to the organization as it provides a point of contact for all students and manages program administration including; maintaining inventory, distributing and ordering courseware. In addition the Program Administrator maintains the diploma and transcript process, sets up new student orientation, and monitors daily attendance.

Below we have identified key behaviours for a Program Administrator that are in line with our Vision, Mission and Core Values.

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### **Integrity, do what we say we will do**

1. Act as a back-up to the Administrative Assistant and answer all incoming phone calls within three (3) rings.
2. When speaking on the phone do so with a smile. Speak slowly and clearly so that the message does not get lost or misheard.
3. Provide effective and timely follow-up to questions and requests.
4. Distribute books, course materials, and uniforms on-time to both students and instructors.
5. Provide transcripts and diplomas to graduates within the allotted timeframe.
6. Adequately organize and prepare new student orientation.
7. Be organized and prepared on new student start days, this involves preparing new student material in advance of the start day.
8. Ensure student grades have been inputted accurately and approved within the timelines.
9. If you need to step away from the front desk, arrange to have coverage with another team member, and ensure they are aware of incoming appointments.

### **Dedication, strive to be the best we can be**

10. Make prospective and current students feel welcome and comfortable at the campus. This involves:
  - a. Creating a friendly, inviting, and supportive environment.
  - b. Greeting everyone with a smile.
  - c. Greeting students by name.
  - d. Being dressed in business casual attire.
11. Always answer the phone with a smile. Transfer phone calls to the appropriate team member as required.
12. Arrive a minimum of ten (10) minutes before the start of your day to ensure you are organized and ready to go when your shift is to start.

13. Maintain an organized book room to help with efficiencies when distributing books to students and maintaining inventory.
14. Stay current on inventory and program changes to ensure you have the inventory you need for classes that are coming up.
15. Ensure you have adequate inventory to meet the demands of students.

### **Readiness, recognize and react positively to change**

16. Be proactive and adaptable to changing situations, specifically relating to changes in course materials.
17. Keep communication open with instructors to ensure they are aware of when you will be receiving a late book inventory.
18. Be prepared to adapt the hours of the book room as a result of changes in the schedule.
19. Keep instructors informed of any changes to instructor material.
20. Provide a listening ear. Escalate any concerns timely to the appropriate team member.
21. If you have an irate/upset student, customer, or employee either (a) step away from the front desk and into a private office to continue the conversation, or (b) ask another team member to address the individual with the concern.

### **Respect, treat others the way they want to be treated**

22. Treat everyone with respect.
23. Avoid having personal and sensitive conversations at the front desk. Move these conversations to a more private area.
24. Provide reassurance to students that may not be confident about returning to school.
25. Maintain a friendly, professional, and respectful demeanor when working with students that missed book day.