



EMPLOYMENT OPPORTUNITY

LEARNING SERVICES COORDINATOR

Internal and External Competition

Full-time, Indefinite Position
(Hybrid work – Ottawa or Akwesasne office)
Deadline for applications: August 30, 2024 (or until filled)

About FNIGC

The First Nations Information Governance Centre (FNIGC) is an independent, apolitical, and technical non-profit organization that envisions every First Nation achieving data sovereignty in alignment with its distinct worldview. FNIGC supports the development of information governance at the First Nations community level through regional and national partnerships.

FNIGC is responsible for a wide range of work. In collaboration with our regional partners, FNIGC supports First Nations communities by contributing directly to building data and statistical capacities at national, regional, and community levels, including the provision of credible and relevant information on First Nations and the development of First Nations-led infrastructure. FNIGC stewards' data collected through national surveys conducts research and analysis on the rapidly changing data landscape, engages in knowledge translation and dissemination activities, offers education and training, and promotes the advancement of the First Nations principles of OCAP®.

Critically, FNIGC and our regional partners follow established protocols, policies, and procedures that are guided by a holistic cultural framework. Ultimately, FNIGC is a tool that rights-holding First Nations can use, via our governance, to assert sovereignty over their data and information.

The successful candidate will be eligible for flexible work hours, hybrid work, a competitive salary, a benefits package, a pension plan, and generous paid time-off benefits.

About the Role

Reporting directly to the Senior Manager, Education and Training, the Learning Services Coordinator takes on a key role in the administration and coordination of the Fundamentals of OCAP® and other training initiatives. The Learning Coordinator is the front-line for student-centered and client service support duties.

The First Nations Information Governance Centre's Education and Training Unit is responsible for the delivery of initiatives aimed at increasing knowledge and skills related to the First Nations principals of OCAP®, data governance, and data sovereignty.

Duties and Responsibilities

A. Registration and Learner Support

1. Responds to registration inquiries using customer service software.
2. Supports individual and group registrations.
3. Processes registration changes.
4. Responds to learner inquiries using customer service software.
5. Provides information, explanation, and clarification to learners as required.
6. Supports Learner navigation of the Learning Management System (LMS).
7. Assesses and determines appropriate registration status such as course extensions.
8. Communication of specific policies and procedures.

B. Administration of the Fundamentals of OCAP® and Learning Management Systems (LMS)

1. Assists with day-to-day administration and coordination of the Fundamentals of OCAP®.
2. Creates and maintains other databases, tracking systems and/or departmental tools as required.
3. Collects, analyzes, and reports data using LMS tools.
4. Supports education and training evaluation activities such as data collection and analysis related to student/participant registration, completion rates, and feedback.
5. Liaises with the Finance team to coordinate invoicing and payments in accordance with FNIGC policies and procedures.

C. Education and Training Unit Support

1. Participates in the development of unit strategic planning and workplans.
2. Provides administrative support to the Education and Training unit.
3. Supports working groups or advisory committees, including coordinating meetings, note-taking, as required.
4. Periodically reviews website, programs, and courses, to ensure validity and accuracy.
5. Creates and formats correspondence, documents, and reports as assigned.

Knowledge and Skills Abilities

1. Knowledge of learning management systems.
2. Ability to take initiative, be self-motivated and use independent judgement to respond appropriately to requests for information.
3. Ability to interact effectively, through both written and verbal communication, with a variety of individuals with diverse backgrounds and needs.
4. Demonstrated ability to deal with sensitive situations that call for the use of diplomacy, tact and professionalism in the delivery of information and explanations.
5. Strong work ethic and a high degree of accuracy and attention to detail.
6. Proven ability to prioritize tasks, work to deadlines and demands, make responsible decisions, and determine when to seek advice.
7. Ability to work both independently and as part of a team.
8. Capacity to learn and adapt to change.
9. Advanced knowledge of Microsoft Office suite including Word, Excel, PowerPoint, Outlook. SharePoint is considered an asset.

10. Experience working with First Nation organizations or communities.
11. Operational knowledge and understanding of issues facing First Nations locally, regionally, and nationally.
12. First Nations lived experience is an asset.
13. English is the working language, although the ability to communicate effectively in any Indigenous language or French would also be an asset.

Experience & Education

1. College diploma in Business Administration, Project Management, Research or equivalent.
2. A minimum of 3 years of experience as a Program or Project Assistant or an equivalent combination of education and experience.
3. A minimum of 3 years of experience in customer service and learner support.
4. Experience with project management tools would be a definite asset.

Application Information

We invite qualified candidates to send their *résumé* and cover letter telling us why you think you'd be a great addition to the FNIGC team to recruitment@fnigc.ca by **August 30, 2024** or until the position is filled.

As preference in hiring will be given to First Nations candidates, applicants are encouraged to self-identify. FNIGC is committed to accommodating people with disabilities. If you require an accommodation, we will work with you to meet your needs. We thank all applicants for their interest; however, only those selected for an interview will be contacted.

To learn more about other FNIGC career opportunities please visit www.fnigc.ca