

Job Description – Administrator, Learning and Events

Job Title: Administrator, Learning and Events

Department: Learning Team

Location: Ottawa, ON (In-Office)

Reports To: Director, Learning Operations

Employment Type: Full-Time

Salary Range: \$45,000-50,000 a year plus benefits

Position Summary:

The Institute on Governance (IOG) is seeking a highly organized and proactive individual to support the Learning Team in an Administrative & Event Support role. This position plays a vital part in ensuring the smooth execution of learning programs and events—both in-person and virtual—while also supporting general office operations and reception duties. The role further encompasses responsibilities related to student enrollment, record keeping, and customer service, contributing to the overall effectiveness and professionalism of the Learning Team's activities. This would be a fully in-person role at IOG's office located in Ottawa's ByWard Market.

Key Responsibilities:

Administrative Support:

- Provide day-to-day administrative assistance to the Learning Team.
 - Maintain and organize course materials in Dropbox, ensuring timely updates and accessibility for instructors and participants.
 - Synchronize calendars between Arlo (Learning Management System) and Google to ensure accuracy in scheduling and participant information.
 - Upload and manage learning content on the IOG Academy platform.
 - Generate periodic reports summarizing Learning Centre activities and outcomes.
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In-Person Class & Event Assistance:

- Responsible for the preparation and setup of classrooms and event spaces for in-person courses and events, including room set-up and participant logistics.
 - Responsible for post-event cleanup, including returning catering items and resetting the space.
 - Ensure all learning materials are printed, packaged, and distributed as needed.
 - Set up and confirm the readiness of IT equipment (e.g., Owl camera, microphones) for sessions.
 - Coordinate catering orders and manage food and beverage setup for breaks and meals.
 - Keep the kitchen area organized, ensuring that beverages and snacks are stocked and replenished as needed.
 - Assist with logistical arrangements for special events
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Student Enrollment & Records Support:

- Support student enrollment processes and help maintain accurate and up-to-date records under the supervision of core team members.
 - Monitor student attendance during both virtual and in-person sessions and report any concerns to relevant team members.
 - Assist in organizing and submitting participant rosters and attendance records to instructors and the Finance Department.
 - Follow up on outstanding accounts receivable in coordination with appropriate team members.
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Customer Service & Communication Support:

- Respond to incoming phone calls and emails from students, instructors, and other stakeholders in a professional and timely manner.
- Redirect inquiries to the appropriate team members as needed, ensuring clear and effective communication.
- Provide technical and logistical support for virtual learning sessions, including troubleshooting common access or connection issues and ensuring participants have required materials.
- Welcome and assist participants during in-person sessions, ensuring they are well informed and prepared.
- Maintain a welcoming and organized front desk area and support general office operations.



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Qualifications:

- Previous experience in an administrative, customer service, or event coordination role.
- Strong organizational and time management skills with excellent attention to detail.
- Proficiency in Microsoft Office Suite, Google Workspace, Zoom, and cloud-based file-sharing platforms (e.g., Dropbox).
- Experience with learning or event management systems (e.g., Arlo) is an asset.
- Excellent written and verbal communication skills.
- Ability to multitask in a fast-paced, collaborative environment.
- Bilingualism (English/French) is considered a strong asset.
- Knowledge of, or previous work with, government organizations at any level (federal, provincial, municipal) would be considered an asset.

Working Conditions:

- Primarily based in-office at the IOG's Ottawa location in the ByWard Market.
- Occasional early morning, evening, or weekend hours may be required to support events or course delivery.

Why Join the IOG?

At the Institute on Governance, you'll be part of a mission-driven team dedicated to strengthening public sector governance and leadership. We offer meaningful work, a collaborative environment, and the opportunity to support high-impact learning experiences for Canada's public service and beyond.

To Apply:

Please email your resume and cover letter to our recruitment partner Business Sherpa Group at: careers@businesssherpagroup.com

We are actively recruiting for this position. It will remain open until filled. We thank all applicants for their interest, but only those selected for an interview will be contacted.

The Institute on Governance values diversity and is committed to fostering an environment of inclusion. We are proud to accommodate individuals with disabilities throughout the recruitment and selection process. Please indicate your need for accommodations in your application.