#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:** Traill College Coordinator

**Job Number:** SO-031 | VIP: 1291

**Band:** OPSEU- 7

**Department:** Traill College

**Supervisor Title:** Principal, Traill College

**Last Reviewed:**  March 29, 2023

#### **Job Purpose:**

Manages the day-to-day operations of the College including the Trent Continuing Education program. Coordinates, schedules, and assists in the planning of college events. Acts as first point of contact for faculty, staff, students, and external contacts. Manages effectively the administrative and financial affairs of the College Office, its student staff, and the Continuing Education program. Administers all activities, events and initiatives and assures that all administrative decisions and/or actions are being adhered to effectively. Works closely with the Principal in the planning and execution of the operations, renovations and expansion of the College and Continuing Education, including the development of new procedures, programs, and activities. Lead hand in overseeing and working with the Continuing Education and Scheduling Assistant. Enhances and promotes the profile of Traill College as a destination for undergraduate and graduate students, alumni, lifelong learners, and the community.

#### Key Activities:

##### Continuing Education

1. Assists Director of Continuing Education with the selection and evaluation of both course instructors and continuing education courses.
2. Manages student staff involved in Continuing Education.
3. Provides leadership, direction, and oversight to Continuing Education and Scheduling Assistant.
4. Works with the Director of Continuing Education on conducting ongoing assessments of the community’s needs for Continuing Education.
5. Collaborates in developing new Continuing Education courses, certificates and workshops including developing learning outcomes, content, and assessments including assessment of revenue generating potentials.
6. Monitoring Instructors through reviewing course evaluations from participants and following up as required.
7. Identifies and makes recommendations to the Director of Continuing Education on processes related to registration and the courses in general. Provides support in consultations with external stakeholders in the development of new courses and partnerships.

##### Administration of College

1. Provides planning and administrative support for the Principal and coordinates important meetings with both internal and external parties.
2. Creates and supervises the annual schedule of all social, cultural, literary, and academic events in the College and plans accordingly. Assures that all deadlines for administrative decisions or actions are being adhered to. Administers activities, events, and initiatives. Coordinates volunteers, organizes, evaluates, publicizes, and monitors progress of all College events. Negotiates with staff or management to implement the annual schedule. Meets regularly with the College Principal, College staff, and members of the College Cabinet and liaises with all Trent departments. Coordinates student support team.
3. Responds to crisis situations in the College and follows up with the Principal. Issues are often of a sensitive or confidential nature. Determines the most appropriate and effective way to manage the situation and ensures that the most effective course of action is taken. Troubleshooting Operational issues with Principal as well as engages in strategic planning.
4. Coordinates support for Academic Advising and Academic Skills functions, projects, and initiatives within the College. Provides support, consultation and troubleshooting as needed for student staff.
5. First point of contact for students. Evaluates and determines the most appropriate and effective way of dealing with individual situations. Represents the College effectively when dealing with people. Understands and can use appropriate software (i.e., ORBIS, etc.) for booking/managing student appointments.
6. Works closely with the School of Graduate Studies and the Trent Graduate Student Association (TGSA) to organize and raise awareness with graduate students of all the services and events that are happening at the College and The Trend.
7. Works closely with the undergraduate student government (Cabinet) to organize and raise awareness with undergraduate students of all the services and events that are happening at the College and the Trend.
8. Facilitates College communications and social media platforms and updates website.
9. Completes follow up review and evaluation of programmed events including developing and distributing feedback surveys and compiling and analyzing data.
10. Manages the customer relationship with The Trend Cafe and Pub including all catering functions, raising awareness of customer satisfaction issues, problems or complaints, advertising and building clientele.
11. Participates on various College and University committees including the Principal’s Advisory Committee.
12. Oversees Traill’s Computer Lab and printing facilities; troubleshoots to ensure all computers are functioning properly and looks after the printers and all supplies.
13. Maintains records and files and compiles information as needed. Assists in records management procedures (i.e., coordinating shredding, deleting and/or purging of records, and ensures these tasks are appropriately documented).
14. Answers correspondence, schedules appointments and meetings, provides agendas and minutes as needed, responds to inquiries, as appropriate.

##### College Life/Program Development

1. With Principal, undertakes long-term planning for College community development and student success. Develops distinct programming, events and activities for the College.
2. Develops and Coordinates annual College programming. Collaborates with Trent departments and services which will ensure College engagement for all target audiences such as residence, off-residence, mature, graduate students and students with families along with community members, staff, faculty and alumni.
3. Collaborates with Principal in the development of undergraduate and graduate orientation week activities.
4. Collaborates withPrincipal in co-ordination of College programming such as Writers Reading, 3MT, Symon Seminar Series for Graduate Research, Traill Visiting Fellow and events at The Trend Café and Pub.
5. Supports the development of undergraduate and graduate activities. Fosters collegiate collaboration with various student groups within Trent (i.e., TGSA, Cabinet, TCSA etc.)
6. Manages special projects for the College such as College Library, Heritage furniture and art, room redesign etc.

##### Office Management & Supervision

1. Responsible for the hiring, training, disciplining, supervision, scheduling, and attendance tracking of up to 12 student staff at any given time. Responsible for dismissing student employees when necessary. Ensures that TWSP and TIP funding applications are accurate and timely and is responsible for payroll reporting.
2. Lead hand for Continuing Education and Scheduling Assistant.
3. Provides leadership, guidance, and direction for the Traill College student staff and the Continuing Education and Scheduling Assistant.
4. Mentors and motivates student staff in learning new skill sets.
5. Coordinates the delivery of onboarding and in-service training for Traill College student staff, working closely with other college office staff and student service departments as appropriate.
6. Ensures that customer service levels are maintained in the College office.
7. Coordinates and assigns regular work plans, special events and projects. Monitors progress regularly and is responsible for reviewing and ensuring all tasks are completed within the appropriate timeline and with accuracy. Oversees the daily activity of the team.
8. Monitors and records data concerning College engagement of students, staff, faculty and the general public.

##### College Facilities Management

1. Manages daily operations of the College and acts as designated key and access authority for the College, its buildings (9 in 2022) and rooms. Manages and authorizes all key requests submitted from departments including staff, faculty and external parties. Maintains an ongoing key inventory for the College.
2. Oversees the controlled access system for all Traill College including establishing and authorizing afterhours axiom access for buildings and arranging with security any changes to the axiom system at Traill College.
3. Proactively ensures Risk Management policies are followed in the use of College facilities. Works with the Principal and Security to address and resolve issues that arise surrounding risk management and on-site incidents.
4. In conjunction with Principal ensures project design and implementation for all College projects.
5. Liaises with the appropriate contacts (i.e., Facilities, external contractors) to ensure that College facilities are appropriately supplied and maintained. This includes both university departments and external suppliers in regard to major purchases on behalf of the College. Consult with Facilities Management for all renovations at the College and proposed work to be done. Consults with other university departments and external suppliers regarding major purchases on behalf of the College.
6. Manages all aspects of both the Guest House and the Guest Suite; furnishings, purchases, booking of space, scheduling of required work, and marketing of suite to ensure revenue to cover all expenses and upgrades.
7. Acts as first point of contact for Security during office hours when alarms are reported (i.e. Bagnani Hall).
8. Develops and maintains college policies related to access, use of space, rental rates, etc.
9. Manages office assignments for Graduate offices and assigns keys to Program Administrative Assistants for distribution to students. Serves as primary contact for all issues regarding graduate offices. Responsible for collection of keys at end of term and dealing with discrepancies such as lost or misplaced keys.
10. Coordinates with scheduling regarding classroom allocations and manages all space bookings outside of the timetable.
11. Liaises with the Manager, Office of the Dean of Arts and Science regarding the annual office allocation at Traill College for faculty and labs.
12. Assists the Principal in communicating facilities management issues to all staff, faculty and students and general public as required.

**Budget & Financial Management**

1. Manages and reconciles the College Operating budget, the Guest Suites’ budgets and has signing authority for all College accounts (15). Monitors college financial statements: checks for accuracy, investigates anomalies and variances, resolves discrepancies, requests fund transfers when appropriate.
2. Manages all purchases for the College, Continuing Education and the Guest Suite/House and ensures compliance with Trent policies.
3. Manages and reconciles Continuing Education budget as well as assists in financial forecasting and the development of revenue generating programs.
4. Responsible for collecting any fees or payments and processing all such deposits to college related accounts. Responsible for monthly deposits and reports (i.e. Interface reports) and for all visa statements and tracking.
5. Creates and manages the budgets for college events and programming.
6. Manages the billing, payment and process of all rental spaces including, Guest House, Guest Suite and Amphitheatre.
7. Provides strategic advice to the principal regarding resource allocation, budgets, college finances etc.
8. Other duties as assigned not to account for more than 5% of overall duties.

#### Education Required:

* Honours University degree (4 years) required.

#### Experience/Qualifications Required:

* One to two years of related experience in a university, or academic setting.
* Experience in office administration, supervision, organizational planning, and priority setting skills to facilitate and ensure collegial environment for effective student teamwork.
* Experience working in a fast-paced environment with shifting priorities, high work volume and constant interruption of workflow.
* Highly developed critical problem solving, analytical reasoning and organizational skills.
* Ability to anticipate needs, plan, organize, coordinate, and perform work with little or no supervision.
* Demonstrated experience in planning, scheduling, logistics, and/or project management with the proven ability to plan, develop and execute creative approaches to challenges in a College environment.
* Demonstrated ability to work with undergraduate students, graduate students, faculty, and life-long learners.
* Proven understanding of the various constituencies within the university environment and their influence on decision making at the college level.
* Familiarity with university policy and procedures.
* High level of attention to detail, accuracy, and proven discretion in dealing with confidential and sensitive matters required.
* Financial management experience including budget development and management, and meticulous attention to detail.
* Proficiency using Microsoft Office software (including Word, Excel, Outlook, Access and PowerPoint); email, electronic calendaring, Adobe, Canva, internet (i.e., Drupal) and understanding of systems such as VIP, Chrome River, Datatel and ORBIS.
* Excellent interpersonal and communication skills are essential to clearly communicate complex issues to senior administration, faculty, staff, students, alumni and the public.
* Excellent organizational skills and the required demonstrated ability to take initiative essential.
* Ability to successfully address emerging and unpredictable events in a timely manner, often using tact and discretion.
* Innovative, creative, and self-motivating to identify, collaborate and successfully implement process/system improvements.
* Demonstrated ability to work collaboratively with others in a complex and multi-faceted work environment is essential.
* Demonstrated ability to handle varied work under pressure with accuracy and diplomacy.
* Must be able to work flexible hours; some evening and weekend work is required.

#### Supervision:

* Lead hand to the Continuing Education & Scheduling Assistant (SO-465).
* Responsible for up to 12 student employees at any given time.

**Job Evaluation Factors:**

**Analytical Reasoning**

* This position is very complex, dealing with a college campus of 9 buildings and facilitating college programming as well as continuing education, requiring a very high degree of analytical reasoning.
* Identifies or proposes additional savings to cover unexpected expenses after budget has been set.
* Forecasts expenditures to determine available funds throughout the year to identify possible savings or year-end shortfalls.
* Advises college needs for growth in terms of space (buildings/renovations) while using limited resources effectively.

**Decision Making**

* Makes budgetary decisions and assists in allocation of resources for the college and Continuing Education budgets.
* Makes daily operations decisions and resolves administrative problems.
* Manages difficult problems from faculty, staff, students, and facility operations, and makes decisions for resolution keeping in mind how the decision would impact all stakeholders.
* Make decisions on course cancellation (Fall/Winter, Summer) for Continuing Education. These decisions have an impact on registration and enrolment as well as relationships with community partners and instructors. This impacts the university revenues and finances.
* College Access control - this position must approve Access Cards to the college outside regular hours of operation.

**Impact**

* Failure to correctly forecast and plan operational expenditures could result in serious overspending at fiscal year-end which would have repercussions for the college and its students.
* Failure to work collaboratively with academic departments and other units could result in a sense of dissonance and therefore, lack of support for the college. This could impact reputation and opportunity within the college community and greater community.
* Failure to manage college operations in a safe and mindful way could result in workplace injury and an unsuitable college environment for students, faculty, staff, and community members.
* Failure to regularly meet and plan with the Security team could result in an increase in campus incidents on site. Failure to not train and monitor front-line staff could result in frustrated students and their families, thus potentially impacting retention and reputation.
* Monitoring that building projects and renovations are completed on time and within budget ensures that overspending does not happen, and projects are completed to the required standards.
* Representing Trent in the community, in a positive manner, allows for reputation building and recognition. Without important community relationships, there may be impact to resources and community reputation.

**Responsibility for the Work of Others**

**Direct Responsibility**

Responsible for up to 12 student employees at any given time.

Trains, assigns, and monitors work, hires, disciplines.

Coordinates staff meetings.

**Indirect Responsibility**

Lead hand to Traill College Continuing Education and Scheduling Assistant.

Provides training, guidance, leadership, and direction.

**Communication**

Requires ability to synthesize and summarize complex information for clear dissemination to a large variety of diverse audiences including students, staff, faculty, and general public (including lifelong learners). Requires frequent consultation with other offices. Communication in this position both verbal and written requires tact and diplomacy.

**Internal Contact**

* Faculty
* Staff
* Academic departments (Graduate & Undergraduate)
* Non-academic (Housing, Student Affairs, Facilities Management, All Colleges, Careers, Wellness, Registrar, Risk Management & Security, Finance, Payroll, IT, Alumni Affairs & Parking etc.)

**External Contact**

* Students
* Proprietor of the Trend
* Contractors/suppliers
* Continuing Education Instructors
* Alumni
* Couriers
* Community/Public
* Parents
* Police & Emergency Services

**Motor/ Sensory Skills**

**Motor Skills:**

* Coordination
* Sustained concentration - When assessing a students’ or campus partners’ requests, many skills are required including active listening and focused attention.

**Sensory Skills:**

* Hearing and touch
* Visual – Computer

**Effort**

**Mental**

* Multiple competing demands
* Organizing tasks
* Sustained Concentration – constant interruptions, requests, and newly emerging issues
* All tasks requiring attention to detail
* Multitasking
* Sustained Attention
* Ability to self-regulate

**Physical**

* Bending, lifting, carrying, walking, moving materials

**Working Conditions**

**Physical**

* Neck, back and eye strain
* Poor weather conditions

**Psychological**

* Dealing with complaints, frustrated, angry, confrontational people Interruptions
* Deadlines/time pressures/changing deadlines
* Conflicting work priorities
* Multiple competing demands
* Lack of control over pace of work
* Lack of privacy