**Department of Human Resources**

**OPSEU Job Description**

**Job Title:** Administrative Assistant/Research Centre Coordinator

**Job Number:** SO-265

**NOC:** 1221

**Band:** 6

**Department:** Frost Centre

**Supervisor Title:** Director, Frost Centre for Canadian Studies and Indigenous Studies

**Last Reviewed:** April 26, 2002

**Job Purpose**

Assists the Director in the management of two graduate programs: Master's in Canadian Studies and Native Studies and Ph.D. in Canadian Studies (joint with Carleton), also assists in the management of the Frost Centre Research Centre; production of all publicity materials; Frost Centre Board and other committee activities and management, taking minutes; development of policies for the approval of the Frost Centre Board; correspondence and the preparation of reports related to policies, procedures, priorities and financial information; in developing outreach activities initiatives through liaison with external institutions, liaising with other university departments.

Acts as a Consultant and coordinator for faculty and administration assistants at Carleton University. Advisor to graduate students and prospective students. Manager (with signing authority) of Centre's budgets, scholarship and awards. Administers budget accounts. Administer and liaison person with faculty. Manager and Coordinator of yearly visit of the Northern Chair. Manager and coordinator of support for Post-Doctoral fellows and other visitors. Contact person for Centre. Supervisor of part-time employees. In charge of - Creating and maintaining Centre's web pages. Coordinator of Web CT which includes chat rooms, calendar postings, bulletin board notices and E-mail accounts for all Ph.D. faculty and students at Carleton and Trent involved in the joint Ph.D. program. Originates, designs and administers Ph.D. web site and answers inquiries from prospective applicants resulting from this web page. Centre's computer facilities and troubleshooting. Coordinates all thesis defences including liaising with External Examiners (arranging for accommodation and processing certain expenses). All alumni information and records of the Frost Centre for Canadian Studies and Native Studies. Prepares information package for, and takes part in, Orientation for all first-year students. All room bookings for Centre. Security for the Centre by being in charge of the distribution of keys and having students sign for them. Produces and updates the Frost Centre Manual.

**Key Activities**

1. Receives and screens all incoming calls and email to the Centre. Providing information and ensures that enquiries are handled in a prompt and efficient manner.
2. Oversees the production of the Centre's yearly *Frost Report*, sent out to organizations, alumni, and other individuals across the country. This brings the Centre out to the broader public.
3. Designs and manages the Centre's web pages.
4. Consults and coordinates communication between Trent and Carleton faculty and students in the joint Ph.D program in Canadian Studies to make sure that enrolment regulations are followed and that students meet the criteria for application and that the course of study is in compliance with their program requirements.
5. Advises M.A. and Ph.D students regarding their programs of study and policies and procedures to ensure that students are aware of all requirements they are to meet and of support available. Responsible for distributing all student Progress Reports to faculty members for their comments and marks, coordinates and compiles all marks and comments on reports for the Director's signature and subsequently returns them to the Graduate Studies office by deadlines. Checks, signs and facilitates all student expense forms regarding their research expense allotment so that they can get reimbursement for their research expenses. Oversees the Centre's student computer facilities which includes installation of software and troubleshooting to ensure that all student computers are functioning properly.
6. Attends and gives out information at *Recruitment Fair* each year.
7. Coordinates work involved in, and processes all expenses related to, bringing visitors to the Centre, including post-doctoral fellows, Colloquium speakers, the *Visiting Chair Post-Doctoral Fellow in Northern Studies,* External Examiners.
8. Manages (with signing authority) all fourteen Frost Centre budgets, scholarships and awards, checking budgets according to various guidelines, policies and procedures and making recommendations to the Director and also advises students regarding requirements and obligations related to scholarships and awards available. This is done so that the Centre is aware of monies available and monies spent at all time to make sure that guidelines under which the monies were received are followed.
9. Administers and liaises with faculty members who are involved with the Research Centre component at the Frost Centre for Canadian Studies and Native Studies. Includes administering, checking, signing and processing expenses related to their research grants received from ASU program.
10. Responsible for compilation and updating all alumni information so that former students can be contacted, and compiles statistical information regarding secular jobs or further education pursued after graduation from the Centre.
11. Advertises, interviews, hires and supervises part-time staff to ensure they are familiar with the Centre and that work is being done in most efficient manner.
12. Coordinates and liaises between the Graduate Studies Office and the Frost Centre by following up on, and advertising the Graduate Studies office of, any changes regarding student programs, marks, TA responsibilities, supervisory responsibilities, oral exams, change is status, etc. of students in the Centre and makes sure that students are following the guidelines set out by the Graduate Studies Graduate Students Handbook.

**Education**

General University Degree (3 year).

**Experience Required**

Over six months and up to one year.

**Responsibility for the Work of Others**

Direct Responsibility

* Office Clerk (Part-time) Student
* Office Clerk (Part-time) Graduate Student
* Frost Centre Newsletter Publisher (part-time) Graduate student

**Communication**

Internal:

* Faculty - various disciplines, consult and advise regarding student courses, course loads and supervision, setting up oral exams. Meetings, advise as to who will be assigned TA's to their departments, ask for and compile grades for students
* Students - explain procedures for reimbursement of their research expenses and show how to fill out forms. Answer any questions, set up appointments with the Director
* Print Shop - Printing jobs, order supplies, report on photocopier reading once a month
* Accounts Office - budget items, status of student accounts, request transfers and payment of expenses
* Purchasing Office - process purchase requests, obtain Low Value Purchase Orders, deliver quotes from suppliers
* Graduate Studies Office - ask for information packages, set up oral exams, to arrange TA's, forward student marks, forward student registration materials, forward student applications, inform about student change in status.
* Dean's Office - inform and check the status of External Research Associates, talk about TA appointments, consult about policy and procedures
* Registrar's Office - obtain grades for Trent students applying to Centre, book rooms, get extra calendars, get Trent promotional materials
* Traill College Office - SCR and JCR room bookings, arrange functions,
* Human Resources Department – Sends *Record of Absenteeism* once a month
* Food Services Department - organize functions and to order food for and refreshments for luncheons, plenaries, board meetings, book launches and other functions
* Computer Science - set up new email accounts, set up training programs, help with computer problems, hookups and consult when system is down
* Network and Telecommunications Services - set up video conferencing and teleconferencing, hookups, install certain hardware and software, report telephone changes and errors in billing
* Locksmiths, Physical Resources - keys made, distributed to graduate students, recorded and returned when students convocate
* AV Service - book equipment
* Special Needs Office - arrange special needs for students
* Communications Office - ask to publications and letterhead designed, ask to have certain events advertised
* Financial Aids Office - arrange for hiring OWSP persons, liaise regarding financial aid for students
* Development Office - consult about interest from endowment accounts, grants, scholarships
* Conference Centre - organize functions for the Centre and for room bookings in the summer

External:

* Other Universities - consult, request letters of recommendation, transcripts, invite faculty to present
* External Research Associates - arrange for email, library cards, invite to functions, advise appointments and when elapsed
* Public Interest groups and members of community - invite them to functions, send them newsletter, communicate with sponsors
* Media - place ads in journals and papers to advertise
* Auto rental agencies, hotels and travel agencies - book these for the Director and visiting faculty
* Families to students - personal situations, give out information
* Computer companies, office supplies, local businesses - order computers and supplies
* Alumni - update their files, send the Frostline to them, advise updates
* Government Representatives - consult with then as External Examiners for M.A. oral exams, set up meetings, ask them to present seminars

**Motor/ Sensory Skills**

* Fine Motor Skills - dexterity, coordination - Data input, word processing, web page creation, use of mouse, sorting and distributing mail, managing, processing reviewing all budgets, unpacking and setting up new computers, installing programs
* Hearing - Phone
* Visual, sensory distinction - Checking emails, dealing with people, sensitive to issues and feelings, responsible for monitoring student computer space

**Effort**

Mental:

* Sustained Attention - Prioritizing workload, making sure all deadlines are being met, advising Director of meetings, policies and procedures and deadlines, interviewing part-time staff to determine who will be best qualified for the positions available, organizing workload, checking up, keeping track of hours and signing pay sheets for part-time employees, dealing with inquiries and giving out information and advising potential students, contacting for the purpose of exchange of information and updating all External Research Associates and Alumni of the Centre, creating statistical reports for the Director and Graduate Studies for the purpose of analysis and record, budget administration, data and Web page compilation, proofreading. setting up and installing computer software

Physical:

* Bending - Filing and sorting mail
* Walking - To get to various Frost Centre Offices
* Lifting - Lifting mail from mail room and lifting equipment in offices
* Climbing - Flight of stairs to get mail, coming back up, distribute mail
* Sitting - Computer for long periods
* Keyboarding - Keyboard and mouse
* Reaching - Reach supplies

**Working Conditions**

Psychological:

* Disgruntled Faculty and students
* Deadlines and time pressures
* Required to work on detail