#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:** Office Adminstrative Assistant

**Job Number:** SO-305 | VIP: 1248

**Band:**  OPSEU- 5

**Department:** Trent/Fleming School of Nursing

**Supervisor Title:** Manager, Trent/Fleming School of Nursing

**Last Reviewed:**  December 9, 2021

#### **Job Purpose:**

Under the general supervision of the Manager, the Office Adminstrative Assistant is the initial point of contact for the Trent/Fleming School of Nursing, with a focus on providing student support. Performs a variety of administrative and clerical duties related to the operation of the School in support of students, faculty and staff. This person will work closely with the Academic Administrative Assistant as well as the Academic Coordinator. Primary responsibilities will include: front reception duties, arranging academic advising appointments; managing student files; general office and administrative functions; and supporting the planning and coordination of events and committee work.

#### Key Activities:

##### Front Reception

1. Initial contact person for all visitors to the office, specifically provides support to students.
2. Acts as initial contact for written correspondence, walk-in and telephone inquiries directed to the Trent/Fleming School of Nursing Office; assesses, handles and/or redirects these communication sources.
3. Manages general email accounts, including nursing and academic advising.
4. Monitors student space including maintaining information boards and TFSON television by posting and updating information in a timley manner.
5. Posts information e-mails for faculty/staff and students to Blackboard.

##### Academic Coordinator Support

1. Works with Academic Coordinator to support academic advising inquiries, managing appointments and assisting with student support programming.
2. Assists with interpreting academic polcies and procedures for students.
3. Maintains tracking system for student academic progress.
4. Assists in the organization and scheduling of practice Exit exams.
5. Assists Academic Coordinator with maintenance of website and intranet site; ensures current policies, procedures and forms are accessible to students. Ensures the timely posting of important dates for students (e.g., waitlists, timetable changes, course outlines, guidelines and School policies etc.).
6. Creates and manages social media accounts for department, ensuring posting of timely information for students.
7. Assists with processing of foreign credential evaluation requests.

##### Student Files & Support

1. Creates, organizes and maintains electronic and hard copy confidential files for undergraduate and graduate students.
2. Provides administrative services to graduate students, including their email accounts, requesting keys, LTD authorization, mailbox, arranging for office space, obtaining library privileges.

##### Administrative Support

1. Schedules/books meetings rooms and space.
2. Orders and maintains office and teaching support supplies, working closely with Finance and Personnel Coordinator with respect to available budget.
3. Ensures that an adequate supply of handbooks and promotional materials, and forms are available.
4. Orders all TFSON and research keys; maintains key security inventory. Manages and tracks keypad access to Nursing shared spaces and offices, including programming of keypads; signs out and tracks key as required.
5. Manages TFSON mobile telephone and teleconference accounts.
6. Responsible for the general maintenance and tracking of equipment and related supplies.
7. Ensures equipment is in working condition with paper and ink supplies readily accessible to faculty and staff on a daily basis.
8. Books and tracks portable equipment such as LCD projectors, laptops, cameras etc.
9. Maintains equipment inventory list; completes and submits annual equipment inventory list to Financial Services; arranges for decommissioning of equipment as per the university policy.
10. Arranges regular maintenance of office equipment including preventative maintenance. Works with IT to have computers serviced as needed.
11. Coordinates shredding and printing requests.
12. Interprets School and University policies and processes, academic and administrative.
13. Assists with School website, working with the Program Coordinators, and AAA to ensure it is updated and accurate in a timely manner.

##### Committee & Event Support

1. Provides administrative support to committees as required.
2. Maintains a calendar of Trent/Fleming School of Nursing events.
3. Assists with the planning and coordination of events and committee work, as required.
4. Distributes invitations and/or circulates documents in advance.
5. Books space and arranges for cleaning.
6. Books audio-visual equipment and arranges for teleconference.
7. Orders catering.
8. Arranges for parking.
9. Confirms final arrangements.
10. Other related duties as assigned.

#### Education Required:

* College Diploma (2 year) in Office Administration, Executive or Business Administration or related field.

#### Experience/Qualifications Required:

1. Three (3) years of experience in a related field, such as a professional or academic office environment.
2. Intermediate computer skills and experience including Word, Excel, Powerpoint, Outlook and Blackboard including excellent keyboarding skills.
3. Excellent interpersonal, verbal, and written skills with ability to interact well in a positive manner, using tact and diplomacy, with students, faculty and the community
4. Demonstrated ability to take initiative, to use good judgment, to work independently and as a team member in a complex and multi-faceted work environment.
5. Demonstrated ability to be discreet and maintain confidentiality.
6. Strong time management and decision making skills. Able to prioritize workload in an efficient manner and balance competing priorities.