#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:** Continuining Education & Scheduling Assistant

**Job Number:** SO-465 | VIP: 1755

**Band:** OPSEU- 5

**Department:** Traill College

**Supervisor Title:** Director, Continuing Education (Principal, Traill College)

**Last Reviewed:**  July 19, 2022

#### **Job Purpose:**

Manages the day-to-day operations of the Continuing Education program and oversees the scheduling of Traill College spaces, in particular the Jalynn Bennett Amphitheatre. Coordinates, schedules instructors for Continuing Education and assists the Traill College Coordinator in the program’s operations. Acts as first point of contact for faculty, staff, students, artists, performers, and other external contacts for Continuing Education and Traill College. Works closely with Principal, Traill College Coordinator, and all Traill faculty and staff. Enhances and promotes the profile of Traill College both an arts and culture and adult learning destination.

#### Key Activities:

##### Scheduling & Administration

* Provides frontline support and reception when required.
* Schedules, approves, and monitors room booking requests for workshops, conferences, The Trend, Continuing Education, and the Jalynn Bennett Amphitheatre.
* Assists Principal and College Coordinator in the operations of the Amphitheatre.
* Maintains and publishes public schedule of events for the Amphitheatre and other College spaces.
* Offers client services for room bookings and Amphitheatre, including ticketing, general information, risk management and rental agreements, etc.
* Ensures the appropriate use of contracts, policies, procedures, and provision of assistance (technical support) for room use, including Amphitheatre.
* Ensure the appropriate collection of monies for rental use of facilities.

##### Continuing Education

* Responsible for coordinating and arranging all logistical requirements for registration of Continuing Education students, including accepting payments.
* Updates Continuing Education website.
* Facilitates the call for new courses and other dealings with instructors. Assists Director of Continuing Education with coordinating the evaluation of instructors.
* Assists with the writing and assembling instructor contracts; offers first point of contact with instructors.
* Schedules classroom space for instructors.
* Ensures payments made for instructors, advertising, etc.
* Facilitates the call for courses, submissions of proposals and syllabi.
* Compiles and writes course calendar for website.
* Administers registration software; works with College Coordinator in accounting of funds.
* Develops instructor evaluation form/sending evaluations to instructors as well as instructor follow-up, reminders, etc.
* Assists in the development of promotional material/press releases.
* Represents Traill College/Continuing Education when required.

#### Education Required:

* General University Degree (3 year).

#### Experience/Qualifications Required:

* Two (2) to (3) three years of directly related experience.
* Proven understanding of the various constituencies within the University environment and their influence on decision making at the College level.
* Demonstrated ability to handle highly confidential information.
* Demonstrated ability to work with graduate students, faculty, life-long learners, arts, culture, and heritage community.
* Proficiency in using Microsoft Office software (including Word, Excel, Outlook and PowerPoint); electronic calendaring, internet (i.e. Drupal), Canva, Adobe and Datatel.
* Excellent interpersonal and communication skills; ability to deal with students, parents, faculty, staff, and alumni.
* Excellent organizational skills and the required demonstrated ability to take initiative is essential.
* 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.

**Job Evaluation Factors:**

##### Communication

Internal Contact

* Faculty
* Staff
* Academic departments
* Non-academic

External Contact

* Students
* Alumni
* Community (including Arts, Culture, and Heritage)
* Staff
* Faculty
* Police / Emergency Services

##### Motor/ Sensory Skills

Motor Skills:

* Fine Motor Skills - Keyboarding
* Coordination

Sensory Skills:

* Hearing and touch
* Visual - Computer

##### Effort

Mental

* Daily tasks
* Organizing tasks

Physical

* Telephone
* Bending, lifting, carrying

##### Working Conditions

Physical

* Neck, back and eye strain

Psychological

* Complaints
* Interruptions
* Deadlines/pressure
* Lack of control over pace of work
* Lack of privacy