**Department of Human Resources**

**OPSEU Job Description**

**Job Title:** Program Administrative Assistant

**Job Number:** A-181

**NOC:** 1241

**Band:** 5

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

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

**Last Reviewed:** February 26, 2019

**Job Purpose**

Under the supervision of the Manager, Office of the Dean, provides general administrative support to the Academic Coordinator, Program Coordinators and all faculty at the School. Performs a variety of administrative and clerical duties related to the operation of the Department, including providing administrative support for School of Nursing event planning. Provides administrative support to the following TFSONs committees: TFSON Council, Curriculum and Evaluation, Appeals, Awards, External Advisory, TUFA Personnel, and Administrative Committee. Acts as secondary contact for school in absence of the Office Administrative Assistant.

**Key Activities**

*Communications;*

1. Distributes information to the faculty and staff members as appropriate.
2. Acts as secondary 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 in the absence of the full-time secretary

*Administrative support;*

1. Works with faculty to:
	* prepare and submit textbook orders
	* order desk copies of textbooks and supporting teaching materials
	* Review, format and submit for printing all midterm and final examinations.
	* Review and format course syllabi and other documents essential to teaching
	* Print and distribute exam attendance forms
	* Submit exam Invigilators List to the Dean of Arts & Science Office.
	* Remind faculty of exam submission deadlines
	* Provide faculty with material essential to their teaching (class lists, academic summaries, Scantrons, etc.).
2. Committee support (including meeting scheduling, preparation/distribution of agenda and other materials, booking space, minute-taking, and ensuring audio/visual needs are met) for the following TFSON committees:
	1. Administrative
	2. Appeals
	3. Awards
	4. Curriculum and Evaluation
	5. External Advisory Committee
	6. TFSON Council
	7. TUFA Personnel
3. Assists Academic Coordinator in completion of foreign credential evaluation requests
4. Assists in the organization and scheduling of practice Exit exams
5. Receives print requests from faculty and staff, and submits to Print Shop
6. Maintains electronic and paper course and instructor evaluation surveys. Downloads/scans, saves and distributes results each term
7. Prepares and distributes academic warning letters to students on behalf of Dean each term
8. Archives course syllabi each semester
9. Organizes staff meetings

*Event Planning and Coordination;*

1. Provides administrative support (including but not limited to the creation of invitations, scheduling, collection and distribution of materials, developing agenda, booking space and audio/visual equipment, and ordering catering) for the following:
	1. Conferences
	2. Workshops
	3. Faculty and staff retreats
	4. Annual awards ceremony
	5. Student orientations
	6. Town hall meetings
	7. Full-time faculty recruitment/interviews
	8. Part-time faculty orientation
	9. Program reviews, including Accreditation
	10. Other TFSON events, as directed

*Other;*

1. Other related duties as assigned which do not account for more than 5% of the total duties.

**Education**

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

**Experience Required**

* Three years of directly related experience, preferably in an academic environment
* Intermediate computer skills and experience including Word, Excel, PowerPoint, Access, Outlook and Blackboard
* Excellent interpersonal, verbal, and written skills with ability to interact well in a positive manner, using tact and diplomacy
* 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.
* Ability to preserve and maintain confidentiality.
* Strong organizational and time management skills including decision making. Able to prioritize workload in an efficient manner and balance competing priorities.

**Responsibility for the Work of Others**

**Indirect Responsibility**

Remind Academic, Faculty and sessional instructors of important administrative and academic deadlines

**Communication**

Internal:

* Students - looking for professors, dropping of assignments, advise them about problems in their course selection and to set up appointments to see Placement Coordinators and Faculty
* Faculty - to consult with them (courses, scheduling, student records, assignments, committee work)
* Computer Services - instructions email, webpages, computer problems
* Registrar's Office - timetabling, recruitment, students records, marks sheets, examinations, letters of permissions, grade changes, incompletes
* Science facilities manager - maintenance, repairs, room bookings, equipment, security
* Communications - events within the department and for advertising such events
* Print shop - printing jobs, order office supplies
* University Secretary and Provost – reviewing and signing of affiliation agreements

External:

* General Public - answer questions, refer them to appropriate professors
* Universities - other Departments
* Alumni - reach former professors
* Hotels - visiting speakers and candidates accommodation
* Technical – liaison with Software and hardware support outside of university

**Motor/ Sensory Skills**

Motor Skills:

* Dexterity – Word processing, calculator, replacing paper, toner, clearing paper jams on photocopier
* Fine Motor Skills – Using a mouse
* Coordination – Walking, climbing stairs

Sensory Skills:

* Hearing – Responding to telephone and people in office (students, faculty, public), multitasking
* Visual – all aspects of job

**Effort**

Mental:

* Sustained concentration - proof reading, compiling data, constant interruptions
* Ability to multi-task when required

Physical:

* Bending/Kneeling - Filing
* Walking, climbing - Photocopier, Printer, Meeting room(s), faculty offices
* Standing/stretching - photocopying, filing, shredding
* Standing/stretching - Reach upper shelves in office
* Upper body strength - Moving and setting up equipment, boxes of archives files and recycling

**Working Conditions**

Physical:

* Fatigue – frequent interruptions, continuous re-prioritization of work, moving between working locations (desk, print/mail room, meeting room location(s) and faculty office(s)

Psychological:

* Disgruntled Students – professor failed to show up for appointment, denied entrance, etc.
* Constant Interruptions – Walk ins’ (students, faculty, public), telephone
* Stress Resolution – picking up on emotional stress of students and co-workers to alleviate a potential situation
* Frustrated Staff – equipment and/or software applications