OPSEU Job Description

Job Title: **Trent Online Assistant**Job Number: **A-333**  
NOC: **1221**  
Band: **4**  
Department: **Trent Online**Supervisor Title: **Dean of Education & Senior Manager, Client Support, IT**  
Last Reviewed: **October 25, 2017**

## Job Purpose

Provides administrative assistance to the Dean, Associate Dean, the Coordinator and members of Trent Online. Supports the effective and efficient operation of Trent Online by assisting students, faculty, staff and the general public with inquiries related to Trent Online. Acts as first point of contact for written correspondence, walk-in and telephone enquiries directed to Trent Online from faculty, students and Trent academic departments (e.g. inquiries, concerns, and general information).

## Key Activities

### Administrative Support

1. Provides administrative assistance to the Dean, Associate Dean, the Coordinator, and members of the Trent Online team by acting as initial contact, scheduling appointments and meetings for the team, answering routine correspondence, preparing materials for meetings, alerting team of upcoming annual University deadlines.
2. Arranges department and committee meetings including preparing and distributing agenda and relevant materials, makes room bookings, and taking minutes. Completes follow-up from meetings and committee work.
3. Maintains awareness of items to be brought forward or followed up and produces memoranda/documents for signature of Dean/Lead Hand. Uses discretion when handling confidential material.
4. Provides administrative and organizational support for Trent Online in preparation of materials for meetings, workshops, and presentations.
5. Organizes, compiles, maintains, and updates information for Trent Online office (databases, meeting records, mailing lists) regarding Online students, prospective students, course developers, course inventories, and instructors.Maintains records and files, and documents processes as required.
6. Coordinates purchase orders and arranges payment of invoices. Orders office supplies.
7. Coordinates the inventory system for Trent Online’s software, hardware and peripherals, including the lending library of technological equipment and furniture.

### Communications

1. Receives, interprets, and conveys verbal and written information with clarity with a view to ensuring maximum office efficiency and client satisfaction.
2. Ensures courteous, timely and effective resolutions of general Trent Online issues. Assesses, handles and/or redirects these questions and/or concerns to the appropriate departments.
3. Aids in the coordination, drafting of copy, and implementation of communications with the Trent community (web updates, email correspondence, social media, signage, etc).
4. Confirms that all outside websites containing listings of Trent Online courses are current and accurate.
5. Communicates with students, professors, Academic Administrative Assistants, Centre for Academic Testing by telephone and email concerning online exams according to established procedures.
6. Maintains records of examination including students approved for remote proctored examinations.

## Education

College Diploma (2 year); University Degree preferred

## Experience Required

* Minimum of two years of experience working in an academic environment; experience working in a support role related to a Learning Management System preferred
* Positive high-level energy, and demonstrated skills in customer care.
* Excellent communication skills – formal writing and correspondence in particular, as well as rapport building, listening and questioning skills
* Strong computer skills including MS Office Suite, email, Colleague/Datatel and Learning Management Systems (preferably Blackboard), web-browsing, and search skills.
* Excellent interpersonal skills, with a focus on rapport-building, listening and questioning skills, accuracy, professionalism, and judgement.
* Demonstrated ability to prioritize workload in an efficient manner, balance priorities and take initiative.
* Attention to detail, accuracy and confidentiality required.
* Demonstrated ability to work independently and assist others in a complex team environment.
* Requires flexibility to work occasional evenings and weekends.