#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:** Colleges Academic Support Coordinator

**Job Number:** A-419 | VIP: 1674

**Band:** OPSEU-8

**Department:** Colleges

**Supervisor Title:** College Principal

**Last Reviewed:**  December 6, 2023

#### **Job Purpose:**

Works closely with Academic Advisors in the Colleges to support advising functions, projects, and initiatives across all the Colleges. Monitors and responds to academic advising email and coordinates advising triage across the Colleges, working closely with other College office staff as appropriate. Coordinates communications and social media initiatives and provides support and technical expertise in the development, maintenance, and revision of digital content. Coordinates planning and logistics for advising projects and initiatives related to student recruitment, engagement, development, support, retention, and success; liaises as needed with Recruitment and Admissions, Communications, Office of the Registrar, Careerspace, other services/supports on campus, and academic departments.

#### Key Activities:

##### Administrative Support

* Provides planning and administrative support for advising team, including coordination of advising team meetings, professional development, budget requests and involvement of advising team in university committees and working groups.
* Supports new and emerging functions, projects, and initiatives as needed, including coordinating planning, implementation, and evaluation.
* Coordinates purchases, budget requests, and spending from the non-staff component of the Advising budget.

##### Communications

* Responsible for coordinating triage and responses to academic advising general email account; determines and makes appropriate referrals to Trent student services and supports and/or to Academic Advisors.
* Coordinates academic advising social media, promotions, university announcements or updates, print resources for distribution across campus, and other print/media requests.
* Provides coordination, support, and technical expertise in the development, maintenance, and revision of digital content, including the advising website, online resources, and video tutorials.
* Coordinates planning, support, and communications related to the logistics of booked and -same day appointments, including scheduling, methods of booking, confirmations, rescheduling of appointments, and any changes or revisions to drop-in days, frequency, or format.
* Serves as primary contact for all issues, requests, or projects related to scheduling system (Orbis/Student Experience Portal), collaborates with advising team to coordinate training, and updates to system as needed.

##### Assessment

* Bullet Manages regular collection of advising data and collaborates with academic advising team and Principals in the process of data analysis and reporting.

##### Program and Training Coordination

* Coordinates the logistics of onboarding and training of new Academic Advisors..
* Coordinates and supports the delivery of onboarding and in-service training for Colleges student staff, specific to their roles supporting advising reception, triage, and appointment booking (through phone line and in person reception).
* Coordinates and provides planning and logistics support for advising team to deliver workshops (proactive and/or upon request, such as first-year advising workshops for housing, advising workshops for academic departments, or advising visits to specific classes or departments). At times of peak demand, supports advisors by facilitating or assisting with advising workshops.
* Coordinates and provides planning and logistics support for student retention and success initiatives such as the Course Registration Day for new students, the Mid-Year Review, and the Fresh Start Program.

##### Relationship Building and Campus Partnerships

* This role provides a point of contact for campus partners to create greater opportunity for coordination around shared programs and initiatives.
* Coordinates advising triage across the Colleges, providing support, consultation, and troubleshooting as needed, and working closely with other College office staff as appropriate, including Principals, College Assistants, Academic Skills Instructors, and student staff.
* Manages requests and provides planning and logistics support for advising team to deliver training to or with campus partners and to participate in campus partner events (such as recruitment events, open houses, orientation sessions, and transfer student events). At times of peak demand, provides introductory sessions on academic advising services (ex., short presentations to classes, academic departments, or other campus partners)
* Coordinates and provides planning and logistics support for collaborative initiatives involving administrative and academic departments across the university such as Departmental Outreach, the Professional Development Day for Support Staff, and liaison with campus partners.
* Supports interdepartmental collaboration through resource sharing, networking and workshops

#### Education Required:

* Honours Bachelor’s Degree (4 years)

#### Experience/Qualifications Required:

* Demonstrated professional experience in an administrative, coordination, or liaison role within a post-secondary environment; experience in student support services for a minimum of two years are required.
* Demonstrated ability to work effectively in diverse team environments.
* Demonstrated experience in planning, scheduling, logistics, and/or project management.
* High level of attention to detail, accuracy, and proven discretion in dealing with confidential and sensitive matters, required.
* Excellent interpersonal, diplomatic, oral and written communication skills.
* Excellent computer-application knowledge (including word processing, spreadsheets, databases, and web) as these relate to the academic environment. Demonstrated experience in planning, scheduling, logistics, and/or project management would be an asset.
* Experience with promotions, communications and multiple social media platforms, and with editing/preparing documents and text for promotional use, media outreach, and student communication bulletins.
* Experience in graphic design, video editing, and website design/maintenance, including the use of programs such as Camtasia, Yuja, Adobe Creative Cloud Suite, and Drupal.
* Demonstrated experience in self-directed and independent problem-solving work.
* Strong presentation and public speaking skills and demonstrated ability to effectively develop and deliver presentations would be an asset.
* Experience using scheduling software, Colleague, Orbis/Student Experience Portal or similar platforms would be an asset.
* Position requires a high degree of collaboration, organization, and flexibility and may require movement to and from different College offices to support advising needs. Position requires willingness and ability to work flexible hours.

#### Supervision:

* No formal supervision of others is required.

**Job Evaluation Factors:**

Managers are requested to fill out the section below for job evaluation purposes.

##### Analytical Reasoning

*Indicate degree of complexity or difficulty of thinking and reasoning required by the job. Provide a relevant work example that is typical of roles and responsibilities of the job (i.e. not an occasional duty).*

##### Decision Making

*Indicate the degree of freedom to exercise initiative or act independently in making day- to-day decisions. Provide a relevant work example that is typical of roles and responsibilities of the job (i.e. not an occasional duty).*

##### Impact

*Indicate the impact or consequence to the department or University of typical actions or decisions taken by the job incumbent. Provide a relevant work example that is typical of roles and responsibilities of the job (i.e. not an occasional duty).*

##### Responsibility for the Work of Others

*Indicate whether the incumbent is directly or indirectly responsible for the work of others. Provide the title of the position(s) as well as an example of how the incumbent is responsible for the work of others on a daily basis. Specifically, indicate whether the position has responsibility for hiring and supervision of student workers.*

##### Communication

##### *Internal:*

##### *Frequent ongoing communication with Academic Advisors in the Colleges.*

##### *Undergraduate Student body – primarily over email.*

##### *Office of the Registrar – communication around registration, pre-registration, course prerequisites, timetable and calendar.*

##### *College student staff members*

##### *College Office staff teams: Ongoing collaboration in the interest of student success.*

##### *Faculty - Consultation on various student issues, supports, workshops or training as-requested*

##### *Departmental advisors and academic coordinators.*

##### *Various departments and individual staff across campus: provide support regarding procedures and information published/made available; coordinate communications to and from advising team to other offices on campus.*

##### *External:*

##### *Prospective students and parents - acts as a resource in recruitment efforts (e.g., Ontario University Fair, Open House, other recruitment events).*

##### Motor/ Sensory Skills

##### *Fine Motor Skills: Data entry via keyboard, mouse, scanner, digitizer*

##### *Dexterity - Typing reports and forms.*

##### *Sustained concentration - When assessing a students’ or campus partners’ requests, many skills are required including active listening and focused attention.*

##### *Hearing - Responding to student and faculty queries.*

##### *Verbal – Strong presentation and public speaking skills may be required.*

##### *Sight - Reading various reporting data, i.e. Colleague generated reports, academic calendar/timetable, Qualtrics reports; Orbis generated reports on advising data.*

##### Effort

##### *Multiple competing demands, deadlines that lead to student frustration (example course registration dates, academic withdrawal deadlines).*

##### *Student demand and high volume of email at various academic deadlines or peak times; frequent interruptions.*

##### *Long periods of visual attention and sustained concentration - Input and verify accuracy and completeness of various academic data, compiling information from various media into database with frequent interruptions.*

##### *Ability to self-regulate.*

##### *Active listening skills and ability to communicate effectively across different staff teams and individual staff across the Colleges.*

##### *May require frequent travel between office locations or departments on campus and ability to move to and from different offices or workstations across the Colleges.*

##### Working Conditions

##### *Psychological:*

##### *Students, who are experiencing frustration or anxiety my email, phone or drop in, interrupting planned schedule and contributing to compassion fatigue.*

##### *Engaging with faculty or staff members who may express frustration when facilitating discussion with respect to student concerns and/or who may experience frustration with academic petitions or appeals processes.*

##### *Confidentiality: working with sensitive academic information, which may involve personal or health issues requiring sensitivity and tact.*