#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:** Administrative Coordinator

**Job Number:** A-476 | VIP: 1932

**Band:** OPSEU- 6

**Department:** First Peoples House of Learning

**Supervisor Title:** Director, First Peoples House of Learning

**Last Reviewed:**  July 26, 2023

#### **Job Purpose:**

Reporting to the Director, First Peoples House of Learning, the Administrative Coordinator provides operational support to the department, and serves as frontline point of contact for students seeking support through FPHL. The Administrative Coordinator assesses and triages student requests for appointments to provide timely and appropriate access to support for personal and mental health needs, student accessibility needs, academic and career supports.

#### Key Activities:

##### Reception & Triage

* Provide administrative support to FPHL including reception and general office duties.
* Respond to inquiries from students, parents, staff, faculty, and external community agencies providing accurate information on services and related campus programs at times requiring consultation with the Director or professional staff.
* Evaluate and determine the most appropriate referral and/or effective way to respond to individual student inquiries.
* Respond to student requests for counselling and support meetings by explaining the intake process. Determine the nature, urgency and severity of the presenting issue(s), at times requiring consultation with the Director or other FPHL staff.
* Recognizes symptoms of distress and responds appropriately with resources and referrals to services considering both internal and external resources including emergency medical services if necessary.
* Provide appropriate reassurance and a timely appointment, on an urgent basis if deemed warranted, decide what options/resources would be helpful as an interim intervention.
* Ensures pre-service information is obtained and necessary forms completed prior to appointments and schedule intake appointments
* Consult with Director, FPHL and/or appropriate student services staff with respect to any higher-risk situations or when additional guidance or support as needed. Provide regular and timely updates around student issues to Director.
* Provide check-in for appointments and ensure personal data for new and returning students is current and updated in an electronic database, if required.

##### Departmental & Administrative Support

* Coordinate schedules and room allocation for shared office spaces.
* Responsible for maintaining confidential files and records in accordance with the Personal Health Information Privacy Act (P.H.I.P.A.).
* Provide administrative support for FPHL initiatives and events (including communication and coordinating with stakeholders).
* Organize dates for and participate in regular team meetings including providing input on administrative procedures.
* Take meeting minutes and track deadlines/deliverables, as required.
* Participate in the ongoing integration and coordination of services.
* Manage calendar and email account for the Director, FPHL.
* Track time-sensitive documents, conducting follow up on behalf of the director. Monitors follow up with all distributions that require answers, responses, and written replies.
* Order and distribute department technology and supplies. Manage the department’s office asset management system and ensures appropriate levels of inventory. Responsible for shared use technology (e.g., printers, ipads, etc.).
* Manage pre-, on-, and off-boarding activities for new employees.

##### Other

* Assist with planning events and participate in volunteer appreciation, Elder’s Gathering, student events, and recruitment initiatives.
* May require occasional weekend and evening work.

#### Education Required:

* General University Degree (3 year), preference for Psychology, Sociology, Social Work, or related discipline.
* Training in the area crisis intervention preferred.
* Training in issues of diversity such as equity, inclusivity, cross-culturalism, gender sensitivity is preferred.

#### Experience/Qualifications Required:

* Minimum of two (2) years related experience in an administrative support role.
* Detail-oriented, well-organized, focused and goal-oriented, with both initiative and energy.
* Demonstrated ability to engage in active listening, tactfulness, confidentiality, and compassionate approach.
* Excellent interpersonal skills and written/spoken communication skills, tact, patience and confidentiality.
* Multicultural awareness, excellent ability to engage students, faculty, staff and alumni from a diverse range of demographics.
* Excellent knowledge of the Microsoft Office Suite, web editing, and social media. Strong virtual communication skills. Experience and ability to design and produce online resources an asset.
* Demonstrated knowledge and experience of financial record-keeping.
* Excellent organizational skills, meticulous attention to detail, and a demonstrated and strong ability to take initiative. High degree of enthusiasm, efficiency, and organization.

#### Supervision:

* Assist with onboarding of new staff and student staff.
* Staff contact incumbent before/after office hours to report sickness/absences that will require rescheduling of appointment.

**Job Evaluation Factors:**

##### Communication

Internal:

* Students - current, prospective and alumni
* Faculty - Professors, Teaching Assistants
* Student Housing (RLCs, student dons)
* Finance Office
* TDSA
* Registrar’s Office, Financial Aid

External:

* Parents of students, current and prospective

##### Motor/ Sensory Skills

* Fine motor skills - Data entry, word processing
* Gross motor skills - Refilling printer, carrying boxes of supplies
* Sitting/Standing - Reception front line
* Auditory - Listening in person and on the telephone to students in distress; to others calling for information
* Visual - Assessing state of distress of students

##### Effort

Mental:

* Sustained attention - Frequent interruptions from clients/colleagues increase effort effectively multi-task
* Seeing - Observing behaviour of clients to determine disposition, reading body language
* Hearing - Intense listening to multiple requests for services, being attuned to indications of crisis, instability

Physical:

* Sitting/Standing - At reception, being available for students in need, be at desk to be able to answer phone in person
* Keyboarding required for word processing, data entry
* Lifting, carrying - Required to replenish supplies, move equipment as needed

##### Working Conditions

Physical:

* Muscle strain - Lifting boxes and materials puts stress on the back.
* Safety concerns - Limited exits from work area may increase risk/stress when dealing with agitated students.

Psychological:

* Conflicting priorities - Multiple simultaneous demands i.e. reception, phones, keyboarding.
* Interruptions - Requirement to respond to urgent request/crisis interrupts concentration and flow of daily activities.
* Crisis Intervention - Front line nature of position is demanding and stressful when dealing students who are upset, in crisis, angry, unstable.