#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:** Academic Administrative Assistant Coordinator

**Job Number:** A-481 | VIP: 1942

**Band:** OPSEU-8

**Department:** Dean of Arts and Science

**Supervisor Title:** Manager, Office of the Dean of Arts and Science

**Last Reviewed:**  August 28, 2023

#### **Job Purpose:**

Reporting to the Manager of the Office of the Dean of Arts and Science, this position is to mentor and train Academic Administrative Assistants as well as support the Academic Departments. Will facilitate events for the Deans of Arts and Science and all academic departments in Humanities, Social Sciences and Sciences.

Position requires a high degree of collaboration, leadership, organization, and flexibility and will require movement to and from different Arts and Science undergraduate Academic Departments to support departmental needs. Position requires willingness and ability to work flexible hours including covering other AAAs during summer vacation..

#### Key Activities:

##### Academic Administration

* As a mentor provide regular outreach and support to all AAAs.
* Responsible for covering AAAs when on leave.
* Acts as the first point of contact for all AAAs. This includes addressing questions by interpreting policy; receiving, interpreting, and conveying verbal and written information with clarity; provides advice and procedures with a view to ensuring maximum office efficiency and client satisfaction, includes students, TUFA, CUPE course instructors, visitors and alumni.
* Liaises with other Trent Departments such as the Registrar’s Office or IT on training or issues that are affecting the AAAs, rolling out new procedures.
* Maintains knowledge of relevant policies and procedures in order to act as a resource and main point of contact for AAAs
* Builds and maintains strong working relationships with the other AAAs
* Develops and maintains the AAA manual and calendar. Updating the manual with tip sheest to assist with job efficiency.
* Manages on-boarding of AAA, ensuring appropriate accounts are created, maintains security (permission settings), and provides orientation and training related to office operational activities, policies, and relevant software systems
* Coordinate and deliver training sessions for all AAAs. Training to include, but not be limited to, team building, budgeting, ROFR, Course Syllabus and VIP.
* Ensures effective and efficient administrative process are in place to support programming and activities
* Make recommendations regarding office administration procedures; suggest and help implement changes.
* Assists AAA with Archiving of files and updating record keeping
* Assists departments with updating their Departmental website as necessary
* Attend the Academic Administrative Assistant Meetings and other training as applicable to job
* Assist with Convocation
* Special Projects as they arise i.e. assisting moving departments to sharepoint

##### Events Facilitator

* Responsible for the Celebration of Excellence and New Faculty Orientation for the Deans of Arts and Science.
* Coordinates with departments for assigned events across Arts and Science division.
* Coordinates the arrangement and confirmation of all event services such as registration, room bookings, refreshments, parking, invitations, and signage
* Communicates with academic departments for assigned event on a regular basis
* Assists with event set up
* Responsible for onsite supervison of events throughout the year.
* Provides administrative assistance with the management of event budget.
* Ensures assigned event files are maintained to allow for good communication with department Chairs and AAAs

#### Education Required:

* Honours University Degree (4 year) required.

#### Experience/Qualifications Required:

* Minimum five (5) years of Academic Administrative Assistant work experience
* 1 year direct experience in event planning
* Must have strong planning and organizational skills, exceptional time-management and demonstrated meticulous attention to detail
* Demonstrated experience in training peers
* Ability to work accurately in stressful conditions with multiple demands, tight deadlines, and changing priorities.
* Expertise in the use of standard word-processing and spreadsheet applications including Word and Excel, demonstrated ability to master new computer platforms; familiarity with web-authoring program
* Strong interpersonal skills with the ability to interact in a positive and supportive manner
* Ability to maintain confidentiality, ensuring sensitivity to the needs and interests of a variety of stakeholders and support the functioning of diverse teams

#### Supervision:

**Direct Responsibility**

* none

##### Indirect Responsibility

* Lead hand to all AAAs within Deans of Arts and Science

##### Communication

Internal

* **AAA** – frequent onoing communications respond to questions with answers and/or direct to appropriate; communicates regarding events in the department
* **Undergraduate Departments** – Chairs, AAAs, Department Coordinators – ongoing collaboration for department succes
* **Dean’s Office** **and Durham** – share and obtain relevant information as required;
* **Payroll/Human Resources** – VIP
* **Registrar’s Office** – share and obtain relevant information as required; interpretation of university policy, room bookings
* **Admissions & Recruitment** – share and obtain relevant information concerning Open House events, University Fair events, volunteers, prospective students
* **IT** – setting up new staff and faculty emails, department/dual degree webpages, computer problems
* **Finance** – purchase order budget statements, request for payment to prize winners
* **Food Services** – catering arrangements
* **Advancement** – event planning
* **Print Shop** – printing requests
* **Facilities Management** – event planning
* **Communications** – website design, consults regarding advertising of events
* **Alumni** – sharing of data regarding alumni

External

* **General Public –** answers questions, refer to appropriate professors
* **Parents/Future Students** – provide general information regarding programs, as required
* **Alumni** – provide program information and direct queries to appropriate source; interact with Alumni at special events
* **Hotels –** event accomodations

##### Motor/ Sensory Skills

* Fine Motor Skills/Dexterity – Keyboarding, filing
* Sustained concentration – when accessing requests, active listening and focused attention required
* Coordination – filing, transporting materials, organizing
* Hearing and touch – computer use, responding to telephone and people in the office
* Visual – Computer use, reading reports i.e. Colleague and IRIS

##### Effort

* Muliple competing demands
* Attention to detail and accuracy – budget, data/records analysis
* Sustained concentration required - proof reading, compiling data, frequent interruptions
* Ability to self-regulate
* Requires frequent travel between office locations or departments on campus and ability to move to and from different office workstations across departments

##### Working Conditions

Physical

* Neck, back and eye strain – sitting for extended periods, computer use
* Standing, stretching – Photocopying, shredding
* Bending, lifting, carrying – filing

Psychological

* Stress – multiple, competing work priorities
* Interrupted planned schedule to cover AAAs on leave
* Confidentiality – working with sensitive academic information which may involve issues requiring sensitivity and tact
* Disgruntled students, parents and faculty
* Frequent interruptions