**Department of Human Resources**

**OPSEU Job Description**

**Job Title:**  College Assistant

**Job Number:**  SO--031

**NOC:** 1221

**Band:**  6

**Department:**  Traill College

**Supervisor Title:** Principal, Traill College

**Last Reviewed:** July 6, 2016

**Job Purpose**

Manages the day-to-day operations of the College including the Trent Continuing Education program. Coordinates, schedules and assists in the planning of College events. Acts as first point of contact for faculty, staff, students and external contacts. Manages effectively the administrative affairs of the College Office and the Continuing Education program. Administers all activities, events and initiatives and assures that all administrative decisions and/or actions are being adhered to effectively. Enhances and promotes the profile of Traill College as both an undergraduate and graduate destination.

**Key Activities**

**College**

1. Creates and supervises the annual schedule of all social, cultural, literary and academic events in the College and plans ahead accordingly. Assures that all deadlines for administrative decisions or actions are being adhered to. Administers activities, events and initiatives. Coordinates volunteers, organizes, evaluates, publicizes and monitors progress of all College events. Negotiates with staff or management to implement the annual schedule. Meets regularly with the College Principal, College staff, and members of the College Cabinet and liaises with all Trent departments.
2. Answers correspondence, schedules appointments and meetings, provides agendas and minutes as needed, responds to inquiries, as appropriate.
3. First point of contact for students. Evaluates and determines the most appropriate and effective way of dealing with individual situations. Represents the College effectively when dealing with people. Understands and can use appropriate software (i.e. ORBIS, etc.) for booking/managing student appointments
4. Works closely with the School of Graduate Studies and the Trent Graduate Student Association to organize and raise awareness with graduate students of all the services and events that are happening at the College and the Trend.
5. Works closely with the undergraduate student government (Cabinet) to organize and raise awareness with undergraduate students of all the services and events that are happening at the College and the Trend.
6. Assists Principal in the development of undergraduate and graduate orientation week activities.
7. Assists Principal in co-ordination of College programming such as the Symons Series for Graduate Research, Traill Visiting Fellow, etc.
8. Supports the development of undergraduate and graduate activities and services.
9. Facilitates College communications and social media.
10. Determines the need for student assistants in the College office. Ensures that OWSP and TIP funding applications are accurate and timely. Reviews resumes, interviews and hires students. Responsible for dismissing student employees when necessary. Trains and supervises students; assigns and monitors their work and is responsible for payroll reporting.
11. Responds to crisis situations in the College and follows up with the Principal. Issues are often of a sensitive or confidential nature. Determines the most appropriate and effective way to manage the situation and ensures that the most effective course of action is taken.
12. The College Assistant manages the College budget and has signing authority for all College accounts. Monitors and reconciles college financial statements; checks for accuracy, investigates anomalies and variances, resolves discrepancies, reports changes to the Principal and Finance Office. Manages all purchases and ensures compliance with Trent policies. Responsible for collecting any fees or payments and processing all such deposits to College related accounts.
13. Maintains records and files, and complies information as needed. Assists in records management procedures (i.e. coordinating shredded, deleting and/or purging of records, and ensures these tasks are appropriately documented).
14. Negotiates all catering for the College including pricing, menu and services.
15. Manages the customer relationship with the Trend Cafe and Pub that includes daily/weekly meetings with the manager to discuss all catering functions, raising awareness of customer satisfaction issues, problems or complaints, advertising and building clientele.
16. Liaises with the appropriate contacts (i.e. Facilities, external contractors) to ensure that College facilities are appropriately supplied and maintained. This includes both university departments and external suppliers in regard to major purchases on behalf of the College. Consult with Physical Resources for all renovations at the College and proposed work to be done. Consults with other university departments and external suppliers in regard to major purchases on behalf of the College.
17. Manages daily operations and acts as designated key authority for the College, its buildings and rooms.
18. Schedules bookings and manages all academic and non-academic College space for classes, workshops, conferences, Continuing Education and the Trend. Manages office assignments for Graduate offices and assigns keys to Program Secretaries for distribution to students.
19. Responsible for all aspects of the Bagnani Room within Bagnani Hall in regard to tours, bookings, locking and unlocking, and letting Security know of scheduled usage. Acts as first point of contact for Security during office hours when there is an alarm in Bagnani Hall.
20. Manages all aspects of the Guest Suite; furnishings, purchases, booking of space, scheduling of required work, and marketing of suite to ensure revenue to cover all expenses and upgrades.
21. Participates on various College committees including the Principal’s Advisory Committee. Oversees Traill’s Computer Lab and printing facilities; troubleshoots to ensure all computers are functioning properly and looks after the printer and all supplies.
22. Uses special program to add money to student printing accounts. Collects money and makes appropriate deposits to I.T.
23. Manages special projects for the College such as Writers Reading, Bagnani Symposium, Humanities Research Day and events at the Trend Café and Pub.
24. Other duties as assigned not to account for more than 5% of overall duties.

**Continuing Education**

1. Responsible for coordinating and arranging all logistical requirements for registration of Continuing Education students, including accepting payments.

1. Updates Continuing Education website.
2. Facilitates the call for new courses and other dealings with instructors. Assists Director of Continuing Education with selection and evaluation of instructors.
3. Assists with the writing and assembling instructor contracts.
4. Scheduling classroom space for instructors.
5. Insure payments made for instructors, advertising, etc.; budget monitoring.
6. Making calls for courses, filing proposals and syllabi.
7. Compilation and writing of course calendar for website.
8. Working with Conferences with registration software.
9. Developing instructor evaluation form/sending evaluations to instructors as well as instructor follow-up, reminders, etc.
10. Development of promotional material/press releases.

**Education**

University degree (general)

**Experience Required**

* Two to three years of related experience in a university, or academic setting.
* Proven understanding of the various constituencies within the university environment and their influence on decision making at the college level.
* Demonstrated ability to handle highly confidential information.
* Demonstrated ability to work with undergraduate students, graduate students, faculty and life-long learners.
* Financial management experience including budget development and management, and meticulous attention to detail.
* Strong critical problem-solving and analytical skills and the proven ability to plan, develop and execute creative approaches to challenges in a College environment.
* Proficiency using WordPerfect, Microsoft Office software (including Word, Excel, Access and PowerPoint); email, electronic calendaring, internet (i.e. Contribute, Pagemaker) and understanding of systems such as Datatel and ORBIS.
* Excellent interpersonal and communication skills; ability to deal with students, parents, faculty, staff and alumni.
* Excellent organizational skills and the required demonstrated ability to take initiative essential.
* Demonstrated ability to work collaboratively with others in a complex and multi-faceted work environment is essential.
* Demonstrated ability to handle varied work under pressure with accuracy and diplomacy.
* Must be able to work flexible hours; some evening and weekend work is required.

**Responsibility for the Work of Others**

**Direct Responsibility**

Student Employee(s)

**Communication**

**Internal Contact**

* Faculty
* Staff
* Academic departments
* Non-academic

**External Contact**

* Students
* Chartwells
* Proprietor of the Trend
* Next of kin
* Contractors/suppliers
* Alumni
* Couriers
* Community
* Police

**Motor/ Sensory Skills**

**Motor Skills:**

* Fine Motor Skills - Keyboarding
* Coordination

**Sensory Skills:**

* Hearing and touch
* Visual - Computer

**Effort**

Mental

* Daily tasks
* Organizing tasks

Physical

* Telephone
* Bending, lifting, carrying

**Working Conditions**

Physical

* Neck, back and eye strain
* Computer audit of student lists

Psychological

* Complaints
* Interruptions
* Deadlines/pressure
* Lack of control over pace of work
* Lack of privacy