**Department of Human Resources**

**OPSEU Job Description**

**Job Title:** Academic/Administrative Program Secretary (Computer Studies)

**Job Number:** SO-048

**NOC:** 1241

**Band:** 5

**Department:** Computer Studies

**Supervisor Title:** Chair, Computer Studies

**Last Reviewed:** January 2, 2001

**Job Purpose**

Under the general supervision of the Department Chair, provides secretarial services to the Chair, other assigned faculty and scientific staff. Performs a variety of administrative and clerical duties related to the operation of the Department.

**Key Activities**

1. Administers and co-ordinates the business of the Department office, addressing faculty, student, and public questions (e.g. complaints, concerns, and general information) by interpreting policy; acts as an effective spokesperson for the Department, receiving, interpreting and conveying verbal and written information with clarity; provides advice and leadership in advising improvements to existing Department policy and procedures with a view to ensuring maximum office efficiency and client satisfaction.
2. Arranges appointments, screens calls in person and by phone, sends and receives faxes; answers routine correspondence, memoranda, and e-mail on own initiative or with brief instruction. Maintains awareness of items to be brought forward or followed up and produces memoranda/documents for signature of Chair. Uses discretion when handling confidential material.
3. Opens and sorts incoming mail, attaches related material for Chair’s use; answers routine correspondence on own initiative or from brief verbal. Updates and prepares mailings of department information (i.e. secondary schools in Ontario and year abroad materials).
4. Types correspondence, memoranda, course work, syllabi, bookstore lists, examinations, notices, research manuscripts, reports, minutes, etc., as required by Chairs and faculty members; handles confidential material.
5. Maintains Departmental and student files and records, and when requested, selects and compiles information and statistics from these records (student enrolment, audit data, staffing, teaching load, class size, etc.). Maintains up to date information on program alumni.
6. Co-ordinates departmental records for hiring, job advertisements, course offerings, registration, honours applications, tenure and promotion, class lists, academic summaries; utilizes other decision-support applications such as Colleague and spreadsheet programs to provide faculty with material essential to their teaching and to provide Departmental information as requested by the Chair.
7. Under general supervision of Chair, liaises with Office of the Registrar regarding policy and procedural matters and communicates waivers, conditions, exceptions, etc. regarding particular students and circumstances. Submits mid-term and final marks. Establishes and maintains electronic distribution lists to facilitate quick information dissemination.
8. Acts as a troubleshooter for office equipment, resolving problems as they arise.
9. Liaises with Julian Blackburn College regarding course offerings, timetabling, printing and photocopying for JBC course offerings, including its offerings at Durham in Oshawa.
10. Manages and administers the departmental operating budget and departmental trust accounts by allocating object codes, negotiating with suppliers, determining quality, quantity, and standards of goods and services to maintain control of expenditures; through monthly analysis, reviews and corrects budget anomalies; receives and processes cash accounts; orders and monitors departmental supplies; has signing authority (up to $1,500 maximum) for departmental expenditures. Maintains stationary, office supplies and equipment inventory. Prepares monthly summary of photocopier charges.
11. Monitors use of Department space including research rooms, teaching areas (lecture hall, project room, labs) and prepares room usage summaries.
12. Provides secretarial support to Chair and assigned faculty; assists with timetabling, calendar copy, brochures, publicity material; co-ordinates honours information sessions; collects, sorts and redirects mail, manages collection and return of essays, and photocopying.
13. Develops, manages and maintains paper and electronic filing systems specific to Departmental needs, determines file retention, and archives data in same systems on regular basis guaranteeing the maintenance of departmental records.
14. Arranges Department and committee meetings (prepares and distributes agenda), makes room bookings, special events bookings, etc.
15. Assists in organizing visiting speakers, conferences, workshops, receptions, etc., including transportation, accommodation, publicity and honoraria. Assists with arrangements for faculty recruitment (travel, accommodation, scheduling, etc.).
16. Assists in orienting new, sessional and part-time faculty.
17. Develops and applies for funding through government-assisted OWSP program; participates in selection of candidates for OWSP office assistants; assigns and supervises the work of OWSP office assistants.
18. As directed by course instructors, may order desk copies from bookstore or publisher, put exams on reserve in library, and order A/V equipment for classes.
19. Monitors and updates the departmental website.
20. Assists in producing annual handbook and other information/promotional material (brochures, applications and posters).
21. Coordinates liaison with external organizations, especially in the local area.
22. Supervises special student examinations for part-time faculty.
23. Maintains absenteeism records for Department.

**Education**

University, College or Technical School Training (2 year).

**Experience Required**

Three years of general secretarial and administrative experience required, including at least one year in a comparable position.

**Communication**

Internal:

* Students - looking for professors, dropping of assignments, advise them about problems in their course selection and to set up appointments to see the Chair. Answer questions pertaining to courses, scheduling, location, instructor
* Faculty - to consult with them (courses, scheduling, student records, assignments, committee work)
* Computer Services - instructions email, webpages, computer problems
* Food Services - catering arrangements
* Dean's Office - to consult with them (budget and visiting speaker's budget, Calendar Copy, recruitment)

External:

* General Public - answer questions, refer them to appropriate professors
* Universities - other Departments
* Office Supply Company - questions about orders

**Motor/ Sensory Skills**

* Dexterity - Word processing
* Hearing - Responding to telephone and people in office

**Effort**

Mental:

* Sustained concentration - Budget checking, proof reading, compiling data, frequent interruptions

Physical:

* Bending/Kneeling - Filing
* Walking, climbing - Photocopier, washroom, faculty offices

**Working Conditions**

Psychological:

* Disgruntled students - Professor failed to show up for appointment
* Disgruntled students - Denied entrance