**Department of Human Resources**

**OPSEU Job Description**

**Job Title:** Academic Administrative Assistant

**Job Number:** SO-120

**NOC:** 1241

**Band:** 5

**Department:** Anthropology

**Supervisor Title:** Chair/Director

**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. Establishes and maintains appropriate electronic distribution lists to facilitate efficient information dissemination both within the university and beyond.
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; is responsible for the paperwork, issue, collection and final return of keys distributed to Department members; maintains Faculty personnel file cabinet.
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. Prepares 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, assists students with the interpretation of academic calendar regulations in course selection and registration.
8. 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. Manages the waitlists, and based upon input received from instructors, liaises with the Office of the Registrar on student registration.
9. Acts as a troubleshooter for office equipment, resolving problems as they arise.
10. Liaises with Durham College regarding course offerings, timetabling, printing and photocopying for Durham course offerings.
11. 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. Distributes photocopy cards to faculty under the supervision of the Chair.
12. Monitors use of Department space including research rooms, teaching areas (lecture hall, project room, labs) and prepares room usage summaries.
13. 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.
14. 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.
15. Arranges Department and committee meetings (prepares and distributes agenda), makes room bookings, special events bookings, etc.
16. 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.).
17. Assists in orienting new, sessional and part-time faculty.
18. Develops and applies for funding through government-assisted TWSP program; participates in selection of candidates for TWSP office assistants; assigns and supervises the work of TWSP office assistants.
19. 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.
20. Monitors and updates the departmental website.
21. Assists in producing annual handbook and other information/promotional material (brochures, applications and posters).
22. Coordinates liaison with external organizations, especially in the local area.
23. Supervises special student examinations for part-time faculty.
24. Maintains absenteeism records for Department.

**Education**

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

**Experience Required**

1. Three years general experience, plus one year of directly-related experience.
2. Excellent typing, and computer skills and experience, including word processing, spreadsheets, databases, file management (Microsoft Office Suite), presentation software, email and internet, including the Registrar’s enrolment and registration management system (Colleague).
3. Excellent interpersonal, verbal and written communication skills.
4. Superior organizational skills and the demonstrated ability to take initiative essential.
5. Demonstrated ability to work co-operatively with others in a complex and multi-faceted work environment essential.
6. Good knowledge of budgetary procedures and meticulous attention to detail.
7. Ability to handle stress and prioritize tasks in a high volume office to meet deadlines.
8. Ability to work independently when required and during absences of supervisor (Chair).
9. Required to take Trent University’s first-aid course and have Trent’s Office of Health and Safety first-aid kit available in the department office.
10. Must be prepared to upgrade computing skills as needed or requested by the Chair by attending occasional instructional workshops provided by the University.
11. Demonstrated skills in, and commitment to, customer service and continuous improvement.

**Responsibility for the Work of Others**

Direct Responsibility

Resource Room Supervisor & Office Assistant - OWSP

Indirect Responsibility

Expected to assist Chair in meeting deadlines outlined on Chairs’ Calendar as prepared by the Dean’s Office; and other deadlines as they pertain to timetabling, Academic Calendar amendments and budget reporting.

**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, policy and regulations
* Faculty - to consult with them (courses, scheduling, student records, assignments, committee work, orientation, coordination of office moves)
* Computer Services - instructions email, webpages, computer problems, new faculty accounts, faculty moves
* Telecommunications – long distance codes, Novell guide updates
* Food Services - catering arrangements
* Dean's Office - to consult with them (budget and visiting speaker's budget, Calendar Copy, recruitment, marking funds, promotion & tenure applications)
* Registrar's Office - timetabling, recruitment, students records, marks sheets, examinations, letters of permissions, grade changes, incompletes, aerostat, transfer credit)
* College Office - maintenance, repairs, room bookings, equipment, security
* Communications - events within the department and for advertising such events
* JBC - course offerings, student records, programs at the Oshawa Campus, hiring/recruitment
* Finance Office - budget discrepancies, request for payment to prize winners, purchase orders budget statements
* Audio Visual - order films, confirm showing, booking equipment
* Print shop - printing jobs, order office supplies
* Risk Management – key requests
* Physical Resources – fixit@trentu.ca, quotes for work, tracking progress of work orders
* Graduate Studies – liaise, deliver, coordinate Departmental review of student grant applications
* Parking Services – notification of parking requirements for guest speaker events

External:

* General Public - answer questions, refer them to appropriate professors
* Office Supply Company and other suppliers - questions about orders, quotes
* Alumni - reach former professors
* Hotels - visiting speakers and candidates accommodation

**Motor/ Sensory Skills**

* Dexterity - Word processing
* Fine Motor Skills - Using a mouse
* Dexterity - Replacing paper, toner, clearing paper jams on photocopier and printers, refilling/unjamming stapler
* Coordination - Walking, climbing stairs, carrying the mail
* Hearing/Speaking - Responding to telephone and people in office
* Visual - All aspects of job

**Effort**

Mental:

* Sustained Concentration - Budget checking, proof reading, compiling data,
* Sustained Interruptions - Frequent interruptions – in person, on the phone, incoming faxes and email messages

Physical:

* Bending/Kneeling - Filing
* Walking/climbing - Photocopier, washroom, faculty offices
* Standing/stretching - Photocopying, filing, shredding
* Standing./stretching - Reach upper shelves in office
* Lifting - Boxes of paper, books
* Lifting/walking - Delivery/pick-up of computers to IT for service; delivery/pick-up of AV equipment

**Working Conditions**

Physical:

* Extended Sitting - Continuous stretches of time at desk
* Extended use of Monitor - Continuous stretches of time looking at the monitor
* Overhead lights - Florescent lighting aggravates headaches
* Air Quality in the Building - Poor ventilation of washroom, and of cafeteria, food odors
* Frequent Flooding - Exposure to mould, harsh chemicals & environmental hazards

Psychological:

* Disgruntled students - Denied entrance; professor failed to show up for appointment; unhappy with grade; wants leniency on late submission of course work
* Disgruntled faculty - Unhappy with classroom space, teaching schedule
* Frequent interruptions