**Department of Human Resources**

**OPSEU Job Description**

**Job Title:** Academic Administrative Assistant

**Job Number:** SO-122

**NOC:** 1241

**Band:** 5

**Department:** Psychology

**Supervisor Title:** Department Chair

**Last Reviewed:** September 14, 2012

**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. Maintain Key management records and security
6. Organizes a Psychology exam schedule by date, co-ordinates principal and assistant invigilators, maintains secure storage of exams until required, orders appropriate number of multiple choice forms and exam books when required delivery to Oshawa campus. Ensures processing and data distribution of multiple choice forms scanning for Psychology Department and other departments utilizing scantron. Processes billings of scantron services provided to other university departments. Co-ordinates all Psychology special needs exams requests through Disability Services.
7. 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.
8. Collects and ensures secure storage of all Psychology final exams and arranges disposal after appeal deadline.
9. Catalogues and maintains thesis library.
10. 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.
11. 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.
12. Acts as a troubleshooter for office equipment, resolving problems as they arise. On an annual basis updates Psychology research and departmental equipment inventory to correspond with Purchase orders and room location.
13. Liaises with Julian Blackburn College regarding course offerings, timetabling, printing and photocopying for JBC course offerings, including its offerings at Durham in Oshawa.
14. 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.
15. Maintains stationary, office supplies and equipment inventory. Prepares monthly summary of photocopier charges.
16. Monitors use of department space including research rooms, teaching areas (lecture hall, project room, labs) and prepares room usage summaries.
17. Provides secretarial support to Chair and assigned PTBO and Oshawa-based faculty; co-ordinates timetabling, calendar copy, brochures, publicity material; co-ordinates honours information sessions; collects, sorts and redirects mail, manages collection and return of essays, and photocopying.
18. 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.
19. Arranges department and committee meetings (prepares and distributes agenda), makes room bookings, special events bookings, etc.
20. 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.).
21. Assists in orienting new, sessional and part-time faculty. Developed and updates a Trent University/PSYC department new staff information handbook.
22. 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.
23. Co-ordinates ordering of desk copies from bookstore or publisher, puts exams on reserve in library, and order A/V equipment for classes.
24. Monitors and updates the departmental website.
25. Assists in producing annual handbook and other information/promotional material (brochures, applications and posters).
26. Coordinates liaison with external organizations, especially in the local area.
27. Supervises special student examinations for tenure and part-time psychology faculty.
28. Maintains absenteeism records for Department.

**Education**

College Diploma (2 year) Secretarial Science Course or Secondary School Diploma.

**Experience Required**

Three years of general experience, plus one year of directly-related experience required.

**Responsibility for the Work of Others**

Direct Responsibility

* Clerical assistant - Summer Career Placement student – 30 hours for 10-12 weeks
* Clerical assistant - OWSP student – academic year – 10 hours a week

Indirect Responsibility

Remind chair, faculty and instructors of important administrative and academic deadlines.

**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)
* Registrar's Office - timetabling, recruitment, students records, marks sheets, examinations, letters of permissions, grade changes, incompletes
* 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
* Finance Office - budget discrepancies, request for payment to prize winners, purchase orders budget statements
* Audio Visual - order films, confirm showing
* Print shop - printing jobs, order office supplies
* Disability services – ensure time-sensitive delivery and pick up of all special needs students’ Psychology exams
* Locksmith – orders all Psychology departmental and research key orders; maintains key security inventory

External:

* General Public - answer questions, refer them to appropriate professors
* Universities - other Departments
* Office Supply Company - questions about orders
* Alumni - reach former professors
* Hotels - visiting speakers and candidates accommodation
* Job Position Candidates - liaison with CUPE and tenure candidates
* Technical – liaison with Software and hardware support outside of university
* Occasional public inquiry re: psychological references available

**Motor/ Sensory Skills**

* Dexterity - Word processing, replacing paper, toner, clearing paper jams on photocopier
* Fine motor skills - Using a mouse
* Coordination - Walking, climbing stairs
* Hearing - Responding to telephone and people in office, multi-tasking – doing one job while being aware of events happening in immediate area
* Visual - All aspects of job

**Effort**

Mental:

* Sustained concentration - Budget checking, proof reading, compiling data, constant interruptions
* Ability to multi-task when required

Physical:

* Bending/Kneeling - Filing
* Walking, climbing - Photocopier, washroom, faculty offices
* Standing/stretching - Reach upper shelves in office, photocopying, filing, shredding
* Upper body strength - Moving and setting up equipment, boxes of archives files and recycling

**Working Conditions**

Physical

Psychological:

* Disgruntled students - Professor failed to show up for appointment, denied entrance
* Constant interruptions
* Due to nature of Psychology Department – emotional support sometimes solicited
* Agitated students - Lab extensions required – Professor not readily available
* Stress Resolution - Picking up on emotional stress of students and co-workers to alleviate a potential situation