**Department of Human Resources**

**OPSEU Job Description**

**Job Title:** Academic Administrative Assistant

**Job Number:** SO-154

**NOC:** 1241

**Band:** 5

**Department:** English Literature

**Supervisor Title:** Chair

**Last Reviewed:** January 2, 2001

**Job Purpose**

Under the general supervision of the Department Chair, provides secretarial services to the Chair and other assigned faculty 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 instructions. Updates and prepares mailings of department information.
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 (e.g. student enrolment, audit data, staffing, teaching load, class size, etc.). Maintains up to date information on program alumni. 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.
6. 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 dissemination of information.
7. Manages waitlists for all courses.
8. Acts as a troubleshooter for office equipment, resolving problems as they arise.
9. With the assistance of the Administrative Assistant, liaises with Julian Blackburn College regarding course offerings, timetabling, printing and photocopying for JBC course offerings in summer session (Peterborough and Oshawa) and the regular session 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 shared faculty offices, 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 calendar copy, brochures, and publicity material. Collects, sorts and redirects mail, manages collection and return of essays, and photocopying. With the assistance of the Administrative Assistant, coordinates advising information sessions.
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 job descriptions and applies for funding through government-assisted OWSP program; participates in selection of candidates for OWSP office assistants; assigns and supervises their work.
18. As directed by course instructors, may order desk copies from bookstore or publisher. Arranges for transfer of course materials to points of access (e.g. library, university websites).
19. Monitors and updates the departmental website.
20. Assists in producing annual handbook and other information/promotional material (e.g. brochures, applications and posters).
21. Coordinates liaison with external organizations, especially in the local area.
22. Supervises special student examinations.
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.

**Responsibility for the Work of Others**

Direct Responsibility

Office Assistants - TWSP

Indirect Responsibility

Administrative Assistant

**Communication**

Internal:

* Students - looking for professors, dropping off assignments, advise them about problems in their course selection and to set up appointments to see the Chair or Honours Advisor. Answer questions pertaining to courses, scheduling, location, instructor
* Faculty - to consult with them (courses, scheduling, student records, assignments, committee work)
* Computer Services - instructions email, web pages, 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; up-dating of web calendar.
* JBC - course offerings, student records, programs and events at the Oshawa Campus
* Finance Office - budget discrepancies, request for payment to prize winners, purchase orders budget statements
* Audio visual trouble-shooting.
* Print shop - printing jobs, order office supplies

External:

* General Public - answer questions about programs, courses, and department sponsored lectures and readings, refer them to appropriate sources, refer them to appropriate sources of information (i.e. Chair, Registrar’s office, Communications, websites, professors etc.)
* Office Supply Company - questions about orders
* Alumni – contact information for former professors
* Hotels - arrangements for visiting speakers and candidates’ accommodation; part-time faculty accommodations
* Prospective students
* Agencies (e.g. CACE)
* Partners co-sponsoring events (e.g. Peterborough Public Library)

**Motor/ Sensory Skills**

* Dexterity - Keyboarding, replacing paper, toner, clearing paper jams on photocopier and printer
* Fine motor skills - Using a mouse
* Coordination - Walking, climbing stairs
* Hearing - Responding to telephone and people in office
* Visual - All aspects of job
* Extensive exposure to computer screens.

**Effort**

Mental:

* Sustained Concentration - Budget checking, proof reading, compiling data maintaining focus with frequent interruptions, ability to handle parallel priorities and projects

Physical:

* Bending/Kneeling - Filing
* Walking/climbing - Photocopier, washroom, faculty offices
* Standing/stretching - Photocopying, filing, shredding, reaching upper and lower shelves in office

**Working Conditions**

Psychological:

* Upset students - Denied entrance to programs or courses, Professors failing to show up for appointments or being available for appointments, students involved with appeals or petitions, papers not available for pick-up
* Upset parents - Child denied access to programs or courses, child involved in academic petitions or appeals
* Frequent interruptions