**Department of Human Resources**

**OPSEU Job Description**

**Job Title:** Academic Administrative Assistant

**Job Number:** SO- 196

**NOC:** 1241

**Band:** 6

**Departments:** Chemistry

**Supervisor Title:** Chair, Chemistry

**Last Reviewed:** October 20, 2020

**Job Purpose**

Reporting to the Chair, the Academic Administrative Assistant performs a variety of administrative, budgetary, human resource management, data analysis, event planning, and clerical duties related to the operation of the department and the Trent-Swansea Chemistry/Chemical Engineering Dual Degree program. While the Chemistry/Chemical Engineering Dual Degree program is similar in that it is built upon existing curricula offered through the university’s undergraduate academic departments, it adds an international aspect to the administrative and event planning requirements. In addition to academic administrative support, this position is responsible for enrollment management and all classroom and laboratory timetabling for the Chemistry Department. This includes enrollment and course demand information to assist the Chair in long-range planning. With final approval from the Chair, the Academic Administrative Assistant is responsible for assignment of GTAs to courses as well as determining AA needs and distribution.

**Key Activities**

**Academic Administration**

* Manages the Departmental office. This includes addressing faculty, staff, student, parent, 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.
* Responsible for document management and retention; develops, manages, and maintains paper and electronic filing systems specific to program needs
* Arranges department and committee meetings as necessary, room bookings, and takes meeting minutes.
* Liaises with Trent’s Registrar’s Office regarding policy and procedural matters, scheduling, student records, and communicates confidential information about waivers, conditions, exceptions etc. with respect to students
* Liaises with Office of the Dean of Arts & Science regarding course offerings, course syllabi, operating budgets, CUPE 1 and CUPE 2 hiring, hour allocation, timesheets/VIP
* Provides administrative support to the Chair for TUFA and CUPE recruitment and hiring processes by drafting and processing job postings, collecting applications and corresponding with applicants, setting up interviews, and arranging travel and accommodation for candidates.
* Responsible for ensuring CUPE 1 members requesting Right of first refusal are provided the departmental criteria, set up in-class visits, track all ROFR information.
* Acts as point of first contact for orientation and for the provision of information on workplace, university policy, and support services for new, sessional and part-time faculty.
* Requests accounts (email, Blackboard, phones, office keys, and photocopier) for new faculty/instructors, and staff
* Assists the Faculty Undergraduate Advisor by providing student academic records, determining scheduling conflict solutions, and liaises with Academic Advisors, Student Services, and the Registrar’s Office.
* Assists Chair with Academic Calendar copy, and publicity material which requires liaising with numerous departments (e.g., Biology, Forensic Science, TSE, Physics) to confirm pathways within the programs.
* Maintains database of departmental scholarships and awards; works with the Chair to determine lists of candidates for individual awards and prepares a summary of eligible students according to the award criteria.
* Orders and maintains office supplies. Arranges room bookings for Chemical Sciences Building (CSB) Room D111 and E102 for science faculty, support staff, graduate students and others.
* Manages key and door code allocation for departmental spaces.
* As directed by course instructors, order desk copies from bookstore or publisher.
* Organizes the Chemistry Department alternate exam date/time for students who have missed an exam, consults with course instructors for list of student attendees, and exam material needed, provides completed examination materials back to course instructors.
* Develops and applies for funding through Trent University Work Study (TWSP) program; participates in selection of candidates for TWSP office assistants; assigns and supervises the work of TWSP office assistants.

**Timetabling, Enrollment Management and Planning**

* With final approval from the Chair, acts as the Timetable Representative for the Department, liaises with faculty, staff, Registrar’s Office and other programs (e.g., Biology, Forensic Science, TSE, Physics, Math) to develop classroom and laboratory timetables in Peterborough throughout the year, and proactively manages lab section needs and waitlists to avoid scheduling conflicts and to promote efficient use of facilities space;
* Organizes timetable data in DCU timetabling software, screens for potential scheduling conflicts and works closely with the Scheduling Administrators throughout the academic year in regards to scheduling, enrolment monitoring, and trouble-shooting any scheduling issues.
* Maintains database of course offerings and enrollments and prepares long-range forecasts of course demand for use by the Chair in program planning;
* Provides input on program planning.

**AA/CUPE 1 Teaching Support**

* Maintains departmental database of teaching support needs;
* Requests information from graduate students regarding preferences and assigns graduate students to appropriate GTA positions while considering union requirements, student, and faculty preferences;
* Summarizes Academic Assistant (AA) needs;
* Prepares AA budget to submit to the Dean’s Office for Fall, Winter, and Summer terms; responsible to ensure that this budget is met;
* Reviews and approves AA contracts before Chair approval, and submission to the Dean’s Office;
* Updates and provides instructions for guiding new employees to access and complete safety training
* Assigns, and monitors AA/CUPE 1 hour allocation throughout the term, and is responsible for payroll reporting (i.e Chair’s delegate in VIP)

**Trent-Swansea Transition**

* In consultation with the Program Director, coordinates and administers the Trent-Swansea transition process, working directly with out-bound (to Swansea) students regarding administrative processes, visa applications, and deadline.
* Designated Trent liaison with Swansea University departments involved with student transitions.
* Working with the Program Coordinator, coordinates and/or facilitates Welcome Meeting, Information Sessions, Pre-departure Orientation.
* Maintains communication with students from Trent while at Swansea as required.

**Events**

* Oversees periodic Canadian Society for Chemistry National degree accreditation process including collection and organization of data, creation of required reports, coordination of sight visit and accreditation report follow up
* In consultation with the Chair, coordinates Open House events, recruiting faculty, students, and staff in the Department, ensuring that volunteers have the appropriate academic program information and lab tour training, leads or otherwise facilitates Departmental tours
* Assists with planning, and coordination of Chemistry/Physics Seminar Series, The Ray March Visiting Scientist, The Stairs Lecture in Chemistry, Chemistry Awards Ceremony, CSC Accreditation Review visits.
* Assists the Chemistry and Biochemistry Thesis Course Coordinators to coordinate presentation events, advertising events, and booking locations.
* Liaises with faculty in obtaining speakers' contact information, prepares letters of invitation, plans an itinerary for the speakers’ day at Trent, and organizes travel accommodation.

**Financial**

* As a member of the Chemistry Departmental Budget Committee provides administrative assistance with the management of the departmental operating budget, chemistry scientific equipment budget, undergraduate laboratory fees and breakage fees and departmental trust accounts.
* Monitors monthly statements.

**Website Management**

* Monitors and updates the Department and Dual Degree program websites as necessary.
* Remains aware of all Trent Dual Degree material on Swansea websites and ensures that it is up-to-date.

**Education**

* Bachelor’s Degree (3 years) required. Science Degree preferred.

**Experience Required**

* Two years of administrative experience.
* Expertise in the use of standard word-processing and spreadsheet applications including Word and Excel, demonstrated ability to master new computer platforms; familiarity with web-authoring program
* Excellent organizational skills and problem-solving skills with strong attention to detail
* Financial management experience including budget development and implementation.
* Maturity, good judgement, tact, and the ability to maintain confidentiality.
* Ability to work accurately in stressful conditions with multiple demands, tight deadlines, and changing priorities.

**Analytical Reasoning**This position requires analytical reasoning to choose the most appropriate course of action from among a variety of possible methods, processes and solutions within limits defined by standard or established practice.  Work planning occurs within defined time frames, and may require adjusting plans and priorities to respond to changing circumstances.

Examples:

* Liaises with chemistry faculty and timetabling representatives from other Science Departments to plan and develop classroom and laboratory timetables. This involves data analysis of course enrolment, taking into account changes in degree requirements in jointly offered program maps, and establishing appropriate academic blocks to reduce scheduling conflicts when enrolment goes live.
* Monitors course enrollments, coordinates creation and scheduling of additional laboratory sections as appropriate including budgeting request recalculation and allocation of AA/CUPE1/CUPE2 hours.
* Resolving student scheduling issues by clarifying with the student the nature of the specific problem, assessing the issue, evaluating different options to resolve the scheduling conflict, presenting the options to the student and follow up communication with the student to ensure the issue has been resolved.

**Decision Making**

Decisions are standardized but somewhat varied and adaptation is required: the employee receives occasional supervision in carrying out tasks that call for decisions beyond the scope of standard/established practice.

Example:

* Tracks all AA/CUPE1/CUPE2 hours and ensures that workers are correctly allocating their hours and that the departmental budget allocation is not exceeded.
* Student enrollments are in progress and laboratory section sizes are rapidly exceeded. Employee acts on their own understanding of laboratory practices and requirements to expand or add sections, confirms sectioning with instructors and staff and responds to student requests for enrolment assistance.

AA has called in sick and cannot assist in the lab that day. Employee notifies affected individuals (e.g., Course Instructor, Chemical Technician, GTA), determines a list of qualified alternative AA to contact based on experience and scheduling availability, contacts the list, finds a replacement, informs absent AA and other relevant faculty/staff of the change, accounts for the change in the AA budget accordingly.

Impact

* Management of budget allocations is critical for safe and effective operation of laboratory staffing (AA’s). Failure to properly manage allocations leads to budget overruns impacting departmental operating budgets or extended closure of undergraduate laboratory operations.
* Providing accurate information – errors could lead to reduction in student satisfaction, financial losses, injury to university’s reputation, laboratory health and safety infractions
* Time management – poor execution could lead to delays, deadlines being missed, additional work for others, increased costs

**Responsibility for the Work of Others**

Direct Responsibility

* Students – TWSP Office Assistants -training and orientation, assignment of tasks, attendance, payroll/timesheet processes

Indirect Responsibility

Student Employee (i.e., Academic Assistants, Student Markers)

CUPE 1 Hourly Employees (Lab Demonstrators, Marker/Graders)

* responsible to identify and actively inform qualified students beyond standard job postings regarding departmental opportunities
* responsible for carrying out hiring procedures ensuring training and safety orientations are completed, assignment of tasks (i.e., labs/tutorials, marking), dealing with scheduling issues (i.e., student employee is sick, replacement needed), payroll/timesheets accuracy checks prior to Chair’s signature, budget managing of all student and CUPE 1 hours to stay within Dean’s office allocated budget

**Communication**

Internal

* **Students** – respond to questions with answers and/or direct to appropriate; dealing with scheduling issues, share relevant information such as graduation/convocation instructions, announcements of events or job opportunities in the department
* **Faculty** - to consult with them (courses, scheduling, student records, assignments, committee work)
* **Undergraduate Departments** – Chairs, AAAs, Department Coordinators – course scheduling coordination, student scheduling issue solutions
* **Dean’s Office** – share and obtain relevant information as required; reading course applications, course offerings, CUPE & TUFA recruitment and hiring, university policies and procedures
* **Academic Advising** – share and obtain relevant information concerning student situations as required
* **Registrar’s Office** – share and obtain relevant information as required; student transcripts, interpretation of university policy, data pertaining to Swansea transition process
* **Admissions & Recruitment** – share and obtain relevant information concerning Open House events, University Fair events, volunteers, prospective students
* **IT** – setting up new staff and faculty emails, department/dual degree webpages, computer problems
* **Finance** – purchase order budget statements, request for payment to prize winners
* **Food Services** – catering arrangements

External

* **General Public –** answers questions, refer to appropriate professors
* **Parents/Future Students** – provide general information regarding programs, as required
* **Alumni** – provide program information and direct queries to appropriate source; interact with Alumni at special events such as our Chemistry Awards Ceremony
* **Swansea University personnel** – share and obtain relevant information concerning students transferring to Swansea; liaise with marketing/recruitment staff to ensure program information is current and accurate.
* **CSC Accreditation Faculty** – share and obtain relevant information regarding program accreditation process, site visit, and hotel accommodation
* **Office Supply Company -** questions about orders
* **Hotels –** visiting speakers and candidate accommodation

**Motor/ Sensory Skills**

* Fine Motor Skills/Dexterity – Keyboarding, filing
* Coordination – filing, transporting materials, organizing
* Hearing and touch – computer use, responding to telephone and people in the office
* Visual – Computer use, reading

**Effort**

Mental

* Attention to detail and accuracy – budget, data/records analysis
* Sustained concentration required - proof reading, compiling data, frequent interruptions

**Working Conditions**

Physical

* Neck, back and eye strain – sitting for extended periods, computer use
* Standing, stretching – Photocopying, shredding
* Bending, lifting, carrying – filing

Psychological

* Stress – multiple, competing work priorities
* Disgruntled students - Denied entrance to course, dissatisfaction with course grade
* Frequent interruptions