**Department of Human Resources**

**OPSEU Job Description**

**Job Title:** Program Administrative Assistant

**Job Number:** SO-275

**NOC:** 1241

**Band:** 5

**Department:** School of Education and Professional Learning

**Supervisor Title:** Dean and Manager, School of Education

**Effective Date:** February 28, 2017

**Job Purpose**

Provides administrative support for the Dean, Office Manager, faculty, staff and B.Ed. students in the School of Education and Professional Learning (Consecutive Program). As part of the assistance to the Dean, liaises with Regulatory bodies (e.g. OADE, OCT, MTCU, the Ministry of Education) and external partners. Provides efficient routine functioning of the School of Education Office.

**Key Activities**

*Program Administrative Support*

1. Provides administrative support to the Dean, acting as initial contact, scheduling appointments in the Dean’s Outlook calendar, making travel arrangements, answering routine correspondence, preparation of materials for meetings, alerting the Dean of upcoming annual University deadlines.
2. Provides administrative and organizational support for all School of Education faculty personnel in preparation of materials for meetings, workshops and presentations.
3. Co-ordinates electronic print shop requests for faculty, submits to print shop in a timely fashion and tracks all requests for budgeting purposes.
4. Responsible for ensuring all revised Ministry of Education curriculum documents are ordered and readily available.
5. Takes minutes for department meetings (B.Ed. Committee, Program Committee and Indigenous B.Ed. program), prepares all relevant materials pertinent to meetings and ensures rooms are set up.
6. Responsible for associating all faculty to their courses on Colleague for grade purposes, etc.
7. Maintains and updates School of Education office records, including maintaining Committee records, reviewing and formatting course syllabi, maintaining faculty and staff lists.
8. Responsible for reconciling active enrolment lists with the Registrar’s Office enrolments lists.
9. Provides administrative services compiling and sorting Tenure and Limited Term Appointment faculty applications for distribution to the hiring committee. Corresponds with applicants arranging travel and accommodations. Uses discretion when handling confidential material. Assists in orientating new faculty to Trent University’s policies and procedures.

*Coordinates School of Education Departmental Functions*

1. Coordinates infrastructure and support for regular major program functions and events such as Orientation Day, Reading of Applications Day, Welcome Reception, Faculty Orientation Day, Convocation and Building Futures Day.
2. Coordinates initial communications with B.Ed. admissions offer recipients to help secure higher conversion rates.
3. Coordinates Student Orientation Day packages and mailings, and teacher candidate materials binder preparation.
4. Responds to inquiries and requests, liaising with organizations outside of Trent (OCT, MTCU, Ministry of Education, OADE) as well as Trent Academic departments, Facilities Management, Security, Campus Card Office, Communications, and the College Office to maintain and support academic events.
5. Works closely with the Office Manager to assist with other major program functions such as Foundations Week and Professional Events Week.

*Liaison and Support*

1. Assist faculty with issues that arise from grade submission process and liaises with the Registrar’s Office to resolve these issues. Compiles same for Dean’s verification.
2. Liaising with Trent Academic departments, Registrar’s Office and other Dean’s offices to ensure all policies and procedures are up to date, reviews and updates Faculty Handbook annually.
3. Coordinates with faculty and liaises with Trent Bookstore for each term’s textbook orders.
4. Liaises with the Centre for Academic Testing (CAT) for students who require special accommodations for final exams and the math and literacy proficiency assessment tests.

*Communication*

1. Responds to routine School of Education correspondence, including email, on own initiative or from brief verbal instructions, facilitates internal communication to students and faculty through email distribution lists.

*Grades and Course Evaluations*

1. Administers and tracks all student course evaluations as per the procedures described in the TUFA Collective Agreement.
2. Coordinates submission of final grades through the online Blackboard system, communicating with faculty to ensure deadlines are met. Supports and trains individual faculty (as required) with online grade access. Maintains detailed records for incomplete grades and appeal processes and follows up on change of grades for same.

*Student and Program Support*

1. Responds to a wide range of student issues which requires a knowledge of program policies, accuracy, professionalism and judgement.
2. Provides exams and alternate exam invigilation with Student Exam Centre.

**Analytical Reasoning**

Role requires strong reasoning skills, such as in the area of being aware of unusual student circumstances. For example, there is often a time-lag inconsistency between the Registrar's 'official' list of students in the B.Ed. program and the actual reality of who is currently in attendance in the program. This is due to pending withdrawals, potential withdrawals being considered, deferrals in process, and short- or medium-term absences/leaves due to illness, etc. With 250+ students in the program, there can be up to 10 individuals in such varied circumstances at any given moment, and the nature of any individual situation will determine critical decisions such as which communications they should be receiving (ie- through group emails), and which individuals are being copied with respect to confidential information pertaining to that individual. The Program Administrative Assistant needs to have an ongoing awareness of these (often fluid) situations, and needs to be constantly aware of whether the right communications are being sent to the right parties with respect to these cases.

**Decision Making**

Needs to set task priorities based on circumstances and relevant demands. Must be aware of upcoming events and deadlines. Needs to initiate action, often in collaboration with others, in a timely manner in order to ensure these deadlines are met. Must exercise sound judgement in response to emergent situations, such as through a teacher candidate contacting the office in a situation of personal crisis, in order to ensure key parties are contacted, supports are offered as necessary, and follow-up is pursued.

**Education**

Office Administration Diploma (2 years)

**Experience Required**

1. Three years of directly-related experience in a Faculty or School of Education.
2. Excellent organizational, interpersonal and communication skills to network with students, faculty and external partners.
3. Demonstrated ability to exercise judgement and use initiative in applying a variety of procedures and practices.
4. Good writing and processing skills.
5. Ability to work on own and as a team player.

**Communication**

Internal

* Registrar’s Office - Confirming accurate enrolment numbers (admits and withdrawals), mark submissions, grade changes, and incompletes.
* Faculty – Works in conjunction with faculty regarding University and Departmental/Program policies and procedures, course evaluations, course syllabi, textbook orders, scheduling, enrolment issues, classrooms needs and location, assignments and committee work.
* Information Technology – Reports Departmental phone problems, office moves, and classroom issues.
* Print Shop – Clarifies printing requests for faculty.
* Facilities Management– Reports and requests repairs for building deficiencies, water leaks, A/C and heat issues, lighting, rodent activity, furniture and or equipment moves or removal, faculty office moves, equipment disposal, painting requests, and electrical issues
* Teacher Candidates - Provides guidance for a high volume of students seeking classroom locations, timetable clarification and faculty offices. Advises students with the general direction of their programs. Manages dropped off assignments.
* Academic Departments
* Deans Office
* V.P. Academic
* University Secretariat

External

* Schools and Boards of Education
* Other Faculties of Ontario Universities
* Ontario College of Teachers
* Ministry of Education
* Elementary Teachers Federation on Ontario (ETFO)
* Ontario Secondary School Teachers Federation (OSSTF)
* Ontario Teachers Federation (OTF)
* General Public – potential students and parents
* Ontario Association of Deans of Education (OADE)
* Ministry of Teachers, Colleges and Universities (MTCU)
* Conference/guest speakers and participants

**Motor/ Sensory Skills**

* Multi-task – meet deadlines, deal with faculty and students, schedule meetings for the Dean, attend meetings, provide support in all facets of the program
* Digital processing – computing
* Photocopying – collating
* Sight – Computing, reading and daily office operation
* Hearing – Listening in daily office operation
* Speak – conveying information verbally

**Effort**

Mental

* Orienting new faculty, students, staff
* Sustained attention – collating course evaluation summaries for faculty
* Showing others how to perform certain tasks
* Dependable and accessible to students, staff and faculty
* Decision making - Recommendations regarding annual students events
* Maintains confidentiality when dealing with sensitive issues
* Focus, sensory - Able to switch gears and tasks often

Physical

* Moving furniture in classrooms to set up for meetings, workshops
* Pushing and/or pulling carts carrying boxes of materials for faculty and students

**Working Conditions**

Physical

* Sitting all day - office setting

Psychological

* Interruptions – lack of privacy, multiple demands and continuous re-prioritization of work (Dean, faculty, students),
* Complaints – dealing with frustrated and disgruntled faculty and students
* Sometimes noisy office