**Department of Human Resources**

**OPSEU Job Description**

**Job Title:** Office Administrative Assistant

**Job Number:** SO-305

**NOC:** 1241

**Band:** 5

**Department:** Trent/Fleming School of Nursing

**Supervisor Title:** Dean, Trent/Fleming School of Nursing

**Last Reviewed:** December 21, 2016

**Job Purpose**

Under the general supervision of the Dean, is the initial point of contact for the Trent/Fleming School of Nursing. Provides secretarial services to the three Program Coordinators and the Non-academic Requirements (NAR) Coordinator. Performs a variety of administrative and clerical duties related to the operation of the Department including receiving and processing student NAR fees, managing taxi-passes, archiving course syllabi, managing student files and supporting both the Kinesiology program and the satellite of the Queen’s NP program. Provides administrative support to the TFSON Curriculum and Evaluation Committee.

**Key Activities**

*Administrative Support;*

1. Appointment and room booking;

* Books appointments for Academic Coordinator, and all program coordinators
* Organizes, schedules/books meetings, meeting rooms, ordering catering, and confirms final arrangements.
* Books nursing meeting rooms. Signs out and tracks keys where appropriate

1. Assists the non-academic coordinator with registering students, collecting forms and fees related to CPR, mask-fit testing, influenza clinics etc. Produces cards and stickers for CPR and mask-fit completion
2. Prepares and distributes agendas and other relevant materials pertinent to the meetings of TFSON Curriculum and Evaluation committee. Ensures audiovisual equipment needs of this committee are met.
3. Keeps access to School of Nursing shared drives and intranet current.
4. Monitors the student space including the lounge to ensure that current information is in the magazine rack, posted on bulletin boards and on the TFSON television.
5. Creates, organizes and maintains electronic and hard copy student files.
6. Maintains a calendar of Trent/Fleming School of Nursing events
7. Distribute and track student taxi-passes; Liaise with Taxi company and student to coordinate a schedule for all involved, takes payment for all taxi passes, distributes and tracks the taxi passes
8. Reports photocopier readings to the Print Shop on a monthly basis.
9. Orders all TFSON and research keys; maintains key security inventory

*Supplies and Equipment;*

1. Ensures office machines are appropriately supplied with paper and ink daily and that adequate supplies are on hand and easily accessible to faculty and staff.
2. Arranges regular maintenance of office equipment including preventative maintenance. Works with IT to have computers serviced as needed. Books and tracks portable equipment such as LCD projectors, laptops, cameras etc.
3. Orders and maintains and adequate supply of office supplies, teaching support supplies and promotional materials for the School of Nursing; ensures that a supply of University administrative forms are available.
4. Tracks items in storage facility and maintains log of stored items. Sorts items for pick up for shredding and arranges pick up twice per year.

*Communications;*

1. Acts as initial contact for written correspondence, walk-in and telephone inquiries directed to the Trent/Fleming School of Nursing Office.
2. Assesses, handles and/or redirects these communication sources
3. Maintains the School of Nursing information boards (electronic and traditional) and displays by posting and updating information related to faculty/staff and student job opportunities, events, conferences, research funding, etc.; posts information e-mails for faculty/staff and students to Blackboard

*Budget;*

1. Deposit monies collected from students for services related to non-academic requirements (NARs)

*Planning and Coordination;*

1. Co-ordinates infrastructure support (space, catering, parking, cleaning, audio-visual equipment, and teleconference) for school events and meetings
2. Creates and updates guest list for convocation ceremony.

*Other;*

1. Other related duties as assigned which do not account for more than 5% of the total duties.

**Education**

College Diploma (2 year) in Office Administration, Executive or Business Administration or related field.

**Experience Required**

* Three years of experience in a related field, such as a professional or academic office environment
* Intermediate computer skills and experience including Word, Excel, Powerpoint, Outlook and Blackboard including excellent keyboarding skills
* Excellent interpersonal, verbal, and written skills with ability to interact well in a positive manner, using tact and diplomacy, with students, faculty and the community
* Demonstrated ability to take initiative, to use good judgment, to work independently and as a team member in a complex and multi-faceted work environment.
* Demonstrated ability to be discreet and maintain confidentiality.
* Strong time management and decision making skills. Able to prioritize workload in an efficient manner and balance competing priorities.

**Responsibility for the Work of Others**

Indirect Responsibility

* Remind program coordinators, and NARs coordinator 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 Dean, Program or Academic Coordinators
* Computer Services - instructions email, webpages, computer problems
* Food Services - catering arrangements
* Registrar's Office - timetabling, recruitment, student’s records, marks sheets, examinations, letters of permissions, grade changes, incompletes
* Science facilities manager - maintenance, repairs, room bookings, equipment, security
* Communications - events within the department and for advertising such events
* Audio Visual - order films, confirm showing
* Printshop - printing jobs, order office supplies
* Locksmith – orders all TFSON and research key orders; maintains key security inventory

External:

* General Public - answer questions, refer them to appropriate TFSON faculty/staff
* Universities - other Departments
* Office Supply Company - questions about orders
* Alumni - reach former professors
* Hotels - visiting speakers and candidates accommodation
* Technical – liaison with Software and hardware support outside of university

**Motor/ Sensory Skills**

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

**Effort**

Mental:

* Sustained concentration - Proof reading, compiling data, constant interruptions
* Ability to multi-task when required
* Multiple competing demands, deadlines - Support faculty with competing tasks at the beginning and end of term

Physical:  
Bending/Kneeling - Filing

* Walking, climbing - Photocopier, Printer, Meeting room(s) , faculty offices, storage facility
* Standing/stretching - photocopying, filing, shredding, reach upper shelves in office
* Upper body strength - Moving and setting up equipment, office supplies, boxes of archives, recycling

**Working Conditions**

Physical:

* Fatigue – frequent interruptions, continuous re-priorization of work, moving between working locations (desk, print/mail room, meeting room location(s) and faculty office(s)

Psychological:

* Disgruntled students - Professor failed to show up for appointment or denied entrance
* Constant interruptions - Walk in (students, faculty, public), telephone
* Agitated students - Coordinators or Professor not readily available
* Stress Resolution - Picking up on emotional stress of students and co-workers to alleviate a potential situation
* Frustrated staff with equipment and/or software applications - Printer/photocopier not performing properly / requiring service. Microsoft products (Word, Excel, Powerpoint etc) formatting, functionality, and how-do-I’s limitations requiring immediate assistance