**Department of Human Resources**

**OPSEU Job Description**

**Job Title:** Office Administrative Assistant

**Job Number:** SO-339

**NOC:** 1241

**Band:** 4

**Department:** School of Education

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

**Last Reviewed:** December 6, 2014

**Job Purpose**

Under the general supervision of the Manager, School of Education, provides secretarial and reception support to all aspects of the School of Education by assisting students, faculty, staff, and the general public with general and program specific inquiries relating to the B.Ed. program.

**Key Activities**

*Administrative Support;* **50%**

1. Assists personnel with the preparation of materials for meetings, workshops, presentations, etc. including photocopying, print shop requests and room bookings.
2. Prepares and distributes agendas and other relevant materials pertinent to the monthly meetings of the School of Education Office Staff and the debriefing meetings for Welcome Reception and Orientation day. Takes/transcribes minutes and follows-up on respective action items.
3. Working with Marketing and Communications, maintains all web pages for the School of Education and Professional Learning.
4. Teacher Education Stream and Emphasis in Teacher Education.
* Verifies completion of experienced based learning for students registered in Teacher Education Stream.
* Verifies program requirements for students registered in the Emphasis and Teacher Education programs are met.
* Provides secretarial support (including arrangement of meetings/workshops) for the Coordinator, Emphasis in Teacher Education and the Teacher Education Stream.
1. Distributes incoming and prepares outgoing mail and checks assignment box daily and follows protocols regarding disbursement to appropriate faculty.
2. Files, organizes binders and assorted paper work; creates electronic equivalent in the form of data base resources.
3. Maintains an adequate supply of Temporary/Visitor Parking Permits from Security; creates database; records permit #, name of individual, vehicle information, etc.
4. Maintains the wellness fund and co-ordinates cards, flowers, etc. as agreed upon by the Dean or Manager.
5. Maintains and manages the room booking scheduling (Infosilem) for the School of Education & Professional Learning classrooms.

*Communications;* **35%**

1. Acts as initial contact for written correspondence, walk-in and telephone inquiries directed to the School of Education & Professional Office. Assesses, handles and/or redirects these communication sources.
2. Distributes information to the faculty and staff members as appropriate.
3. Maintains the School of Education & Professional 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 Support/Supplies and Equipment;* ***5%***

1. Maintains and controls office supplies and equipment.
2. 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.
3. Orders and maintains adequate supply of office supplies, teaching support supplies and promotional materials for the School of Education; ensures that a supply of University administrative forms are available.
4. Maintains an accurate equipment inventory list and submits a copy to financial services annually. Arranges for decommissioning of equipment as per the university policy
5. Tracks items in storage facility and maintains log of stored items.
6. Assists with purchasing office equipment and furniture.

*Event Planning and Coordination;* ***5%***

1. Coordinates infrastructure support (space, catering, parking, cleaning, audio-visual equipment, and teleconference) for school events and meetings.

*Other;* ***5%***

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.

**Experience Required**

* Two years of administrative experience in a professional or academic office environment required.
* Ability to organize and establish priorities is essential.
* Ability to work accurately and pay close attention to detail required4. Proficiency in the use of MS Office (specifically intermediate level Word, Excel, Access) essential; experience in use of on-line computer system such as Outlook and Blackboard.
* Excellent interpersonal skills; demonstrated ability to handle work under stress and tight timelines with accuracy and diplomacy.
* Excellent customer service skills required; demonstrated skills in, and commitment to, customer service and continuous improvement.
* Demonstrated ability to maintain confidentiality.
* Demonstrated ability to take initiative, to use good judgment, to work independently and as a team member in a complex and multi-faced work environment.

**Responsibility for the Work of Others**

Indirect Responsibility

* Remind dean, faculty, manager and instructors of important administrative and academic deadlines.

**Communication**

Internal:

* Students – looking for professors, dropping off assignments
* Faculty – to consult with them regarding student assignments
* Food Services – catering arrangements
* Communications – events within the department and for advertising such events
* Print shop – ordering paper supplies

External:

* General Public – answer questions, refer them to appropriate faculty

**Motor/ Sensory Skills**

* Dexterity - Word processing and replacing paper, toner, clearing paper jams on photocopiers
* Fine Motor Skills - Using a mouse
* Coordination - Walking and climbing stairs
* Hearing - Responding to telephone and people in office, multi-tasking

**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, faculty offices, mailroom
* Standing/stretching - Photocopying, filing, shredding, reaching upper shelves in office, supply room, and mailroom
* Upper body strength - Moving and setting up equipment, boxes of paper, archives files & recycling

**Working Conditions**

Psychological:

* Disgruntled students - Assignments are not in mailboxes and cannot find Faculty
* Constant interruptions
* Agitated students - Faculty not readily available
* Stress Resolution - Picking up on emotional stress of students and co-workers to alleviate a potential situation