**Department of Human Resources**

**OPSEU Job Description**

**Job Title:** Administrative and Recruitment Assistant

**Job Number:** SO-371

**NOC:** 1241

**Band:** 5

**Department:** Graduate Studies

**Supervisor Title:** Manager, School of Graduate Studies

**Last Reviewed:** September 2017

**Job Purpose**

Under the general direction of the Manager, School of Graduate Studies, provides administrative support for the Graduate Studies Office (GSO) and assists with marketing Trent’s graduate programs and attracting qualified candidates. May participate in on-campus recruiting activities.

**Key Activities**

1. Acts as initial contact for written correspondence, walk-in and telephone inquiries. Provides help and assistance where and when possible, otherwise routes inquiries to appropriate person. Responsible for graduate@trentu.ca inquiry emails.
2. Communicates program information and admission requirements for each of Trent’s graduate programs to applicants.
3. Provides administrative assistance to the Dean of Graduate Studies, Manager and other staff in the Graduate Studies Office including booking appointments and managing calendars.
4. Assists in the organization, scheduling of meetings and special events, including booking rooms, ordering catering, and confirming final arrangements. Distributes agendas and other relevant materials pertinent to meetings. Ensures audiovisual equipment needs are met. Takes/transcribes minutes when required, follows-up on respective action items.
5. Assists with the development of recruitment publications and initiatives and to provide publicity concerning graduate studies at Trent.
6. Responsible for the creation and updating of the Graduate Studies website and provides support to graduate programs for their websites when possible.
7. Assists with coordinating the recruitment schedule. May represent Trent University at Graduate Recruitment opportunities.
8. Responsible for the creation of applicant files in paper and electronic format and ensures incoming documents are placed in appropriate file. Assists with calculation of averages of domestic and international students for admissions process.
9. Writes acknowledgement letters to applicants and sends requests for admissions documentation. Tracks documentation and follows up with applicants with incomplete files.
10. Assists with registrations of new and continuing students. Maintains files for incoming and current students, including scanning, logging and filing of all documents (such as visa, payroll, funding information etc.) as appropriate. Assists with the collection of outstanding documents. Works with members of the GSO to ensure student files are complete and accurate.
11. Assists with telephone, email and in-person inquiries from faculty, undergraduate and graduate students concerning scholarship applications and procedures.
12. Responds to graduate program requests for information. Provides clear and effective communication to students and faculty about Graduate Studies policies and procedures.
13. Assists with monitoring of student accounts and communication of information about accounts, including requests for reimbursement. Requests credit cheques, notifies students when cheques are available and distributes cheques.
14. Accepts and processes payments of tuition and other fees. Responsible for deposits to financial services. Assists with invoicing.
15. Provides assistance with excess workload of other aspects of Graduate Studies as required at peak times, including scholarship applications, admissions applications, letters of offer, and registration of students.
16. Maintains and controls office supplies and equipment. Ensures office machines are appropriately supplied with paper and ink daily and that adequate supplies are on hand and easily accessible. 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. Orders and maintains and adequate supply of office supplies, and promotional materials.
17. Produces letters for confirmation of enrolment and student visas.
18. Assists with development and distribution of graduate studies forms, handbook, orientation packages and other documents.
19. Tracks items in storage facility and maintains log of stored items and appropriately disposes of applicant files as per university policies. Maintains an accurate equipment inventory list and submits a copy to financial services annually. Arranges for decommissioning of equipment as per the university policy.
20. Other related duties as assigned which do not account for more than 5% of the total duties.

**Education**

General University Degree (3 year) required; Honours (4 year) preferred.

**Experience Required**

1. Two years of related work experience in a university environment, including administrative, marketing and recruiting work.
2. Significant knowledge of post-secondary educational systems is required, including knowledge of academic offerings, admissions requirements and other related areas.
3. Excellent verbal and written communication skills required including experience speaking to small and large groups, demonstrated knowledge of marketing strategies and excellent marketing skills required.
4. Excellent interpersonal skills and ability to interact well with students, faculty, office staff, and the community.
5. Excellent organizational and time management skills.
6. Demonstrated proficiency with various software packages required (Windows, Microsoft Office, particularly, MS Word, Excel, Access and PowerPoint); and experience using a computerized student information system an asset. Experience with computer network environments, Internet, and the maintenance of websites required.
7. A valid Ontario (or equivalent) driver’s license and the ability to travel on university business, including evenings and weekends as required. Flexibility in hours and travel within and outside of Ontario as a representative of Trent University is a definite requirement and obligation of this position.