**Department of Human Resources**

**OPSEU Job Description**

**Job Title:** GraduateAdministrative Assistant

**Job Number:** SO-371

**NOC:** 1241

**Band:** 6

**Department:** Graduate Studies

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

**Last Reviewed:** September 3, 2021

**Job Purpose**

Under the general direction of the Manager, School of Graduate Studies, provides administrative support for the Graduate Studies Office and supports processes related to recruitment, admissions, records and registration, student finances, and graduate committees.

**Key Activities**

* Shared responsibility for overseeing graduate@trentu.ca emails. Provides help and assistance where and when possible, otherwise routes inquiries to appropriate person. Answers telephone inquiries and supports reception desk in graduate office as required.
* Makes general updates to Graduate Studies webpage as required.
* Responds to graduate program requests for information. Provides clear and effective communication to students and faculty about Graduate Studies policies and procedures.
* Communicates program information and admissions requirements for each of Trent’s graduate programs to prospective students via email or at events.
* Represents Trent University and the School of Graduate Studies at university and recruitment events.
* Assist with overseeing the graduateadmissions@trentu.ca email as well as making appropriate updates to Colleague and the document workflow system (Laserfiche).
* Responsible for downloading application files. Troubleshoots application document and reference submissions when required.
* Assists with calculation of averages for domestic students. Some country specific international grading may be required during peak admissions periods.
* Participates in all planning activities related to graduate student orientation and supports welcoming new students to the School of Graduate Studies.
* Assists with the maintenance of standard operating procedures and documentation for areas and processes related to areas of focus.

**Reception, Records, and Registration Support**

* Oversees main reception desk in School of Graduate Studies and ensures changes to office hours are communicated and posted as appropriate. Acts as first point of contact for all walk-in inquiries.
* Provides administrative assistance to the Dean of Graduate Studies and Manager, School of Graduate Studies including booking appointments and managing calendars.
* Assists in the organization, scheduling of committee meetings, staff 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. Responsible for taking meeting minutes when required and follows-up on respective action items.
* Assists with the annual updating of information required for the Graduate Academic Calendar.
* Assists with registrations of new and continuing students including updates to the student information system.
* Maintains files for current students and adds documents to electronic student files as appropriate using Laserfiche. Supports the graduate studies team to ensure that current student files are complete and accurate.
* 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.
* Responsible for payment of invoices. Orders and maintains an adequate supply of office supplies.
* Produces letters as needed for graduate students.
* Assists Records and Registration Officer with the necessary steps required to process degree completion and convocation.
* 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.
* Other related duties as assigned which do not account for more than 5% of the total duties.

**Student Accounts and Funding Support**

* Assists with overseeing the graduatefinance@trentu.ca email account and responding to general finance and funding inquiries.
* Coordinates refund requests (credit on account), confirms student account information, posts credits to student accounts, and communicates with students as appropriate.
* Assists the Graduate Finance Officer with tracking and processing of Research Fellowship Awards. Communicates with faculty and students as required.
* Monitors student accounts in arrears. Sends regular communications to students with outstanding balances and applies registration walls as necessary. Assists the Graduate Finance Officer with tracking details of student payments plans in Colleague.
* Coordinates appropriate follow up on outstanding student accounts for non-active students (degree requirements have been met or student has withdrawn). Assists the Graduate Finance Officer in making recommendations of accounts to be forwarded to collections and ensuring that all communication attempts are documented in Colleague.
* Assists the Manager, School of Graduate Studies and Graduate Finance Officer with funding entries and adjustments to student accounts.
* Assists with preparing scholarship application documents for review by committee members.
* In collaboration with the Manager, School of Graduate Studies and Graduate Finance Officer oversees ongoing updates to student finance pages on website.
* Assists with the annual updating of graduate fee charts and ensures approved fees are accurately reflected on School of Graduate Studies website.
* Assists with the preparation of ad hoc finance reports as required.
* Other related duties as assigned which do not account for more than 5% of the total duties.

**Admissions and Recruitment Support**

* Coordinates all updates required for the Graduate Studies Viewbook as well as assisting with the development of recruitment publications and an annual plan of recruitment events.
* Assists the Manager, School of Graduate Studies with development of annual marketing plan. Oversees the ordering of promotional materials. Liases with the Marketing and Communication teams as appropriate.
* Responsible for graduate content on School of Graduate Studies and Trent University social media accounts.
* In collaboration with the Manager, School of Graduate Studies, graduate studies team, and graduate programs creates new program content when required for the Graduate Studies website and oversees ongoing updates to admissions and new student pages as necessary. Assists programs with content for program pages when required.
* Drafts offer of admission letters when Recommendation for Admission requests are made by graduate programs using Word and merging with Colleague data when appropriate.
* Sends letters to applicants once approved and makes appropriate updates to Colleague and Laserfiche.
* Writes acknowledgement letters to applicants who have accepted offers and sends requests for admissions documentation when required. Assists with tracking tuition deposits and conditional offers. Updates admissions status in the student information system and communicates with team members as appropriate when applicants request to defer an offer of admission or withdraw their acceptance.
* Collaborates with Graduate Admissions Officer and contacts from Trent International as appropriate to ensure that appropriate and consistent communications are being sent in response to inquiries from international students.
* Assists with development and distribution of agent communication materials.
* 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 administrative experience in a customer service environment. Previous work experience in an academic setting is preferred;
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 as well as the ability to clearly communicate information to a broad range of people from many cultural backgrounds;
4. Demonstrated knowledge of and experience implementing marketing and recruitment strategies;
5. Excellent interpersonal skills and ability to interact well with students, faculty, office staff, and the community;
6. Excellent organizational and time management skills;
7. High level of accuracy and attention to detail;
8. Extensive knowledge and proficiency with Microsoft Office required including Outlook, Word, and Excel. Experience with computer network environment and the maintenance of websites required;
9. 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;