#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:** Administrative Coordinator

**Job Number:** SO-391

**Band:** OPSEU-6

**NOC:** 1241

**Department:** Centre for Teaching & Learning & Trent Online

**Supervisor Title:** Director, Centre for Teaching & Learning

**Last Reviewed:**  March 16, 2021

#### **Job Purpose:**

Coordinates the day to day operations of the Centre for Teaching and Learning (Educational Leadership) and Trent Online offices, including drafting and overseeing internal and external communications, preparing and monitoring the CTL and Trent Online budgets (external monies and operational), coordinating collaborative projects with other stakeholder groups across campus and externally as appropriate, managing the use of the Active Learning Classroom, VR Studio, and Design Studio.

#### Key Activities:

##### Administrative Support

* Oversees the month-to-month financial business of the CTL/TO, including but not limited to:
  + Receiving monthly account statements and reconciling with invoices and purchase orders
  + Reviewing and correcting budget anomalies
  + Overseeing departmental transfers
  + Making and Reconciling VISA and print card purchases
  + Overseeing the departmental corporate accounts with Bell, Grand and Toy, and other providers
* Generates budget summaries and maintains an ongoing shadow budget for use during the annual budget planning process
  + Reports account status regularly to ensure departmental expenditures remain within the approved budget
* Coordinates staff expense reimbursements, purchase requisitions and payment of invoices, liaises with the purchasing department to prepare RFQs when required.
* Ensures all financial transactions are in accordance with institutional policy and attains necessary approvals when required
* Assesses departmental needs for supplies, hardware, and software and explores affordable and effective options for the team to attain. Liaises with the purchasing department to prepare/approve purchase orders and/or RFQs when needed.
* Liaises with the Office of Advancement to oversee endowment funded initiatives such as the Distinguished Visiting Teaching Scholars, The Teaching Fellowships, The Wickerson Foundation Fund, the Symons Award, and other endowment funded initiatives
* Manages paperwork and filing of all administrative documents, including but not limited to funding agreements, receipts, invoices, contracts, and prepared resources in accordance with FIPPA requirements
* Develops and maintains departmental document sharing and storage system
* Develops and manages comprehensive records for online course development and renewal policies; development and management of databases with regards to SOTL conferences, external professional development opportunities for faculty, and SOTL scholarly journals; online course inventory database including enrolments (using Colleague and IRIS), development and renewal dates; maintenance of various email distribution lists
* Maintains course listings with external parties such as eCampus and Contact North
* Develops and implements efficient and integrated organizational strategies for Online and CTL administrative needs including the creation of standards of practice for ongoing departmental projects
* Organizes travel and accommodation, researches pricing, and prepares travel expense forms, other expense claims, cheque requisitions for conferences and meetings for staff, and for external visitors and scholars, speakers, and vendors
* Coordinates room bookings and equipment use within the active learning space (TSC 2.02), VR studio (BL 403), and design studio (BL 206).
* Coordinates, supports, and contributes to internal departmental meetings as well as various intra-university committee meetings, including the Senate Teaching and Learning Advisory Committee and the Senate Teaching Awards Subcommittee (includes but is not limited to room bookings, teleconferencing, attendance tracking, minuting, and participation)
* Supports the hiring and onboarding of new staff including the coordination of interviews, basic on boarding training (support with Trent policies and systems) and assigning of appropriate financial permissions, access control, and key distribution
* Contributes to the planning and execution of high-impact events such as the Symons Teaching Award Celebration and the Celebration of Teaching Excellence
* Coordinates externally contracted deliverables such as but not limited to: project completion in collaboration with the instructional and educational design team, including the general financial oversight of externally funded grant projects
* Supports the Bridge Program by developing, maintaining, and/or monitoring systems of registration, academic, and non-academic activities in cooperation with course instructors, Recruitment, Registrar, Student Accessibility Services, Housing, and Student Affairs
* Assists in the oversight of/ inquiries relating to the Graduate Teaching Certificate Program including receiving final projects, and issuing certificates on the recommendation of the Educational Developers

##### Communications Support

* Contributes to the development and dissemination of departmental communications with students and faculty, for all social media, email, print, and digital communications as they relate to department projects including but not limited to:
  + The Bridge Program
  + Online Course (re)Design
  + Award Nominations
  + Professional Development Events
  + Visiting Teaching Scholars
  + Calls for Funded Research Projects (Fellowships/Wickerson/eCampus)
  + Newsletters, podcasts, and blogs
* Drafts, edits, and disseminates digital and print communications, including by not limited to workshop/event promotional materials, brochures, and annual reports
* Creates and edits pages for Trent Online and Centre for Teaching Websites including the creation of new pages, removal of old pages, and ongoing maintenance of accurate information
* Collaborates with the Office of Communications on site re-design and large-scale edits
* Assists in online course-related communications to students including exam proctoring, course design feedback surveys, and student-facing resources for online learning
* Attends orientation events to answer questions about Online Courses (registration, structure, etc.), the Bridge Program, and the Graduate Teaching Certificates
* Generates feedback surveys for workshop/event participants and gathers testimonials about departmental activities
* Acts as first point of contact for inquiries including but not limited to inquiries received via in-person reception, on social media, by email, and by phone
  + Ensures courteous, timely and effective resolutions using personal judgement with little guidance and in accordance with university policy. Assesses, handles and/or redirects these questions and/or concerns to the appropriate departments.
* Assists with the drafting, editing, and dissemination of student and faculty facing resources for teaching and for success in online courses
* Ensures all departmental communications meet standards of accessibility as per the AODA and in collaboration with the Trent Centre for Human Rights, Equity, and Accessibility
* Ensures all departmental communications are in line with university policy as well as departmental and institutional mission, vision, and values

##### Information Technology Support

* Provides basic technical support for students and faculty including:
  + Online course choosing and registration/dropping
  + Basic blackboard assistance
  + Assistance with teleconferencing technologies being used for departmental events/workshops
* Escalates technology-related inquiries to other team members/Trent IT when needed
* Creates, edits content, and adds users to departmental sites within the Learning Management System
* Onboards new faculty to the CTL ensuring they receive requisite resources and access to community sites and are added to necessary departmental distribution lists
* Maintains digital document sharing platforms (intranet, shared drive, teams, sharepoint, etc.) are organized and ensures staff permissions are up to date
* Administers the networked share drive for the CTL/TO using the Group Manager system
* Manages all room bookings using the Enterprise booking system
* Provides technical document support to the department with the Microsoft Suite (Word and Publisher) as well as in Adobe Acrobat
* Oversees departmental printing needs including in-house printers as well as work contracted to the Trent University Print Shop

##### Other Duties

* Flexible work schedule, evening and weekend hours may be required to support certain events/workshops
* Other similar duties as assigned

#### Education Required:

General University Degree (3 year) required; Honour’s University Degree preferred.

#### Experience/Qualifications Required:

* Minimum of 2 years’ work experience in administration in a mid-sized institutional context;
* Demonstrated exceptional written and verbal communication skills
* Drupal web page design experience (or equivalent);
* Evidence of innovation and problem solving to build administrative efficiencies.
* Experience in maintaining basic financial records and operational budget reports.
* Excellent interpersonal skills, demonstrating a professional, pleasant demeanour and excellent public relations skills, including dealing with difficult stakeholders, exercising tact, discretion, diplomacy and maintaining confidentiality at all times.
* Superior communication skills: excellent listening, oral and written communication skills.
* High level of proficiency in Microsoft Office – Word and Excel.
* Willingness and ability to work flexibly around events, with occasional work outside of normal hours.

#### Supervision:

* No formal supervision of others is required.
* Provide guidance by helping new staff to adapt to the work environment or orienting others to work processes and methods on an ad hoc basis.