**Department of Human Resources**

**OPSEU Job Description**

**Job Title:** Academic Administrative Assistant

**Job Number:** SO-393

**NOC:** 1241

**Band:** 5

**Department:** Masters in Educational Studies Program

**Supervisor Title:** Graduate Director, Masters in Educational Studies Program

**Last Reviewed:** October 2, 2014

**Job Purpose**

Under the general supervision of the Graduate Director of the Masters in Educational Studies Program, provides administrative and secretarial support for the Masters in Educational Studies Program and any faculty who may be assigned.

**Key Activities**

1. Administers and co-ordinates the business of the Masters in Educational Studies Program, addressing faculty, student and public questions (e.g., concerns, and general information), receiving, interpreting and conveying verbal and written information with clarity.
2. Arranges appointments; screens calls in person and by phone; sends and receives faxes; answers routine correspondence, memoranda and e-mail with brief instruction; uses discretion when handling confidential material.
3. Develops, manages and maintains paper and electronic files and records for the Masters in Educational Studies Program (e.g., applications and academic records; course offerings, registration, time-limit extensions, leaves of absence, and class lists) and, when requested, selects and compiles information and statistics from these records (student enrolment, audit data, staffing, teaching loads, class sizes).
4. Assists the Graduate Director of the Masters in Educational Studies Program with the development of new policies and procedures for the Masters in Educational Studies Program.
5. Assists the Graduate Director of the Masters in Educational Studies Program in liaising with the Office of Research and the Office of Graduate Studies regarding policy and procedural matters and in communicating waivers, conditions, exceptions, etc. regarding particular students and circumstances.
6. Coordinates applications with the School of Graduate Studies office, including preparing a summary for the Graduate Director, placing applicant files on the Shared Drive, assisting the Graduate Director with program admissions and recommendations to the School of Graduate Studies. Coordinates with the School of Graduate Studies Office acceptances and rejections and notification thereof.
7. Submits student grades. Ensures progress reports are submitted annually for all graduate students; includes liaising with all graduate supervisors to ensure completion of forms.
8. Tracks graduate student information, including supervisory committees, committee meeting dates, using access, colleague/graduate student database and keeps alumni database (addresses, employment). Coordinates master’s thesis defense, including video-conferencing (if applicable). Arranges travel, accommodations, and reimbursements for external examiners.
9. Assists with course scheduling, room bookings and registration. Responsible for ensuring students are registered each term, including monitoring enrolment, leaves of absences, etc.
10. In collaboration with the School of Education Manager, monitors space, resource material and equipment for the Masters in Educational Studies; monitors and maintains stationery, office supplies and equipment inventory.
11. In collaboration with the Education Communications Officer and the Graduate Director assists in the design and revisions of graduate posters, brochures, and promotional materials for recruitment and fairs.
12. In collaboration with the Graduate Director assists with the creation and revision of the program handbook and calendar copy.
13. In collaboration with the Education Communications Officer and the Graduate Director assists in maintaining and updating the graduate program website.
14. Provides support for M.Ed. committee meetings, including scheduling, taking minutes and dissemination of the minutes
15. Provides administrative services to graduate students including requesting email accounts, keys, mailboxes, arranging for office space, obtaining library privileges. Orients new graduate students, both by organizing an orientation session and individually as necessary.
16. Assists in organizing Masters in Educational Studies Program events (visiting speakers, conferences, workshops, receptions, thesis defences); makes room bookings, and special events bookings.
17. Monitors and reports to the Graduate Director on a regular basis, on the program budget.
18. Other duties as assigned.

**Education**

College Diploma (2 year) in Business/Administrative Professional Program or equivalent required.

**Experience Required**

* Two years of general experience and one year of directly-related secretarial office experience, including budget tracking required.
* Computer knowledge and experience necessary: - Excel, Access and Word, publishing software skills an asset.
* Excellent interpersonal and communication skills; comfortable working closely with faculty and graduate students; the ability to maintain confidentiality.
* Excellent organizational skills and demonstrated ability to take initiative are essential; must be able to work independently and as a member of a team.
* Demonstrated skills in problem-solving, analysis and consultation. Ability to handle parallel priorities and projects. Demonstrated skill in interpreting policies and procedures.
* Website training or experience in design, development, and/or maintenance an asset.
* Some knowledge of Trent University and the professional education environment is a definite asset.