**Department of Human Resources**

**OPSEU Job Description**

**Job Title:** Academic Programs & Operations Administrator,   
Trent University Durham

**Job Number:** SO-394

**NOC:** 1241

**Band:** 6

**Department:** Trent University Durham

**Supervisor Title:** Manager, Academic Programs and Campus Operations

**Last Reviewed:** January 30, 2018

**Job Purpose**

Under the supervision of the Manager of Academic Programs and Campus Operations, the Operations Administrator is part of the team that is responsible for support to the Head, the Manager of Academic Programs and Campus Operations and to students, faculty and staff on Trent University’s Durham campus. Responsible for administrative activities relating to syllabi approval, CUPE hiring, purchasing and exam operations.

**Key Activities**

1. Provides administrative support to the Head, Trent University Durham and the Manager of Academic Programs and Campus Operations.
2. Responds accurately to inquiries from students, faculty, staff and the general public with knowledge and accuracy about University programs, events, policies, regulations and services.
3. Assesses the needs of a student and refers to appropriate campus or community resources.
4. Assists the Manager of Academic Programs and Campus Operations in CUPE faculty and CUPE marker hiring including job postings, offer letters and submitting payroll information.
5. Responsible for administering CUPE marker hiring process in Durham and submitting marker payroll forms.
6. Reviews, approves, and maintains records of departmental syllabi submissions for Trent Durham courses.
7. Responsible for Trent Durham and Trent Online exam information; creates exam schedule, books classroom spaces for exams and manages exam conflicts and alternate exam scheduling.
8. Responsible for the creation and submission of purchase requisitions for the Durham Operating budget.
9. Establishes staff and faculty access codes for photocopiers and monitors annual usage for reporting purposes.
10. Processes tuition and other payments for Trent Durham students and prepare daily deposits.
11. Responsible for orienting new faculty to Trent University Durham. Provides campus tours for new faculty and updates and maintains the Trent Durham Administrative Information package both in print and online.
12. Provides printing services for the Durham campus for academic departments, as requested. Tracks printing costs by departments and requests transfers for payment.
13. Takes minutes at meetings and prepares for subsequent distribution.
14. Liaises with Trent Bookstore, UOIT Bookstore, faculty and departments for each term’s book ordering.
15. Involved in occasional information sessions and events outside normal working hours.
16. Fulfills the duties of the INFOdesk Administrative Assistant during short-term absences.
17. Other duties as assigned.

**Education**

General University Degree (3 year).

**Experience Required**

* Three years of directly-related experience working in a key role in a busy higher education environment, or similar.
* Strong desire to be a part of a collaborative, team-centred workplace.
* Superior organization skills and the ability to establish priorities, particularly during periods of heavy workload.
* Demonstrated ability to work independently or as a member of a team, required.
* Familiarity of collective agreements and working in a unionized environment.
* Experience in word processing and the use of on-line computer systems and databases.
* Demonstrated excellent interpersonal, communication and customer service skills required.
* Demonstrated ability to be discreet and to maintain confidentiality.
* Enthusiasm for assisting students and promoting a healthy campus environment.