OPSEU Job Description

Job Title: **Academic Administrative Assistant**Job Number: **SO-396**  
NOC: **1241**  
Band: **5**  
Department: **Social Work Program**Supervisor Title: **Director, Department of Social Work**  
Last Reviewed: **October 12, 2017**

## Job Purpose

Under the general supervision of the Director of the Department of Social Work, provides secretarial services to the Director and other assigned faculty and scientific staff. Performs a variety of administrative and clerical duties related to the operation of the Department.

## Key Activities

1. Managing the Departmental office. This includes administering and co-ordinating the business of the Department, addressing student, faculty and public questions (e.g., complaints, concerns, and general information) by interpreting policy; acts as an effective spokesperson for the Departments, receiving, interpreting and conveying verbal and written information with clarity; provides advice for improvements to existing Department policy and procedures with a view to ensuring maximum office efficiency and client satisfaction.
2. Arranges appointments, screens calls, opens and sorts incoming mail, answers routine correspondence, memoranda, and e-mail on own initiative or with brief instruction. Maintains awareness of items to be brought forward or followed up and produces memoranda/documents for signature of Chair. Uses discretion when handling confidential material.
3. Liaises with Office of the Registrar regarding policy and procedural matters and communicates waivers, conditions, exceptions, etc. regarding particular students and circumstances. Monitors wait lists. Prints and distributes exam attendance sheets.
4. Liaises with other departments regarding course offerings, timetabling, including course offerings at Trent University in Durham.
5. Manages and administers departmental operating budgets and departmental trust accounts by allocating object codes, negotiating with suppliers, determining quality, quantity, and standards of goods and services to maintain control of expenditures; through monthly analysis, reviews and corrects budget anomalies; receives and processes cash accounts; orders and monitors departmental supplies; has signing authority (up to $1,500 maximum) for departmental expenditures. Processes monthly VISA payments. Maintains stationary, office supplies and equipment inventory. Purchases office equipment and acts as a trouble shooter. Manages department equipment inventory to correspond with purchases. Troubleshoots photocopier and prepares monthly summary of photocopy charges.
6. Monitors use of Department space including teaching areas and distributes keys for faculty.
7. Co-ordinates departmental records for course offerings, registration, external review, academic summaries; and to provide Departmental information as requested by the Director.
8. Using IRIS and Colleague, input instructors teaching assignments, prints class lists, pre-requisite checks and academic summaries as requested.
9. Develops, manages and maintains paper and electronic filing systems specific to Departmental needs in accordance with FIPPA requirements, and archives data in same systems on a regular basis guaranteeing the maintenance of departmental records. Collects and secures storage of all Social Work mid-term tests and final exams and arranges for disposal after appeal dates.
10. Assists in organizing visiting speakers, conferences, workshops, receptions, etc., including transportation, accommodation, publicity, and honoraria. Assists with hiring of markers. Assists with graduation events, processes, and materials. Occasional evening work on both campuses as required.
11. Assists with arrangements for faculty recruitment, interviews, and hiring (travel, accommodation, interviews, scheduling, etc.). Assists with writing job postings and liaising with the Dean of Arts and Science’s office in terms of wages, hours, bands, and deadlines.
12. As directed by course instructors, may order desk copies from bookstore or publisher, put books and exams on reserve in library, order and receive scantron tests, and order A/V equipment for classes.
13. Arranges Department and committee meetings (prepares and distributes agenda) and takes minutes. Meetings are held in both the Peterborough and Durham location, expected to attend both locations.
14. Develops and applies for funding through Trent University Work Study Program TWSP; participates in selection of candidates for TWSP office assistants; assigns and supervises the work of TWSP office assistants.
15. Monitors and updates the departmental website and Blackboard.
16. Maintains Departmental and student files, databases and records, and when requested, selects and compiles information and statistics from these records (student enrolment, audit data, staffing, teaching load, class size, etc.). Maintains office administrative files. Creates class and social work majors lists. Tracks incomplete grades. Maintains up-to-date information on program alumni.
17. Supports and helps organize and implement social work professional year admission applications, processes, conditional acceptances, and information events.
18. Supports the field education coordinator with the field education program including data collection and email to community partners.
19. Updates and prepares mailings of department information (i.e. secondary schools in Ontario). Assists the Director with materials, data collection, statistics and reports required for the Accreditation process.
20. Works closely with the Program Administrator on program related tasks.
21. Supervises special examinations for students.
22. Co-ordinating the printing (if required) and monitors the collection of each faculty members’ student course evaluations.

## Education

University or College (2 years) in Office Administration or Business. University degree preferred.

## Experience Required

* Two years of secretarial and administrative experience.
* Intermediate level computer experience in Word, Excel, GroupWise, Datatel/Colleague, MyLearningSystem/WebCT.
* Excellent organizational skills and the demonstrated ability to take initiative.
* Excellent interpersonal, verbal and written communication skills.
* High level of attention to detail, accuracy, and confidentiality required.
* Demonstrated skills in, and commitment to, customer service and continuous improvement.
* Ability to support administrative and academic teams by prioritizing a wide range and high volume of tasks.
* Proven ability to work both independently and as part of a team in a university environment.
* Strong working knowledge of administrative and office procedures.
* Demonstrated initiative.