**Department of Human Resources**

**OPSEU Job Description**

**Job Title:** Operations Assistant, Trent-ESL

**Job Number:** SO-399

**NOC:** 1241

**Band:** 4

**Department:** Trent International

**Supervisor Title:** Manager, Trent-ESL

**Last Reviewed:** November 27, 2018

**Key Activities**

1. Provides professional, front-line service to incoming students, staff and visitors to the Trent International (TI) office.
2. Supports the administrative and operational functioning of Trent-ESL within the TI office.
3. Works as part of a team environment to provide service and support to current and prospective students.
4. Administers and processes requests for official letters and Trent-ESL transcripts on a weekly basis.
5. Handles the administrative processes and communications related to student cohorts on scholarships or special groups. Communicates with agents regarding admissions, arrivals and departures, and student success.
6. Uses Colleague to register students, monitor Trent-ESL student accounts, upload final marks, and create reports for management each term.
7. Prepares invoices for English for University students and special groups.
8. Supports the scheduling process for Trent-ESL classes each term by assisting with the development of timetables and updating schedules as needed.
9. Sets up Blackboard sections and registers students. Communicates class changes and cancellations, and announcements to Trent-ESL students through Blackboard and other means as needed.
10. Communicates with the TI Marketing and Communications Coordinator to update the Trent-ESL website as needed.
11. Handles confidential and sensitive information. Organizes and maintains physical and electronic files. Compiles statistics & information as required.
12. Prepares Letters of Appointment for CUPE instructors.
13. Supports and assists with special TI events and initiatives, including TIO; spring, summer and special group orientations; visiting groups and delegations; trips and excursions; and other programs.
14. Purchases office supplies, equipment, transportation and catering as required.
15. Other duties as assigned.

**Education**

General University Degree (3 year), plus 1-2 years related professional experience.

**Experience Required**

* Office operations and administrative experience.
* Excellent computer skills: Microsoft Office (Word, Excel, Access); internet/web and e-mail (Contribute, Outlook); experience with Trent’s student information database preferred (Colleague).
* Experience working directly with international post-secondary students, in a front-line capacity.
* Experience in developing a range of written materials and documents.
* Experience dealing with multi-taking in a fast-paced, multi-faceted post-secondary department environment.
* Must be able to take initiative, work efficiently both independently and in teams.
* Excellent interpersonal, cross-cultural, and oral communication skills; fluency in a second language other than French preferred.
* International travel experience, work abroad or study abroad an asset.
* Must be able to work additional hours at non-traditional times during peak periods.