**Department of Human Resources**

**OPSEU Job Description**

**Job Title:** Operations and Academic Administrative Assistant, Trent-ESL

**Job Number:** SO-399

**NOC:** 1241

**Band:** 4

**Department:** Trent International

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

**Last Reviewed:** August 11, 2020

**Key Activities**

1. Provides professional, front-line service to incoming students, staff and visitors in person, or via phone or email.
2. Works as part of a team environment to support the administrative and operational functioning of Trent-ESL within the TI office.
3. Tracks English for University applicants and communicates with incoming students when necessary. Prepares for new students including coordinating UHIP enrollment and orientation registration.
4. Handles the administrative processes and communications related to student cohorts on scholarships or Short-term Groups. Communicates with agents regarding admissions, arrivals and departures, and student success.
5. Works as part of a team environment to provide service and support to current and former students.
6. Administers and processes requests for official letters and Trent-ESL transcripts. Creates graduation and completion certificates as required. Tracks associated charges to students.
7. Supports a wide range of academic processes including assisting with the development of timetables and updating schedules as needed, and creating and managing class lists in consultation with the Manager.
8. Uses Colleague to request course sections, register and withdraw students, monitor Trent-ESL student accounts, upload final marks, and create reports for management each term. Creates new student accounts as required.
9. Uses Blackboard to communicate class changes, cancellations, and announcements to Trent-ESL students and inputs final grades into Grade Book.
10. Creates and manages online forms for continuing student registration, Promotion Test registration, letter and transcript requests, and other forms when needed.
11. Creates and distributes online course and program evaluation surveys for English for University and Short-term Groups. Creates reports for instructors as requested.
12. Assists Manager with updating and distributing ESL Publications and Handbooks. Manages inventory of hard copies.
13. Prepares invoices for English for University students and Short-term Groups and follows up on overdue accounts. Coordinates with Student Accounts regarding billing.
14. Assists TI Marketing and Communications Coordinator with keeping Trent-ESL website, social media accounts and electronic communications updated and relevant. Maintains photo database of ESL students and activities.
15. Maintains positive communications and relations with external partners and international agents.
16. Handles confidential and sensitive information. Organizes and maintains physical and electronic files. Compiles statistics and information as required including the Languages Canada annual survey and re-accreditation audits.
17. Prepares Letters of Appointment for CUPE instructors. Prepares acceptance forms and calculations for Payroll. Manages CUPE seniority list for ESL instructors.
18. Supports and assists with special TI and ESL events and initiatives, including English for University and Short-term Group orientations; visiting groups and delegations; trips and excursions; and other programs.
19. Manages shared office spaces. Maintains and troubleshoots computing and printing technologies.
20. Purchases office supplies, equipment, transportation and catering as required. Tracks invoices and ensures payment.
21. Other duties as assigned.

**Education**

General University Degree (3 year)

**Experience Required**

* 1-2 years related professional experience
* 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-tasking 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.