**Department of Human Resources**

**OPSEU Job Description**

**Job Title:** Operations Assistant, Trent-ESL: English for University Program

**Job Number:** SO-399

**NOC:** 1241

**Band:** 4

**Department:** Trent International

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

**Last Reviewed:** February 6, 2015

**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. Handles all appointment bookings for TI student advising through an electronic calendar.
5. Administers and processes requests for official letters and Trent-ESL transcripts on a weekly basis.
6. Handles the administrative process and communications related to students cohorts on scholarships or special groups.
7. Monitors Trent-ESL student accounts and creates reports for management each term.
8. Supports the scheduling process for Trent-ESL classes each term by assisting with the development of timetables and updating schedules as needed.
9. Communicates class changes and cancellations to Trent-ESL students through Blackboard and other means as needed.
10. Completes Trent-ESL website updates as needed.
11. Types memoranda & reports, complies statistics & information as required; handles confidential information. Organizes and maintains physical and electronic files.
12. Supports and assists with special TI events and initiatives, including TIO, spring and summer orientation, visiting groups and delegations, and other programs.
13. 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.