**Department of Human Resources**

**OPSEU Job Description**

**Job Title:** Academic Administrative Assistant

**Job Number:** SO-403

**NOC:** 1241

**Band:** 6

**Department:** Economics, Business Administration

**Supervisor Title:** Chair, Economics

Chair, Business Administration

**Last Reviewed**: December 17, 2016

**Job Purpose**

Under the general supervision of the Chairs of Economics and Business Administration, provides secretarial services to Chairs and other assigned faculty and scientific staff. Performs a variety of administrative and clerical duties related to the operation of the Departments.

**Key Activities**

1. Managing the Departmental office. This includes administering and co-ordinating the business of the Departments, 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 and leadership in advising improvements to existing department policy and procedures with a view to ensuring maximum office efficiency and client satisfaction.
2. Arranges appointments, screens calls, sends and receives faxes; 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 Chairs. Uses discretion when handling confidential material.
3. Opens and sorts incoming mail, answers routine correspondence on own initiative or from brief verbal. Updates and prepares mailings of department information (i.e. secondary schools in Ontario and year abroad materials).
4. Types correspondence, memoranda, course work, syllabi, bookstore lists, examinations, notices, reports, minutes, etc., as required by Chairs handles confidential material.
5. Maintains Departmental and student files 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 up-to-date information on program alumni.
6. Co-ordinates departmental records for course offerings, registration honours applications, external review, academic summaries; and to provide Departmental information as requested by the Chairs.
7. Liaises with Office of the Registrar regarding policy and procedural matters and communicates waivers, conditions, exceptions, etc. regarding particular students and circumstances. Establishes and maintains electronic distribution lists. .
8. Purchases office equipment and acts as a trouble-shooter for office equipment.
9. Liaises with other departments regarding course offerings, timetabling, including course offerings at Trent University in Durham.
10. Manages and administers the departmental operating budget 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.
11. Co-ordinates departmental records for hiring, job advertisements, collects applications, sets up interviews and job talks. Assists with arrangements for faculty recruitment (travel, accommodation, scheduling, etc.). .
12. Prepares monthly summary of photocopier charges.
13. Monitors use of Department space including research rooms, teaching areas (e.g. project room) and prepares room usage summaries. Manages keys for and access to Department space.
14. Assists with timetabling, calendar copy, and co-ordinates honours information sessions.
15. 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 regular basis guaranteeing the maintenance of departmental records.
16. Arranges Department and committee meetings (prepares and distributes agenda). Assists in organizing visiting speakers, conferences, workshops, receptions, etc., including transportation, accommodation, room booking publicity and honoraria.
17. Assists in orienting new, sessional and part-time faculty.
18. Develops and applies for funding through Trent University Work Study program (TWSP); participates in selection of candidates for TWSP student office assistants; assigns and supervises the work of TWSP student office assistants.
19. As directed by course instructors, may order desk copies from bookstore or publisher, put exams on reserve in library, and order A/V equipment for classes.
20. Monitors and updates the departmental websites, social media and Blackboard.
21. Co-ordinates liaison with external organizations, especially in the local area.
22. Supervises special examinations for students.
23. Co-ordinating the printing (as 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**

* Three years of general secretarial and administrative experience, including at least one year of directly-related experience.
* Expertise in the use of standard word-processing and spreadsheet applications, including Word, Excel and Access; expertise in the use of the university database (Colleague and IRIS), or demonstrated ability to master new computer platforms; familiarity with web-authoring programs.
* Maturity, good judgment; the ability to deal tactfully with faculty, staff and students; the ability to maintain confidentiality.
* Demonstrated skills in problem-solving, analysis and consultation. Ability to handle parallel priorities and projects. Demonstrated skill in interpreting policies and procedures.
* Demonstrated ability to apply instructions and take direction, to work independently and as a member of a team.
* Must be prepared to upgrade computing skills as needed or requested by the Chair by attending occasional instructional workshops provided by the University.

**Responsibility for the Work of Others**

*Indicate whether the incumbent is directly or indirectly responsible for the work of others. Provide the title of the position(s) as well as an example of how the incumbent is responsible for the work of others on a daily basis. Specifically, indicate whether the position has responsibility for hiring and supervision of student workers.*

Direct Responsibility

TWSP Student(s)

**Communication**

*Indicate the title(s) of individuals internal and external to the University that the incumbent communicates with on a regular basis. Provide a brief description of the purpose for communicating with these individuals.*

Internal:

* Students - looking for professors, dropping of assignments, advise them about problems in their course selection and to set up appointments to see the Chair or Academic Advisor. Answer questions pertaining to courses, scheduling, location, instructor
* Faculty - to consult with them (with regard to courses, scheduling, student records, assignments, committee work, roombookings, meetings, scanning for lectures and webct, selling and distribution of course packs)
* IT- instructions email, WebPages, computer problems
* Food Services - catering arrangements
* Dean's Office - to consult with them (with regard to operating budget and recruitment)
* Registrar's Office - timetabling, recruitment, students records, marks sheets, examinations, letters of permissions, grade changes, incompletes, student averages, graduation eligibility, awards
* Communications - events within the department and for advertising such events
* Durham - course offerings and student records
* Finance Office - budget discrepancies, request for payment to prize winners, purchase orders, budget statements
* Print shop – sends print jobs electronically, order office supplies

External:

* General Public - answer questions, refer them to appropriate professors
* Universities - other Departments
* Office Supply Company - questions about orders, orders office supplies and equipment
* Alumni - reach former professors and students
* Hotels - visiting speakers and candidates accommodation

**Motor/ Sensory Skills**

* Dexterity - Word Processing
* Fine Motor Skills - Using a mouse
* Dexterity - Replacing paper, toner, clearing paper jams on photocopier
* Hearing - Responding to telephone and people in office

**Effort**

Mental:  
Sustained Concentration - Budget checking, proof reading, compiling data, constant interruptions

Problem-solving - Constant interactions with students and faculty, fixing office equipment

Physical:

* Bending/Kneeling - Filing
* Walking/climbing - Photocopier, faculty offices, college porter’s office
* Standing/stretching - Reach upper shelves in office, photocopying, filing, shredding
* Heavy Lifting - Boxes for photocopy paper, print jobs, assignments, stationary, exam booklets

**Working Conditions**

Physical:

* Lifting - boxes of photocopy paper, print jobs, assignments, stationary, exam booklets

Psychological:

* Disgruntled students - Denied entrance
* Disgruntled students - Professor failed to show up for appointment
* Frequent interruptions