**Department of Human Resources**

**OPSEU Job Description**

**Job Title:** Academic Administrative Assistant

**Job Number:** SO-405

**NOC:** 1241

**Band:** 6

**Department:** Trent School of the Environment

**Supervisor Title:** Director, Trent School of the Environment

**Last Reviewed:** November 2, 2015

**Job Purpose**

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

**Key Activities**

1. Administers and co-ordinates the business of the Department office, addressing faculty, student, and public questions (e.g. complaints, concerns, and general information) by interpreting policy; acts as an effective spokesperson for the Department, 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 Director. 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 student exchange program materials).
4. Types correspondence, memoranda, course work, syllabi, bookstore lists, examinations, notices, reports, minutes, etc., as required by Director; handles confidential material. Establishes and maintains electronic distribution lists to facilitate quick information dissemination
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.).
6. Responsible for collection and filing of exam attendance sheets for mid-term and final exams.
7. Co-ordinates Departmental records for course offerings, registration, honours applications, external reviews and academic summaries, and provides Departmental information as requested by the Director.
8. Using IRIS and Colleague, inputs instructors teaching assignments, prints class lists and academic summaries as requested.
9. Liaises with Office of the Registrar regarding policy and procedural matters and communicates waivers, conditions, exceptions, etc., regarding particular students and circumstances.
10. Liaises with Faculty, Staff, Registrar’s Office and other programs to develop classroom and laboratory timetables in Peterborough and Oshawa throughout the year, and establish priority registration management plans; manages waitlists.
11. Purchases office equipment and acts as a trouble shooter for office equipment.
12. Prepares monthly summary of photocopier readings.
13. Arranges GIS information session for Trent students enrolling in the Emphasis in Geographical Information Systems Joint Program at Fleming College.
14. Liaises with the Registrar’s Office at Trent and Fleming College regarding students in Program.
15. Liaises with Durham College regarding course offerings, timetabling, printing and photocopying for Durham course offerings.
16. Manages and administers the Departmental operating budget 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. Maintains stationary, office supplies and equipment inventory.
17. Monitors use of Department space including research rooms, teaching areas (lecture hall, project room, labs) and prepares room usage summaries.
18. Provides secretarial support to Director and assigned faculty; assists with timetabling, calendar copy, brochures, publicity material; co-ordinates honours information sessions.
19. 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. Receives maps and prizes for the Trent School of the Environment Department’s Annual Map Making Contest. Mails congratulatory letters and prizes to winning schools. Maintains list of donors. Produces a summary of winners each year. Coordinates annual process of awarding academic prizes to undergraduate students.
20. Arranges Department and committee meetings (prepares and distributes agenda) and takes minutes.
21. Provides administrative services for the Director in the hiring of instructional faculty and teaching/marking assistants by processing job postings, applications and corresponding with applicants, setting up interviews and job talks, arranging travel and accommodation for candidates. Liaises with incoming faculty and TA’s. Orients them to university policy and procedures. Develops and applies for funding through Trent University Work Study (TWSP) program; participates in selection of candidates for TWSP office assistants; assigns and supervises the work of TWSP office assistants.
22. 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.
23. Coordinates liaison with external organizations, especially in the local area.
24. Supervises special examinations for students, when necessary.
25. Administers operations in the Trent School of the Environment by liaising with the Kawartha World Issues Centre (KWIC).
26. Co-ordinating the printing (as required) and monitors the collection of each faculty members’ student course evaluations.

**Education**

Secondary school Grade 12 diploma plus two years university or college 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.

**Responsibility for the Work of Others**

Direct Responsibility

Student Employee(s)

**Communication**

Internal:

* Students - looking for professors, dropping of assignments, advise them about problems in their course selection and to set up appointments to see the Director. Answer questions pertaining to courses, scheduling, location, instructor
* Faculty - to consult with them (courses, scheduling, student records, assignments, committee work)
* Computer Services - instructions email, webpages, computer problems
* Food Services - catering arrangements
* Dean's Office - to consult with them (budget, Calendar Copy, recruitment)
* Registrar's Office - timetabling, recruitment, students records, marks sheets, examinations, letters of permissions, grade changes, incompletes, room bookings
* Physical Resources - maintenance, repairs, equipment, security
* Communications - events within the Department and for advertising such events
* Durham - course offerings, student records, programs at the Durham Campus
* Finance Office - budget discrepancies, request for payment to prize winners, purchase orders budget statements
* Audio Visual - order films, confirm showing
* Print shop - printing jobs, order office supplies

External:

* General Public - answer questions, refer them to appropriate professors
* Office Supply Company - questions about orders
* Alumni - reach former professors
* Hotels - visiting speakers and candidates accommodation
* Parents – answer questions, offer solutions, direct them to appropriate person or department

**Motor/ Sensory Skills**

* Dexterity - Word processing, replacing paper, toner, clearing paper jams on photocopier
* Fine motor skills - Using a mouse
* Coordination - Walking, climbing stairs
* Hearing - Responding to telephone and people in office
* Visual - All aspects of job

**Effort**Mental:  
Sustained Concentration - Budget checking, proof reading, compiling data, frequent interruptions

Physical:

* Bending/Kneeling - Filing
* Walking/climbing - Photocopier, washroom, faculty offices
* Standing/stretching - Photocopying, filing, shredding, reach upper shelves in office

**Working Conditions**

Psychological:

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