**Department of Human Resources**

**OPSEU Job Description**

**Job Title:**  Administrative Assistant

**Job Number:** SO-408

**NOC:** 1241

**Band:**  5

**Department:**  Trent School of the Environment

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

**Last Reviewed:** September 21, 2021

**Job Purpose**

Under the general supervision of the Director of the Trent School of the Environment, provides administrative services to the Director and other assigned faculty and scientific staff. The position plays a significant role in the technical delivery of the School’s web development, as well as the building, review, and sending of mass electronic communications. In addition, the role provides administrative support to the unit’s Director relating to these ongoing projects and other unit needs. Performs a variety of administrative and clerical duties related to the operation of the School.

**Key Activities**

1. Provides ongoing developmental and technical support to the TSE electronic communications and social media platforms. Develops and maintains new and existing webpages as required.
2. Researches, discerns, and compiles relevant information to share on social media, digital newsletters, and web pages with particular emphasis on ensuring timely postings of importance to students, staff, faculty, and internal and external partners.
3. Creates new digital information and multimedia using new and future technologies relating to recruitment and external relations. Provides continuous improvements to existing channels of communications.
4. Builds, monitors review processes, and schedules sends of electronic communications, including the review and creation of any necessary supporting communications lists.
5. Provides ongoing support to staff and faculty related to web and online activities.
6. Maintains liaison with the School’s faculty, staff, students and alumni.
7. Maintains up to date information on program alumni.
8. Assists in organizing visiting speakers (TSE Speakers Series, Sheperd Lecture), conferences, workshops, receptions, etc., including transportation, accommodation, publicity and honoraria.
9. Assists in the administration of the School’s endowment budget and trust accounts by allocating object codes and expenditures
10. Liaises with Trent Advancement, Marketing and other departments to ensure that promotional material (e.g., brochures, posters, applications) are up to date.
11. Maintains School database on teaching support needs; assists the Director when assigning graduate students to GTA positions. Summarizes AA needs, and updates as necessary throughout the year.
12. Assists Director with external program reviews and other relevant reporting (e.g., to ECO Canada).
13. Coordinates the School of Environmental advisory councils, communicating with council members, organizing meetings and takes minutes.
14. Coordinates liaison with external organizations, especially in the local area.
15. Provides support for philanthropic outreach.
16. Coordinates the School’s recruitment activities in collaboration with other university offices.

**Education**

Three-year University Degree or three-year College Diploma in Office Administration, Marketing, or comparable program.

Knowledge of Trent School of Environment programs is an asset.

**Experience Required**

1. 2 years of related experience
2. Strong computer skills and expertise in the use of MS Office, including Word, Excel, Access, Outlook, PowerPoint and Sharepoint.
3. Demonstrated ability to generate and edit written and graphic information. Ability to discern and synthesize information and relay it to internal and external partners, with the end user in mind.
4. Demonstrated analytical skills to initiate and perform queries to produce communications lists and statistical information.
5. Expertise in the use of digital databases such as Colleague, IRIS, Blackboard, Qualtrics and CMS Forms.
6. Expertise with social media platforms, photo and video editing software, web authoring programs (Drupal) and digital asset resources.
7. Demonstrated essential knowledge of tracking and producing online and electronic communications reports using industry standard tools.
8. Demonstrated ability to master new software, social media and graphic design platforms, using AODA standards.
9. Excellent oral and interpersonal skills, required to function effectively with staff, faculty and other constituencies. Ability to work in a team environment.
10. Demonstrated ability to work independently, prioritize work, and independently manage multiple, diverse and competing priorities while meeting deadlines.
11. Ability to maintain confidentiality and work with sensitive information.
12. Ability to recall, recognize and communicate interrelated information pertaining to constituents, online activity, and electronic communications.

**Communication**

Internal:

* Students
* Faculty associated with the School
* Recruitment and liaison at Trent to plan and coordinate recruitment activities
* Food Services - catering arrangements
* Communications - events within the School and for advertising such events
* Finance Office - budget discrepancies, purchase orders budget statements
* Print shop – printing recruitment materials
* Plan and support School fundraising profile and initiatives

External:

* General Public -
* Alumni - reach former students
* Hotels - visiting speakers and candidates accommodation
* Transportation Services for student trips and guest speakers

**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