**Department of Human Resources**

**OPSEU Job Description**

**Job Title:** Academic Administrative Assistant

**Job Number:** SO-452

**NOC:** 1241

**Band:** 6

**Department:** Communications & Critical Thinking/

Master of Management

**Supervisor Title:** Dean and Head, Trent University Durham  
 Program Director, Master of Management

Coordinator, Communications & Critical Thinking

**Last Reviewed:** February 25, 2020

**Job Purpose**

Under the general supervision of the Dean and Head, Trent University Durham, Program Director, Master of Management and Coordinator of Communications & Critical Thinking, provides administrative assistance to Dean and Head, Director and Coordinators, other assigned faculty, academic staff, and students. Assumes a multitude of administrative and clerical responsibilities related to the operation of the two Departments.

**Key Activities**

1. Administers and co-ordinates the business of the Departments, addressing faculty, student, 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 for improvements to existing Department policy and procedures with a view to ensuring maximum efficiency and satisfaction.
2. Arranges appointments, screens calls, 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 Dean and Head, Director or Coordinator. Uses discretion when handling confidential material.
3. Prepares and updates mailing for Departmental/Program information and for recruitment purposes. Opens and sorts departmental incoming and outgoing mail.
4. 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.). To assist with the appeal process keeps detailed records of grade breakdowns.
5. Co-ordinates departmental records for course offerings, registration, honours applications, external reviews; and provides departmental information as requested by the Coordinators.
6. Using IRIS and Colleague, input instructors teaching assignments, print class lists and academic summaries as requested.
7. Provides administrative services for the Dean and Head, Director and Coordinator in the hiring of instructional faculty and teaching/marking assistants by processing job postings, collecting applications and corresponding with applicants, setting up interviews and job talks, and arranging travel and accommodation for candidates. Liaises with incoming faculty and TAs; orients them to university policy and procedures.
8. Liaises with the Office of the Registrar regarding policy and procedural matters, communicates waivers, conditions, exceptions, etc. regarding particular students and circumstances.
9. Establishes and maintains electronic distribution lists to facilitate quick information dissemination. Determines if distribution is warranted.
10. Develops and applies for funding through Trent University Work Study Program TWSP program. Participates in selection of candidates for TWSP office assistants; assigns and supervises the work of TWSP office assistants.
11. Manages and administers the Departmental and Program operating budgets 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 both Departmental and Program expenditures.
12. Assists with timetabling, calendar copy, brochures, publicity material; co-ordinates honours information sessions. Alerts faculty to deadlines and details concerning syllabi, examinations, and bookstore orders.
13. Initiates and coordinates Departmental Events.
14. 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 a regular basis guaranteeing the maintenance of Departmental records.
15. Co-ordinates the printing (as required) and monitors the collection of each faculty members’ student course evaluations.
16. Arranges department and committee meetings (reviews and distributes agenda) and takes minutes.
17. Makes room bookings, special events bookings, etc. Assists in organizing visiting speakers, conferences, workshops, receptions, etc., including transportation, accommodation, publicity and honoraria. .
18. Arranges and authorizes bookings for off-campus courses, field trips and other course-related activities. If requested by course instructors, may order desk copies from bookstore, order A/V equipment for classes, or monitor the distribution of course supplies.
19. Manages the Departmental websites, Blackboard, Facebook and Twitter accounts regularly.
20. Coordinates as liaison with external organizations, especially in the local community.
21. Invigilates special examinations for students when necessary.
22. Manages office moves. Manages and maintains all Departmental/Program offices, keys and storage. Responsible for ordering keys and access cards as required.
23. Requests accounts (email, Blackboard, phones, library, and photocopier) for new faculty/instructors.
24. Responsible for the Departmental library (books and videos) and course books used by teaching assistants.
25. Orders and maintains all Departmental and Program signage.
26. Provides secretarial assistance for the placement/experiential learning coordinator in Durham.
27. Acts as Fire Warden.

**Education**

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.
* Excellent interpersonal skills including public relations, oral effectiveness and excellent written communication skills.
* 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.
* Superior knowledge of administrative and office procedures.
* Experience prioritizing a wide range of high volume of tasks.
* Experience working under stress with accuracy and diplomacy with minimal supervision, and demonstrate the ability to take initiative.
* Ability to maintain confidentiality. Exercise patience and neutrality at all times.
* Experience working co-operatively with others in a complex and multi-faceted work environment. Ability to take a leading role to ensure Departmental/Program information is distributed to all faculty and staff.
* Experience setting up and maintaining Facebook and Twitter.
* Thorough knowledge of budgetary procedures and meticulous attention to detail.
* Experience taking initiatives and work as part of a team. Experience with maintaining duties and expectations even in the event of the Coordinator’s absence.
* Upgrade electronic media skills as needed or on request, by attending instructional workshops provided by the University.

**Responsibility for the Work of Others**

Direct Responsibility

TWSP Student(s)

**Communication**

Internal:

* Students – Provides guidance for a high volume of students seeking classroom locations, timetable clarification and faculty offices. Advises students with the general direction of their programs. Provides front line initial advising in harmony with the Academic Advisor. Manages dropped off assignments.
* Faculty – Works in conjunction with faculty regarding University and Departmental/Program policies and procedures, expense reports, honorariums, CV updates, course evaluations, course syllabi, scheduling, enrolment issues, classrooms needs and location, student records, historical documentation, assignments and committee work.
* Information Technology – Reports Departmental IT and phone problems, and sets up and closes accounts for instructors, office moves, and classroom issues. Requests equipment.
* Purchasing – Updating authorization forms (Coordinators), Visa statements and reconciliation. Is responsible for initiating the ordering of computers, services and materials for the Department/Program.
* Student Accounts – Is responsible for accurate calculation of course fee charges. Provides all pertinent information to Student Accounts so that fees can be charge to students and the proper account is credited. If necessary, authorizes reimbursements.
* Finance Office – Reconciles and administers budget discrepancies, prize/award distributions, internal transfers.
* Advancement Office – Handles queries related to the trust accounts.
* Departments – Circulates promotional event information, course offerings and relevant cross-listing course information.
* Registrar's Office – Authorizes online Departmental/Program registration permissions, University deadlines, students’ records, mark submissions, examination dates and requirements, letters of permissions, grade changes, and incompletes. Reminds Coordinator of transfer credit information.
* Room Bookings – Handles class locations and moves, meeting spaces and special events.
* Liaison Office – Acts as point of contact for prospective students and recruitment, Open Houses, and Ontario University Fair.
* Durham Office – Prepares TUFA and CUPE postings, staffing recommendations, syllabi submission, Departmental budgets and carry forwards, Right of First Refusal (RoFR) documentation, University policy and process changes, calendar copy, USC documentation.
* Admin. Assistants – Discusses process and procedures; suggests and/or recommends efficiency practices.
* Academic Advisors – Discusses course availability and registration permission.
* Communications – Handles Contribute, consults concerning upcoming events advertising, and requests for faculty expertise for interviewing purposes.
* Print Shop – Clarifies printing requests, reports copier readings, orders paper for copier and Departmental/Program supplies.
* Food Services – Organizes events through on-campus and external companies.
* Payroll – Submits documentation, completes and submits timesheets, distributes pay stubs.
* Career Centre – Is responsible for job postings on Worklink.
* Alumni House – Updates data regarding alumni.
* Physical Resource Department – Reports and requests repairs for building deficiencies, water leaks, AC installation and removal, heat issues, lighting, rodent activity, furniture and or equipment moves or removal, faculty office moves, equipment disposal, painting requests, and electrical issues

External:

* Prospective Students – Provides answers regarding courses, degrees and opportunities.
* Alumni – Acts as contact for students, staff and faculty.
* General Public – provides information requests, clarifications, meetings, promotion, advertising and prospective job opportunities, and public events.
* Office Supply Company – processes orders, payments, quotes
* Computer Media – Orders printer cartridges and other supplies.
* Promotion – Handles Departmental/Program media promotion.
* Ontario and out of province universities – Promotes offerings, faculty contact information, guest lecturers.

**Motor/ Sensory Skills**

* Accuracy and dexterity for document preparation and presentation, Contribute, social media, reports and data entry. Media savvy. Common sense practicality regarding equipment malfunctions.
* Sight – Continual focus on electronic and written documentation, alert to activity outside of the office. All aspects of the job.

**Effort**

Mental:

* Manages stress/fatigue due to complicated dealings with frustrated or upset individuals.
* Maintains strict confidentiality when dealing with sensitive issues.
* Has attentive listening skills to assist with rationalizing behavior to determine course of action to assist distraught students, staff or faculty.
* Practices discretion and diplomacy in all circumstances.
* Is dependable and accessible to students, staff and faculty.
* Anticipates needs and possible solutions to various concerns.
* Maintains concentration while dealing with substantial interruptions
* Prioritizes and multi-tasks while meeting various Departmental/Program needs and academic/university deadlines.

Physical:

* Sits for extended periods at the computer.
* Bending/Kneeling – Filing, shredding, carrying containers or equipment.
* Standing/stretching – to reach cupboards, equipment, replace regular light bulbs, distributing documents to mailboxes.
* Standing – photocopying, filing, scanning, faxing, emptying drop box,

**Working Conditions**

* The Administrative Assistant must arrange her/his schedule so supervisors meet their deadlines.
* The Administrative Assistant is frontline and responsible for the management of the Department/Program Office. This includes having the authority and decision making authority to represent the Coordinators in his (her) absence.
* Every tenured, TUFA LTA and CUPE instructor in the Department(s) is assigned to the Administrative Assistant. This is a heavy workload, and it requires developing a careful balance between accommodation of individual needs and that of efficiently running the office.
* Very large number of people (both faculty and students) coming through the office.
* Dealing with frustrated individuals where expectations are unrealistic.