#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:** Academic Administrative Assistant

**Job Number:**  SO-455 | VIP: 1655

**NOC:**  1221

**Band:** 6

**Department:**  Interdisciplinary Social Research (PhD) &  
Psychology (MA/MSc) Graduate Programs

**Supervisor Title:**  Graduate Program Directors

**Last Reviewed**: April 20, 2021

#### Job Purpose:

Under general direction and with minimum supervision, provides administrative support to the Directors of the Interdisciplinary Social Research and Psychology Graduate Programs, the graduate faculty, graduate students, and prospective students.

#### Key Activities:

1. Administers and co-ordinates the business of the two graduate programs, addressing faculty, student and public questions (e.g., complaints, concerns and general information), receives, interprets, and conveys verbal and written information with clarity. Establishes and maintains electronic distribution lists to facilitate quick information dissemination. Uses discretion when handling confidential material.
2. First point of contact for the graduate programs including receiving and screening incoming email, calls and visitors, answering inquiries about program procedures and directing requests for appointments. Answers applicant questions regarding admission and program requirements.
3. Communicates with graduate students on program matters and will notify Directors of potential issues.
4. Provides administrative services to the Graduate Program Directors, graduate faculty and liaises with the Office of Research and the School of Graduate Studies as required.
5. Works with the Graduate Program Directors to coordinate program admissions. Responsible for sending recommendations for admissions to the School of Graduate Studies. Ensures the School of Graduate Studies is made aware of all acceptances and rejections as well as any other relevant communications (requests for deferrals etc.). Produces and sends rejection letters to unsuccessful applicants.
6. Orients new graduate students, both by organizing a program orientation session and/or individually as required.
7. Coordinates course scheduling, liaises with the scheduling team, and ensures that DCU is updated with course offerings for each term by the communicated deadline. Also ensures students are aware of available course offerings.
8. Responsible for ensuring students are registered each term, including monitoring enrolment, leaves of absences, etc. Also coordinates registration process for graduate students including funding forms, annual progress reports, and change of status requests.
9. Assists with the entry of syllabi into the online Syllabus System.
10. Maintains students’ confidential files and records as required by the program. When requested, using records and data from the student information system, will compile information and statistics as needed.
11. Provides administrative support to graduate students including but not limited to the setup of email accounts, requesting keys, and arranging for office space. Collects and sorts graduate student mail; manages collection and return of essays and photocopied material.
12. Monitors program allocation of entrance funds and international graduate scholarships.
13. Monitors and reports to the Directors on a regular basis, on the program budgets and advises the Directors of any budgetary concerns. Coordinates program purchases and assists with expense claims for visiting speakers, external examiners and student research support while adhering to institutional policies for expense claims and purchasing.
14. Monitors space including graduate offices, resource material and equipment for Graduate Programs; monitors and maintains office supplies and equipment inventory.
15. Coordinate documents required for review by graduate committees. Maintains graduate faculty appointment files of Graduate, Adjunct and Special Graduate faculty for the respective programs.
16. In collaboration with the Graduate Program Directors, makes changes to and submits the graduate calendar copy.
17. Review's marketing materials provided by School of Graduate Studies (such as the Viewbook) and communicates required updates.
18. Assists with program promotion and attends events such as recruitment fairs as required.
19. Assists with program reviews as required.
20. Aids Directors with the development of new policies and procedures.
21. Arranges yearly supervisory committee meetings with each graduate student and their committee members.
22. Responsible for tracking of graduate student information, including supervisory committees, committee meeting dates, etc. into the graduate student database (Colleague), and keeps alumni database of addresses, employment, etc.
23. Coordinates master’s and PhD thesis defense, liaises with M.A./M.Sc./PhD candidates, their supervisor, committee members and external examiner to set date and time for defences. Coordinate's videoconferencing (if applicable) ensuring final steps of degree completion. Arranges travel, accommodation, and reimbursements for the external examiner.
24. Responsible for monitoring student grade submission and annual progress reports for all graduate students; including liaising with all the appropriate graduate faculty.
25. Maintains and updates the graduate programs website, including design and creation as required.
26. Assists in organizing Graduate Program events (i.e., visiting speakers, conferences, workshops, receptions, dissertation/thesis defences, etc.); room bookings, catering, special events bookings, etc.
27. Provides support for program committee meetings, including scheduling, taking minutes and dissemination of the minutes.
28. 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.
29. Undertakes other office duties and tasks to support the programs as required.

#### Education

General University Degree (3 year) required. Preference may be given to individuals with a professional degree such as Business Administration.

#### Experience Required

1. Two years of general experience, and one year of related administrative office experience required.
2. Computer knowledge and experience necessary. Experience using MS Excel and Word required.
3. Excellent interpersonal and communication skills; comfortable working closely with faculty and graduate students.
4. Excellent organizational skills and demonstrated ability to take initiative are essential; must be able to work independently.
5. Website training or experience in design, development, and/or maintenance would be considered an asset.
6. Working knowledge of Trent University including Trent’s Graduate Programs would be considered an asset.

**Responsibility for the Work of Others**

Direct Responsibility

TWSP Student(s)