#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:** Academic Administrative Assistant

**Job Number:** SO-457 | VIP: 1703

**Band:** 6

**NOC:** 1241

**Department:** Master of Management (M.Mgt), Durham Postgraduate Certificates

**Supervisor Title:** Program Director, Master of Management and Director, School of Business

**Last Reviewed:**  November 16, 2021

#### **Job Purpose:**

Reporting to the Program Director (M.Mgt) and Director (School of Business), the Academic Administrative Assistant performs a variety of administrative, budgetary, human resource management, data analysis, event planning, and clerical duties related to the operation of the department. The Director of Academic Programs and Campus Operations, Trent University Durham, will provide indirect oversight to the Academic Administrative Assistant to maintain procedural consistency across academic departments.

#### Key Activities:

##### Academic Administration

* Manages the Departmental office. This includes addressing faculty, staff, student, parent, 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 procedures with a view to ensuring maximum office efficiency and client satisfaction.
* Manage Departmental email accounts by monitoring and responding to request or forwarding to appropriate department/personnel.
* Responsible for document management and retention; develops, manages, and maintains paper and electronic filing systems specific to program needs
* Liaises with Trent’s Graduate Studies Office, the Registrar’s Office and Trent International regarding policy and procedural matters, scheduling, student records, and communicates confidential information with respect to students
* Liaises with Office of Graduate Studies, regarding course offerings and course syllabi review prior to submission.
* Liaises with the Office of the Dean and Head, Durham, regarding operating budgets, CUPE 1 and CUPE 2 hiring, hour allocation, timesheets/VIP
* Provides administrative support to the Program Director and Director for TUFA and CUPE recruitment and hiring processes by drafting and processing job postings, collecting applications and corresponding with applicants, setting up interviews, and arranging travel and accommodation for candidates
* Responsible for ensuring CUPE 1 members requesting Right of first refusal are provided the departmental criteria, set up in-class visits, track all ROFR information.
* Responsible for administrative duties associated with course evaluations (communicating deadlines, collecting and sharing results with Dean’s Office).
* Acts as point of first contact for orientation and for the provision of information on workplace, university policy, and support services for new, sessional and part-time faculty
* Requests accounts (email, Blackboard, phones, office keys, and photocopier) for new faculty/instructors, and staff
* Orders and maintains office supplies. Arranges room bookings for Department.
* As directed by course instructors, order desk copies from bookstore or publisher.
* Organizes the Department alternate exam date/time for students who have missed an exam, consults with course instructors for list of student attendees, and exam material needed, provides completed examination materials back to course instructors.
* Monitors and updates the Departmental website as necessary
* Attend School of Business, Departmental, Graduate Studies and Trent University Durham meetings and other training as applicable to job
* Assist with Convocation

##### Cyclical Review

* General support of the Quality Assurance processes by assisting with cyclical review processes and any new programs developed within the academic unit, including:
  + Attends Cyclical Review Workshop
  + Collects and compiles Curriculum Vitae and Course Syllabuses
  + Assists with development and distribution of required surveys
  + Drafts the site visit schedule for external reviewers, and arranges hospitality and transportation from the hotel for the external reviewers

##### Timetabling, Enrolment Management, and Planning

* Support the Timetable Representative for the Department, and proactively manages section needs and waitlists to avoid scheduling conflicts and to promote efficient use of facilities space;\*\*\*
* Organizes timetable data in DCU timetabling software, screens for potential scheduling conflicts and works closely with School of Business Department and Internship Coordinator and the Scheduling Administrators throughout the academic year in regards to scheduling, enrolment monitoring, and trouble-shooting any scheduling issues.
* Maintains database of course offerings and enrollments and prepares long-range forecasts of course demand for use by the Program Director and Director in program planning

##### Teaching Support//Markers/Academic Assistants/Lab Demonstrators

* Maintains departmental database of teaching support needs
* Summarize and post course support needs for department;
* Prepares budget to submit to the Dean’s Office for Fall, Winter, and Summer terms; responsible to ensure that this budget is met;
* Reviews and approves employment record forms before Director approval, and submission to the Dean’s Office;
* Updates and provides instructions for guiding new employees to access and complete safety training
* Assigns, and monitors timesheets throughout the term, and is responsible for payroll reporting (i.e delegate in VIP)
* Working with the chair to produce the GTA course listing for Dean approval, once approved post on departmental website. Confirm GTA assignment and process hiring paperwork for the Graduate Studies Office.\*\*\*\*
* Communicates with Graduate Studies with regards to – GTA hirings and confirming graduate student status when hiring markers/graders and academic assistants\*\*\*

##### Events

* Assists with planning, and coordination of program and departmental events

##### Financial

* Provides administrative assistance with the management of the departmental operating budget
* Monitors monthly statements.

**Special Tasks/Other Duties:**

* Responsible for responding to email and phone inquiries from prospective and current students with regards to the Master of Management Graduate program.
* Assembles graduate application packages and mails same to prospective students.
* Creates individual files for each graduate school applicant and each graduate student accepted into the program. Prepares and maintains a database for future statistics.

**Student Placements**

* Provides support to the program coordinator with occasional student placement data collection information.
* Supports the placement process by promoting a positive working relationships with placement agencies and other institutions.

*\*\*\*\* are duties that this AAA does not perform*

#### Education Required:

General Bachelor’s Degree (3 year) required.

#### Experience/Qualifications Required:

* Two years of administrative experience.
* Expertise in the use of standard word-processing and spreadsheet applications including Word and Excel, demonstrated ability to master new computer platforms; familiarity with web-authoring program
* Excellent organizational skills and problem-solving skills with strong attention to detail
* Financial management experience including budget development and implementation.
* Maturity, good judgement, tact, and the ability to maintain confidentiality.
* Ability to work accurately in stressful conditions with multiple demands, tight deadlines, and changing priorities.

#### Supervision:

##### Indirect Responsibility

* CUPE 1 Hourly Employees (Lab Demonstrators, Marker/Graders)
  + responsible to identify and actively inform qualified students beyond standard job postings regarding departmental opportunities
  + responsible for carrying out hiring procedures ensuring training and safety orientations are completed, assignment of tasks (i.e., labs/tutorials, marking), dealing with scheduling issues (i.e., student employee is sick, replacement needed), payroll/timesheets accuracy checks prior to Director’s signature, budget managing of all student and CUPE 1 hours to stay within Dean’s office allocated budget

**Job Evaluation Factors:**

##### Analytical Reasoning

This position requires analytical reasoning to choose the most appropriate course of action from among a variety of possible methods, processes and solutions within limits defined by standard or established practice.  Work planning occurs within defined time frames, and may require adjusting plans and priorities to respond to changing circumstances.

##### Decision Making

Decisions are standardized but somewhat varied and adaptation is required: the employee receives occasional supervision in carrying out tasks that call for decisions beyond the scope of standard/established practice.

##### Impact

Impact on the organization is typically confined to the work group or individual clients or service partners and would not extend beyond those immediately impacted:  errors are easily detected by colleagues working in the same section, but may affect the work of these colleagues in terms of the time required to trace the error and make necessary corrections.

##### Communication

Internal

* **Students** – respond to questions with answers and/or direct to appropriate; dealing with scheduling issues, share relevant information such as graduation/convocation instructions, announcements of events or job opportunities in the department
* **Faculty** - to consult with them (courses, scheduling, student records, assignments, committee work)
* **Undergraduate Departments** – Chairs, AAAs, Department Coordinators – course scheduling coordination, student scheduling issue solutions
* **Dean’s Office** **and Durham** – share and obtain relevant information as required; reading course applications, course offerings, CUPE & TUFA recruitment and hiring, university policies and procedures
* **Provost Office** – cyclical review
* **Payroll/Human Resources** – VIP
* **Academic Advising** – share and obtain relevant information concerning student situations as required
* **Registrar’s Office** – share and obtain relevant information as required; student transcripts, interpretation of university policy, room bookings
* **Graduate Studies** – GTA hirings and confirming graduate student status when hiring markers/graders and academic assistants
* **Admissions & Recruitment** – share and obtain relevant information concerning Open House events, University Fair events, volunteers, prospective students
* **School of Graduate Studies** – share and obtain relevant information concerning confidential student files and policies and procedures relating to Graduate Studies
* **IT** – setting up new staff and faculty emails, department/dual degree webpages, computer problems
* **Finance** – purchase order budget statements, request for payment to prize winners
* **Food Services** – catering arrangements
* **Advancement** – handles queries related to trust accounts
* **Print and Post Service Centre** – printing requests, photocopier readings and ordering paper
* **Facilities Management** – reports and requests repairs
* **Trent International** – consults regarding registration for international students and access to courses
* **Communications** – website design, consults regarding advertising of events
* **Alumni** – sharing of data regarding alumni

External

* **General Public –** answers questions, refer to appropriate professors
* **Parents/Future Students** – provide general information regarding programs, as required
* **Alumni** – provide program information and direct queries to appropriate source; interact with Alumni at special events
* **Office Supply Company -** questions about orders
* **Hotels –** visiting speakers and candidate accommodation

##### Motor/ Sensory Skills

* Fine Motor Skills/Dexterity – Keyboarding, filing
* Coordination – filing, transporting materials, organizing
* Hearing and touch – computer use, responding to telephone and people in the office
* Visual – Computer use, reading

##### Effort

* Attention to detail and accuracy – budget, data/records analysis
* Sustained concentration required - proof reading, compiling data, frequent interruptions

##### Working Conditions

Physical

* Neck, back and eye strain – sitting for extended periods, computer use
* Standing, stretching – Photocopying, shredding
* Bending, lifting, carrying – filing

Psychological

* Stress – multiple, competing work priorities
* Disgruntled students, parents and faculty
* Frequent interruptions