#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:** Additional Qualifications (AQ) Assistant

**Job Number:** A-442 | VIP: 1740

**Band:** OPSEU-6

**Department:** School of Education & Professional Learning

**Supervisor Title:** Additional Qualifications (AQ) Coordinator

**Last Reviewed:**  March 27, 2024

#### **Job Purpose:**

The remote AQ Assistant position will provide administrative, academic, technical, and financial support for Trent’s AQ program. The AQ program offers Ontario certified teachers professionally accredited courses in four terms throughout the year. Reporting to the AQ Coordinator, the AQ Assistant will be the first point of contact for Trent University’s AQ students.

Under the direction of the AQ Coordinator, the AQ Assistant will respond to students and instructors to provide high quality customer service to a professional clientele. The AQ Assistant will be responsible for maintaining the program’s registration database and website. They will provide technical support for online courses, process student receipts, refunds, and course completion certificates.

#### Key Activities:

##### Administrative Support

* Fields and responds accurately and in a timely manner to AQ communication (e.g., AQ@trentu.ca, AQ office phone extension, Olark live chat), in consultation with AQ Coordinator
* Processes a high volume of registration documentation and correspondence in short term periods.
* Keeps informed of relevant dates, basic prerequisite requirements, and registration processes to respond to inquiries and direct students to appropriate resources.
* Maintains a detailed, accurate registration database for each of the AQ terms with oversight from AQ Coordinator
* Tracks prerequisite documentation.
* Tracks enrolment statistics for planning purposes.
* Supports functions related to term start-up and completion; email communication and tracking and filing of documentation.
* Maintains contact lists for AQ Office.
* Updates and files instructor contracts as instructed by AQ Coordinator.
* Creates documents to answer students’ frequently asked questions about registration, account and email access, and program details.
* Produces and distributes marketing communication to advertise AQ, ABQ and PQP courses in consultation with AQ Manager.
* Gathers and compiles student testimonials for AQ program.
* Other administrative duties as assigned.

##### Technical Support

* Supports Blackboard duties as directed by AQ Coordinator (e.g., clearing courses, copying courses etc.)
* Opens new sections for registration as section capacity reaches enrollment limit.
* Checks and corrects billing and description of courses for registration.
* Troubleshoots technical aspects of AQ registration for students.
* Readmits alumni students in Colleague to allow them successful registration.
* Creates account extension requests for AQ instructors.
* Improves program website in consultation with AQ Director and AQ Coordinator.

##### Academic Support

* Creates grade sheets, tracks grade changes and communicates with students on transcripts and course certificates.
* Creates and sends student course certificates following course completion.
* Processes course surveys as instructed by AQ Coordinator

##### Financial Support

* Processes student course withdrawal requests
* Processes student refunds and receipts
* Other duties as assigned or required.

#### Education Required:

* Bachelor of Education required.

#### Experience/Qualifications Required:

* Minimum three (3) years’ experience working in a high volume, professional and customer-oriented environment.
* Experience working with Ontario teachers; in an administrative capacity preferred.
* Experience working with the Ontario curriculum, Additional Qualification courses and OCT’s certification process.
* Experience within a classroom setting in the last 5-7 years (Kindergarten – Grade 12).
* Experience creating marketing content and using Canva and Adobe Express.
* Demonstrated experience and high-level proficiency in the use of Colleague, IRIS, Olark, Cisco Jabber, SSPR Recovery Tool, Instant Enrollment, Drupal, MS Office Word and Excel.
* Experience processing refunds using Touchnet and Colleague.
* Experience and proficiency with Blackboard; troubleshooting and responding to student and instructor inquiries.
* Proven ability to exercise sound judgment, think critically and self-advocate.
* Demonstrated ability to work accurately and in paying attention to detail in a fast-paced environment, and multi-task.
* Above average writing skills.
* Well-organized; demonstrated ability to coordinate and track large volumes of data with accuracy.
* Demonstrated excellent interpersonal, communication and customer service skills.
* Proven ability to thrive in a remote work-at-home environment; to work independently and as part of a team.

#### Supervision:

* No formal supervision of others is required.

**Job Evaluation Factors:**

##### Analytical Reasoning

Work involves tasks that are straight forward, requiring the AQ Assistant to reference resources available to them (e.g., AQ and OCT websites, Colleague) to perform job tasks. AQ Assistant will need to determine their level of knowledge and whether or not they have the capacity to respond to a question or pass it on to their supervisor. The AQ Assistant is required to identify and forward any potential issues that they experience or learn about through the course of their position to the AQ Coordinator. Work planning occurs within defined time frames and may require adjusting plans and priorities to respond to changing circumstances.

Examples:

* The AQ Assistant would, upon receiving an email that bounced back or couldn’t be delivered, follow up with resources available to them (e.g., Colleague, internet) to ensure that the student receives the message.
* If the AQ Assistant received an email from a disgruntled student, the email would be shared with the AQ Coordinator for follow-up.

##### Decision Making

Decisions are standardized but somewhat varied and adaptation is required. Decisions involve completeness and sequence of work, requiring decisions on prioritizing workload in consultation with supervisor (e.g., responding to time-sensitive communication, updating registration information for term start-up).

Examples:

* Responds to general questions from students or instructors; forwarding questions that require extensive knowledge of the Ontario education system to the AQ Coordinator; AQ Assistant will respond to questions about course dates, registration deadlines, course receipts, login information and routine prerequisite questions; forwarding specific questions about eligibility for enrolment and OCT course recommendations to AQ Coordinator
* Maintains database of term registrations; using the template provided and consults with AQ Coordinator on any changes they want to implement (e.g., method to identify BEd graduates who have temporary certificates or who have not yet submitted course prerequisites)

##### Impact

Impact on the organization extends to potential students. AQ Courses are offered to Ontario Certified teachers who are professionals; expectations are high for all communication to be complete, accurate and professional. If errors are identified, they increase the work of others in terms of time required to correct the error and to resolve any outstanding issues to minimize impact.

Examples:

* The reputation of the School of Education may be impacted if correspondence is not high-level (e.g., sending an email response with spelling errors or incorrect information may have the result in a teacher (student) opting to take courses at another university.
* In the event of a discrepancy in the information recorded in the registration database, the AQ Assistant may need to consult with the AQ Coordinator for assistance in tracing the issue to ensure a registered student receives the information they need to proceed with their course.
* Where misinformation was communicated to students, follow-up emails would be required to update students and ensure top-notch customer service is restored.

##### Responsibility for the Work of Others

No supervision of others is required.

##### Communication

External – Requires a high level of accuracy and articulation

* New students- answering general questions related to registration, prerequisites and course access

Internal –

* + IT – renaming accounts, account access for students, extending instructors’ accounts, resolving Blackboard enrollment issues, resolving technical issues with online registration system
  + Communications – website design, consult for AODA regulations
  + Student Accounts – working with manager of Student Accounts to update billing, process refunds, and update student records on Colleague
  + Instructors - to consult with them (course evaluations, student email contacts)
  + School of Education students – respond to questions about courses and registration
  + Alumni – respond to questions about concerns, registration, and transcripts

##### Motor/ Sensory Skills

Fine Motor Skills – Keyboarding requires accuracy and efficiency.

Visual – Data Entry to ensure accuracy.

##### Effort

Mental

- Sustained attention to detail to accurately input and verify various types of data, compiling information from various programs and documents into database

- Multiple competing demands and deadlines related to organizing registration records, preparing courses for start-up, and assisting with student inquiries about the registration process while maintaining focus

-Prioritizing workload, making sure all deadlines are being met.

-Ability to self-regulate under stressful and demanding circumstances – interacting with disgruntled AQ students regarding course eligibility or registration deadlines

Physical - stationary for long periods of time sitting in front of a computer screen.

##### Working Conditions

Work remotely at a high pace, from a home office equipped with technology capable of supporting this online position with support from the AQ Coordinator on Teams.

The AQ Assistant will work 35 hours weekly from 9:00 a.m. to 5:00 p.m. Additional work hours in the evening or weekend, in the week leading up to the start date of each of the four distinct AQ terms, may be required to respond to enrolment demands and time-sensitive processing of registrations. Advance notification of working additional hours will be provided.