#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:** Administrative Coordinator (Durham)

**Job Number:** A-417 | VIP: 1668

**Band:** OPSEU- 6

**NOC:** 1221

**Department:** Student Affairs, Durham

**Supervisor Title:** Manager, Student Affairs, Durham

**Last Reviewed:**  June 21, 2021

#### **Job Purpose:**

Acts as the first point of contact for students seeking support through Student Affairs. Assesses and triages student requests for appointments in order to provide timely and appropriate access to support for personal and mental health needs, student accessibility needs, academic and career supports. Provides administrative support for the Durham exam centre, the Manager and student affairs staff.

#### Key Activities:

##### Reception & Triage

* Provide administrative support to Student Affairs including reception and general office duties.
* Respond to inquiries from students, parents, staff, faculty and external community agencies providing accurate information on services and related campus programs at times requiring consultation with the Manager or professional staff.
* Evaluate and determine the most appropriate referral and/or effective way to respond to individual student inquiries.
* Respond to student requests for counselling and accessibility services by explaining the intake process. Determine the nature, urgency and severity of the presenting issue(s), at times requiring consultation with the Team Leader, or Manager.
* Recognizes symptoms of distress and responds appropriately with resources and linkages to services considering both internal and external resources including emergency medical services if necessary. Provide appropriate reassurance and a timely appointment, on an urgent basis if deemed warranted, decide what options/resources would be helpful as an interim intervention and apprise Team Lead, Counselling and Accessibility Services. Knowledge of Trent and community resources and referral protocols required.
* Ensures pre-service information is obtained and necessary forms completed prior to appointments and schedule intake appointments
* Book intake appointments.
* Schedule appointments with therapists, student accessibility advisors, academic & career advisors, academic skills instructors based on the nature of the request, including managing drop-in hours.
* Consult with Manager, Student Affairs and/or appropriate student services staff with respect to any higher-risk situations or when additional guidance or support as needed. Provide regular and timely updates around student issues to Manager.
* Provide check-in for appointments and ensure personal data for new and returning students is current and updated in an electronic database, if required.

**Administrative**

* Provide administrative support to Student Affairs including reception and general office duties.
* Coordinate schedules and room allocation for shared office spaces.
* Responsible for maintaining confidential files and records in accordance with the Personal Health Information Privacy Act (P.H.I.P.A.).
* Provide administrative support for the exam centre such as assisting with coordinating exams for external exams which are scheduled to be written at Trent Durham GTA, booking rooms for exams, distributing final exam reminders by email according to established policy and procedure for accommodated exams
* Assists with producing electronic and back up copies of final examination sign in sheets and updates on an ongoing basis
* Receive and ensure the safe-keeping of all tests and examinations during storage and transit of tests and examinations.
* Assist the exam centre coordinator to recruit volunteer note takers, and serve as a contact point and support for volunteer note takers, and the distribution of course notes taken by note takers.
* Organize dates for and participate in bi-weekly team meetings including providing input on administrative procedures.
* Schedules Durham CASSC meetings.
* Participate in the ongoing integration and coordination of services (Counselling, Accessibility, Academic Advising, Academic Skills).
* Manage Durham Transit UPASS distribution through Presto including entering student data and electronic distribution. Maintains Presto cards for those students without smartphones. Audit access monthly to ensure eligibility for UPASS.
* Provide support for producing and distributing City of Oshawa fitness membership cards.

**Finance**

* Monitor departmental budgets by reconciling the monthly financial statements with the invoices and purchase orders, and by generating budget summaries.
* Manage the Student Affairs Visa by signing out the card to approved designated users, collecting receipts and reconciling monthly.
* Responsible for billing clients for missed appointments or late cancellations and decide on fee waivers or reversals consulting with Manager as needed.
* Receives payments to student accounts.
* Invoice and collect fees for external exams and keep financial records.
* Coordinates purchase orders and arranges payment of invoices. Researches pricing and arranges RFQ’s for goods and services.

**Other**

* Assist with planning events and participate in volunteer appreciation, Open Houses and New Student Orientation.
* May require occasional weekend and evening work.

#### Education Required:

* General Degree (3 years) undergraduate degree, preference for psychology, sociology, social work, or related discipline.
* Training in the area crisis intervention preferred.
* Training in issues of diversity such as equity, inclusivity, cross-culturalism, gender sensitivity is preferred.

#### Experience/Qualifications Required:

* Minimum of two years related experience.
* Demonstrated ability to engage in active listening, tactfulness, confidentiality and compassionate approach.
* Excellent interpersonal skills and written/spoken communication skills, tact, patience and confidentiality.
* Multicultural awareness, excellent ability to engage students, faculty, staff and alumni from a diverse range of demographics.
* Excellent knowledge of the Microsoft Office Suite, web editing, and social media. Strong virtual communication skills. Experience and ability to design and produce online resources an asset.
* Demonstrated knowledge and experience of financial record-keeping.
* Excellent organizational skills, meticulous attention to detail, and a demonstrated and strong ability to take initiative. High degree of enthusiasm, efficiency, and organization.

#### Supervision:

Direct Responsibility

Student Employee(s)

Indirect Responsibility

* + assist with onboarding of new staff and student staff
  + staff contact incumbent before/after office hours to report sickness/absences that will require rescheduling of appointments
  + -volunteer notetakers

**Job Evaluation Factors:**

**Communication**

Internal:

* Students - current, prospective and alumni
* Faculty - Professors, Teaching Assistants
* Housing Services (RLCs, student dons)
* Finance Office
* TDSA
* Registrar’s Office, Financial Aid

External:

* Parents of students, current and prospective
* Durham Region Transit, Metrolinks, City of Oshawa Civic Recreation staff, Durham Rape Crisis Centre therapist, Ontario Shores therapist.

**Motor/ Sensory Skills**

* Fine motor skills - Data entry, word processing
* Gross motor skills - Refilling printer, carrying boxes of supplies
* Sitting/Standing - Reception front line
* Auditory - Listening in person and on the telephone to students in distress; to others calling for information
* Visual - Assessing state of distress of students

**Effort**

Mental:

* Sustained attention - Frequent interruptions from clients/colleagues increase effort effectively multi-task
* Seeing - Observing behaviour of clients to determine disposition, reading body language
* Hearing - Intense listening to multiple requests for services, being attuned to indications of crisis, instability

Physical:

* Sitting/Standing - At reception, being available for students in need, be at desk to be able to answer phone in person
* Keyboarding required for word processing, data entry
* Lifting, carrying - Required to replenish supplies, move equipment as needed

**Working Conditions**

Physical:

* Muscle strain - Lifting boxes and materials puts stress on the back.
* Safety concerns - Limited exits from work area may increase risk/stress when dealing with agitated students.

Psychological:

* Conflicting priorities - Multiple simultaneous demands i.e. reception, phones, keyboarding.
* Interruptions - Requirement to respond to urgent request/crisis interrupts concentration and flow of daily activities.
* Crisis Intervention - Front line nature of position is demanding and stressful when dealing students who are upset, in crisis, angry, unstable.