#### Trent University LogoOPSEU JOB DESCRIPTION

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

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

**Band:** OPSEU-6

**Department:** Student Affairs, Durham

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

**Last Reviewed:**  August 8, 2024

#### **Job Purpose:**

Working collaboratively in a multi-incumbent role, the Administrative Coordinator functions as the central point of access for students seeking services within the cross-functional department of Student Affairs Durham.

This role ensures a welcoming and responsive environment by providing cohesive service navigation, and comprehensive, integrated administrative support.

#### Key Activities:

##### Service Navigation & Reception

* Efficiently manages the initial contact and prioritization process for access to services within the department ensuring the most critical needs are addressed first
* Responds 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 Director/Assistant Director or professional staff.
* Determines most appropriate course of action in responding to appointment requests, student needs, issues or cases based on time sensitivity, academic cycle, and impact.
* Facilitates scheduling of student appointments within academic and career advising, academic skills, student accessibility services, and counselling services, including drop-in hours.
* Ensures pre-service information is obtained and necessary forms are completed prior to appointments to enhance quality of service provided
* Provides check-in for appointments and maintains up-to-date personal data for new and returning students in an electronic database, supporting accurate record-keeping and effective service delivery
* 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.
* Assists students in navigating myTrent, including the self-service portal (course registration), blackboard and service icons ensuring a smooth user experience
* Directs stakeholders to appropriate resources, personnel and/or departments for further assistance or support
* Consults with Director/Assistant Director, in responding to high-risk/urgent situations or when additional guidance or support is needed

##### Administrative

* Provides administrative support to the Student Affairs department services including reception, appointment check-in, rescheduling/cancellation of appointments
* Responds to incoming communications, including phone calls, emails, and in-person inquiries to ensure timely and accurate information dissemination
* Maintains website content, digital displays and print materials promoting services, programming, and events
* Coordinates schedules and room allocation for shared office spaces and meeting spaces
* Responsible for maintaining confidential files and records in accordance with the Freedom of Information and Protection of Privacy Act (FIPPA) and Personal Health Information Privacy Act (PHIPA), including coordinating archival and disposal of records, and ensuring tasks are appropriately documented
* Organizes dates for and participates in departmental team meetings including providing input on administrative procedures
* Manages calendars of Director and Assistant Director
* Schedules and provides support for Durham CASSC meetings including minute taking
* Manages Durham Transit UPASS distribution including entering student data and electronic distribution. Audits access regularly to ensure eligibility for UPASS
* Provides support for producing and distributing City of Oshawa fitness membership cards
* Responsible for maintaining office supplies for the department

##### Finance

* Monitors departmental budgets by reconciling the monthly financial statements with the invoices and purchase orders, and by generating budget summaries
* Manages the Student Affairs Visa by signing out the card to approved designated users, collecting receipts and reconciling monthly
* Coordinates purchase orders and arranges payment of invoices
* Researches pricing and assists with RFQ’s for goods and services
* Assists with managing invoicing and payments for Durham Regional Transit and the City of Oshawa

##### Event Support

* Assists student affairs staff with event planning including booking spaces, ordering catering and supplies, working with vendors/contractors and facilities.

##### Other

* Participates in volunteer appreciation, recruitment events, and new student Orientation
* Other administrative tasks as assigned
* Will require evening and occasional weekend work

#### Education Required:

* General University Degree (3 years), preference for psychology, sociology, social work, or related discipline.

#### Experience/Qualifications Required:

* Minimum of two (2) years related experience.
* Training in Non-Violent Crisis Intervention and/or Mental Health First Aid an asset. Must be willing to be trained in these areas.
* Exceptional interpersonal skills and written/verbal communication skills with demonstrated ability in active listening, tactfulness, and maintaining confidentiality.
* Excellent ability to engage with students, faculty, staff and alumni from a diverse range of demographics.
* Demonstrated ability to handle varied work under pressure with accuracy and diplomacy.
* Experience and ability to work collaboratively within a complex and multifaceted work environment.
* Knowledge of the Microsoft Office Suite, web editing, and social media.
* Experience and ability to design and produce online resources an asset.
* Demonstrated knowledge and experience of financial record-keeping.
* Proven organizational skills, meticulous attention to detail and a strong ability to take initiative. High degree of enthusiasm, efficiency, and organization.
* Familiarity with Trent services and structures in addition to surrounding community resources.

**Job Evaluation Factors:**

##### Responsibility for the Work of Others

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

##### Communication

Internal:

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

External:

* Parents of students, current and prospective
* Durham Region Transit, Metrolinks, City of Oshawa Civic Recreation staff, community partners offering services on campus

##### 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 as needed and urgent requests which interrupt concentration and flow of daily activities.
* Crisis Intervention - Front line nature of position is demanding and stressful when dealing students who are upset, in distress, angry, unstable.