OPSEU JOB DESCRIPTION

**Job Title:** Administrative & Communications Assistant

**Job Number:** A-421 | VIP: 1680

**Band:** OPSEU- 6

**Department:** Co-op, Careers & Experiential Learning (CCEL)

**Supervisor Title:**  Director, Careerspace

**Last Reviewed:** August 5, 2021

#### **Job Purpose:**

Under the direction of the Director, Careerspace, the Administrative & Communications Assistant is responsible for providing administrative, information technology, communications, TSWEP & TWSP coordination and student coordination to the Co-op, Careers & Experiential Learning team.

This position has a university-wide mandate and is based at the Peterborough Campus. The incumbent provides subject matter expertise to all campuses, requiring regular interpersonal interactions and collaboration with departments at the Peterborough Campus, the Durham Campus, and external partners. Special attention is given to ensure equitable service delivery across all locations.

#### Key Activities:

##### Administrative Support

* Maintains and provides financial analytics and budget models for projects to Director, adhering to strict confidentiality and employing a high degree of discretion, tact, and judgement.
* Monitors departmental budgets by reconciling the monthly financial statements with the invoices and purchase orders, and by generating budget summaries.
* Prepares purchase orders and arranges payment of invoices.
* Reconciles office purchasing cards, statements, invoices, etc.
* Orders office supplies. Coordinates inventory, supplies and maintenance of office equipment and furniture.
* Maintains records and files, compiles information, and documents processes as required.
* Makes conference bookings, researches pricing and makes travel arrangements for office staff, including accommodation, transportation, and expense reimbursement.
* Coordinates infrastructure support (space, catering, parking, cleaning, audio-visual equipment, and teleconference) for school events and meetings.
* Arranges department, individual and committee meetings including preparing and distributing agenda, making room bookings, and updating email distribution lists.
* Manages card access to CCEL office spaces and the inventory and distribution of office keys.
* Researches best practices in CCEL services at the request of the Director to assist with policy and procedure development.
* Where needed, supports community based, and other, research project administration, which could include coordinating paperwork, organizing meetings and following up with stakeholders on outstanding deliverables.

##### Financial Aid Coordination

* Coordinates TWSP and TSWEP processes.
* Coordinate with on-campus departments to promote and distribute funds.
* Develops a marketing campaign (social & print) to encourage on-campus departments to participate.
* Determine (based on a rubrick) successful applications.
* Ensure the application process is updated and available.
* Works with the Financial Aid Office to determine funding availability and student eligibility.
* Update student accounts.

##### Human Resources Support

* Works with CCEL staff to update student job descriptions, hires and supervises student staff including training, job postings, employment contract submissions, staff account requests, onboarding of new employees, and supervision of student staff on project-based initiatives.
* Assist department managers to monitor, approve, and resolve issues related to students.

##### Communications Support

* Develops and maintains web pages for CCEL in consultation with staff.
* Plans, designs and executes a social media strategy to promote CareerSpace events and projects on and off-campus.
* Liaises with Central Marketing on the branding of CareerSpace on social media.
* Coordinates the creation of marketing materials for CareerSpace.
* Is an active member of the Central Communications team meetings.
* Gathers information, testimonials and media related resources to tell the story of EL across campus and for prospective students.
* Contributes to the development and maintenance of materials that can be shared with community partners and potential employers about graduates, testimonials and opportunities to engage.
* Contributes to the planning and execution of a series of high impact events (Career & EL Fair, Graduate and Professional School Expo, Celebration of Research, Community Appreciation etc.) community and workplace partners to develop and engage strategic partnerships.
* Contributes to student recruitment by participating in campus recruitment events (Open House, Tours Plus etc.) as well as represent Careerspace and Trent Community Research Centre at off campus events (Ontario Universities Fair).
* Contributes to the development and execution of an annual marketing strategy for Careerspace.
* Contributing to a marketing strategy for the Student Experience Portal and all relevant tools.
* Promoting the use of the Experience Transcript by developing a marketing campaign and social media strategy around the tool.
* Encouraging and promote co-curricular opportunities in the system for students to add to their transcript.
* Ensuring that CareerSpace staff and volunteers are aware of all relevant event information in order to properly advise students.

##### Other Duties

* Coordinates and provides administrative support to special projects as required.
* Provides support and backup to CCEL team members, including triaging and responding to all types of inquiries and working at the reception desk when necessary.
* Assists with institutional recruitment and retention efforts by participating in internal and external events.
* Flexible work schedule, including evenings and weekends.
* Other duties as assigned.

#### Education Required:

* General University Degree (3 year).
* Honours Bachelor’s Degree (4 year) preferred.

#### Experience/Qualifications Required:

* Three years of administrative experience in a professional or academic office environment required.
* Experience working with and supervising students considered and asset.
* Excellent interpersonal, cross-cultural, and oral communication skills; fluency in a second language other than French is preferred.
* Proven experience using complex institutional finance and purchasing systems.
* Demonstrated experience and ability managing and tracking budgets.
* Demonstrated experience creating and maintaining websites using Drupal CMS.
* Expert working knowledge of all social media platforms and experience developing strategy and campaigns.
* Demonstrated strong writing skills and attention to detail.
* Demonstrated strong technical skills and proficiency with spreadsheets and databases.
* Strong interpersonal skills. Articulate and professional. High customer service orientation.
* Strong organizational skills. Able to handle multiple projects with competing deadlines.
* Superior verbal and written communication skills and the ability to interact effectively and constructively with a wide range of stakeholders, including community partners, faculty, staff and students.
* Well organized, results driven, effective time-management skills and ability to focus on multiple priorities.
* Demonstrated strength in project and event management, organization, evaluation, and reporting.
* Ability to work independently.
* Must hold a valid Ontario (or equivalent) Driver’s License – Class ‘G’ minimum.

#### Supervision:

* Supervise and direct the activities of student employees.