#### **Trent University LogoOPSEU JOB DESCRIPTION**

**Job Title:** Academic Administrative Assistant

**Job Number:** SO-275 | VIP: 1249

**NOC:**  1241

**Band:** 6

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

**Supervisor Title:** Operations Manager, School of Education

**Last Reviewed:** January 19, 2022

#### Job Purpose:

Reporting to the Operations Manager, the Academic Administrative Assistant provides administrative and academic support for the Dean, Operations Manager and academic operations of the School, specifically supporting the work of the collegial chair, the Consecutive B.Ed. and Concurrent Indigenous B.Ed. program coordinators, faculty, and instructors with programming. As part of the assistance to the Dean, liaises with Regulatory bodies (e.g., OADE, OCT, MTCU, the Ministry of Education) and external partners. Provides efficient routine functioning of the School of Education Office.

#### Key Activities:

##### ***Administrative Support***

* Responsible for full administrative support to the Dean of Education. Acts as initial contact, scheduling appointments in the Dean’s Outlook calendar, making travel arrangements, answering routine correspondence, preparation of materials for meetings, alerting the Dean of upcoming annual University deadlines.
* For all School of Education faculty personnel, provides administrative and organizational support in preparation of materials for meetings, workshops and presentations.
* Promptly addresses faculty, staff, student, and public questions (e.g. complaints, concerns, and general information) by interpreting policy; acts as an effective spokesperson for the School; 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.
* Responds to routine School of Education correspondence, including managing relevant School email accounts, on own initiative or from brief verbal instructions, facilitates internal communication to students and faculty through email distribution lists.
* Responsible for document management and retention; develops, manages, and maintains paper and electronic filing systems specific to program needs
* Arranges School and committee meetings relevant to the programs as necessary, room bookings, takes meeting minutes, prepares all relevant materials pertinent to meetings and ensures rooms are set up.
* Responsible for administrative duties associated with relevant course evaluations (communicating deadlines, collecting and sharing results with Dean’s Office).
* Maintains and updates School of Education office records, including maintaining Committee records, reviewing and formatting course syllabi, maintaining faculty and staff lists.
* Reconciles active enrolment lists with the Registrar’s Office enrolments lists.
* Co-ordinates electronic print shop requests for faculty, submits to print shop in a timely fashion and tracks all requests for budgeting purposes.
* Assist with Convocation

***TUFA and CUPE Support:***

* Provides full administrative support to the Personnel Chair for TUFA and CUPE recruitment and hiring processes by collecting applications and corresponding with applicants, setting up interviews, and arranging travel and accommodation for candidates. Uses discretion when handling confidential material. Assists in orientating new faculty to Trent University’s policies and procedures.
* Supports the Personnel Chair with TUFA tenure, promotion, and merit files collecting student and colleague letters of support.
* Responsible for ensuring CUPE 1 members requesting Right of first refusal are provided the departmental criteria, set up in-class visits.
* Administers and tracks all B.Ed. student experience of teaching surveys (SETS) as per the procedures described in the TUFA Collective Agreement (communicating deadlines, collating and sharing results with Dean’s Office).

***Academic Support***

* Liaises with Trent Academic departments, Registrar’s Office and other Dean’s offices to ensure all policies and procedures are up to date, reviews and updates Faculty Handbook annually.
* Coordinates submission of final grades through the online Blackboard system, communicating with faculty to ensure deadlines are met. Supports and trains individual faculty (as required) with online grade access. Maintains detailed records for incomplete grades and appeal processes and follows up on change of grades for same. Compiles same for Dean’s verification.
* Associates all faculty to their courses on Colleague for grade purposes, etc.
* Liaises with Dean regarding course syllabi review prior to submission
* Coordinates with faculty and liaises with Trent Bookstore for each term’s textbook orders.
* Liaises with the Centre for Academic Testing (CAT) for students who require special accommodations for final exams and the math and literacy proficiency assessment tests.

***Coordination of School of Education Departmental Functions***

* Coordinates infrastructure and support for regular major program functions and events such as Orientation Day, Reading of Applications Day, Welcome Reception, Faculty Orientation Day, Convocation and Building Futures Day.
* Coordinates initial communications with B.Ed. admissions offer recipients to help secure higher conversion rates.
* Coordinates Student Orientation Day packages and mailings, and Teacher Candidate materials preparation.
* Responds to inquiries and requests, liaising with organizations outside of Trent (OCT, MTCU, Ministry of Education, OADE).
* Liaises with Trent Academic departments, Facilities Management, Security, Campus Card Office, Communications, and the College Office to maintain and support academic events.
* Works closely with the Operations Manager to assist with other major program functions such as Foundations Week and Professional Events Week.

#### Education Required:

General Bachelor’s Degree (3 year) required.

#### Experience/Qualifications Required:

1. Three years of higher education administrative experience.
2. 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
3. Excellent organizational skills and problem-solving skills with strong attention to detail.
4. Financial management experience including budget development and implementation.
5. Maturity, good judgement, tact, and the ability to maintain confidentiality.
6. Ability to work accurately in stressful conditions with multiple demands, tight deadlines, and changing priorities.

#### Supervision:

##### *Indirect Responsibility*

Student Employees: Student Employees – TWSP Office Assistants – training and orientation, oversee assignment of tasks

**Job Evaluation Factors:**

**Analytical Reasoning**

Role requires strong reasoning skills, such as in the area of being aware of unusual student circumstances. For example, there is often a time-lag inconsistency between the Registrar's 'official' list of students in the B.Ed. program and the actual reality of who is currently in attendance in the program. This is due to pending withdrawals, potential withdrawals being considered, deferrals in process, and short- or medium-term absences/leaves due to illness, etc. With 250+ students in the program, there can be up to 10 individuals in such varied circumstances at any given moment, and the nature of any individual situation will determine critical decisions such as which communications they should be receiving (i.e., through group emails), and which individuals are being copied with respect to confidential information pertaining to that individual. The Academic Administrative Assistant needs to have an ongoing awareness of these (often fluid) situations, and needs to be constantly aware of whether the right communications are being sent to the right parties with respect to these cases.

**Decision Making**

Needs to set task priorities based on circumstances and relevant demands with minimal oversight. Must be aware of and prepared for upcoming events and deadlines. Needs to initiate action, often in collaboration with others, in a timely manner in order to ensure these deadlines are met. Must exercise sound judgement in response to emergent situations, such as through a teacher candidate contacting the office in a situation of personal crisis, in order to ensure key parties are contacted, supports are offered as necessary, and follow-up is pursued.

**Impact**

Impact on the Dean of Education and institutional reputation is significant; liaison with external bodies and government agencies needs to be timely, accurate, and professional. Other impact on the internal organization is typically confined to the work group or individual clients or service partners within the university: for example, ensuring B.Ed. Teacher Candidate records are up-to-date impacts the placement coordinator in seeking practicum placements.

**Communication**

Internal

* **University Secretariat**
* **Provost & V.P. Academic**
* **Registrar’s Office** – Confirming accurate enrolment numbers (admits and withdrawals), mark submissions, grade changes, and incompletes.
* **Deans Office**
* **Academic Departments**
* **Faculty** – Works in conjunction with faculty regarding University and Departmental/Program policies and procedures, course SETS, course syllabi, textbook orders, scheduling, enrolment issues, classrooms needs and location, assignments and committee work.
* **Teacher Candidates** – Provides guidance for a high volume of students seeking classroom locations, timetable clarification and faculty offices. Advises students with the general direction of their programs. Manages dropped off assignments. Announcements of events in the department
* **Information Technology** – Reports Departmental phone problems, office moves, and classroom issues.
* **Facilities Management**– Reports and requests repairs for building deficiencies, water leaks, A/C and heat issues, lighting, rodent activity, furniture and or equipment moves or removal, faculty office moves, equipment disposal, painting requests, and electrical issues
* **Print Shop** – Clarifies printing requests for faculty.
* **Bookstore** – Ordering textbooks

External

* **General Public** – answer questions, refer to appropriate faculty/staff
* **Future students** – provide general information regarding programs, as required
* Communication with other **external agencies**, including but not limited to:
	+ Schools and Boards of Education
	+ Directors of Education
	+ Other Faculties of Ontario Universities
	+ Ontario College of Teachers (OCT)
	+ Ministry of Education
	+ Elementary Teachers Federation on Ontario (ETFO)
	+ Ontario Secondary School Teachers Federation (OSSTF)
	+ Ontario English Catholic Teachers’ Association (OECTA)
	+ Ontario Teachers Federation (OTF)
	+ Ontario Association of Deans of Education (OADE)
	+ Association of Canadian Deans of Education (ACDE)
	+ Ministry of Colleges and Universities (MCU)
* Conference/guest speakers and participants
* **Hotels** – visiting speakers, candidates, and Dean accommodation

**Motor/ Sensory Skills**

* Meet completing deadlines, deal with faculty and students, schedule meetings for the Dean, attend meetings, provide support in all facets of the program
* Digital processing – computing
* Photocopying – collating
* Sight – Computing, reading and daily office operation
* Hearing – Listening in daily office operation
* Speaking – conveying information verbally

**Effort**

Mental

* Orienting new faculty, students, staff
* Sustained attention – collating course SETS summaries for faculty
* Showing others how to perform certain tasks
* Dependable and accessible to students, staff and faculty
* Decision making - Recommendations regarding annual student events
* Maintains confidentiality when dealing with sensitive issues
* Focus, sensory - Able to switch gears and tasks often

Physical

* Moving furniture in classrooms to set up for meetings, workshops
* Pushing and/or pulling carts carrying boxes of materials for faculty and students

**Working Conditions**

*Indicate any physical and psychological conditions of the position that make the job unpleasant, disagreeable and/or hazardous to health and well-being. Describe the nature, frequency and duration of exposure.*

Physical

* Sitting for extended periods - office setting

Psychological

* Interruptions – lack of privacy, multiple demands and continuous re-prioritization of work (Dean, faculty, students),
* Complaints – dealing with frustrated and disgruntled faculty and students
* Sometimes noisy office