#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:** Administrative Coordinator (IEN Program)

**Job Number:** SO-461| VIP: 1734

**Band:** OPSEU- 6

**Department:** Centre for Teaching & Learning / Trent Online

**Supervisor Title:**  Associate Dean, Teaching & Learning

**Last Reviewed:** April 12, 2022

#### **Job Purpose:**

Coordinates the day-to-day operations of Trent Online support for the Internationally Educated Nurses (IEN) Consortium program including drafting and overseeing internal and external communications, preparing and monitoring the Trent Online IEN budget, coordinating course design projects, continuous quality improvement and other tasks relating to Trent Online support for the IEN program. Assists with Centre for Teaching and Learning and Trent Online operations as assigned.

#### Key Activities:

##### Administrative Support

* Oversees the month-to-month financial business of Trent Online support for the IEN program, including but not limited to:
	+ Receiving monthly account statements and reconciling with invoices and purchase orders
	+ Reviewing and correcting budget anomalies
	+ Overseeing program transfers
	+ Making and Reconciling VISA and print card purchases
* Generates budget summaries and maintains an ongoing shadow budget for use during the annual budget planning process
	+ Reports account status regularly to ensure program expenditures remain within the approved budget
* Coordinates staff expense reimbursements, purchase requisitions and payment of invoices, liaises with the purchasing department to prepare RFQs when required.
* Ensures all financial transactions are in accordance with institutional policy and attains necessary approvals when required
* Assesses program needs for supplies, hardware, and software and explores affordable and effective options for the team to attain. Liaises with the purchasing department to prepare/approve purchase orders and/or RFQs when needed.
* Liaises with the IEN Consortium Coordinator as required
* Manages paperwork and filing of all administrative documents, including but not limited to funding agreements, receipts, invoices, contracts, and prepared resources in accordance with FIPPA requirements
* Develops and maintains program document sharing and storage system
* Develops and manages comprehensive records for IEN course development policies
* Develops and implements efficient and integrated organizational strategies for Trent Online administrative needs including the creation of standards of practice for ongoing departmental projects
* Coordinates, supports, and contributes to internal program meetings as well as Trent Online meetings with IEN program management committee (includes but is not limited to teleconferencing, attendance tracking, minuting, and participation)
* Supports the hiring and onboarding of new staff including the coordination of interviews, basic on boarding training (support with Trent policies and systems) and assigning of appropriate financial permissions, access control, and key distribution
* Coordinates externally contracted deliverables such as but not limited to: project completion in collaboration with the instructional and educational design team, including the program financial oversight
* Assists in CTL/Trent Online administrative duties as assigned

##### Communications Support

* Contributes to the development and dissemination of communications with students and faculty, for all social media, email, print, and digital communications as they relate to Trent Online support for IEN program projects including but not limited to:
	+ Online Course (re)Design
	+ Professional Development Events
	+ Newsletters, podcasts, and blogs
* Drafts, edits, and disseminates digital and print communications, including but not limited to promotional materials, brochures, and annual reports
* Creates and edits pages for Trent Online and Centre for Teaching Websites including the creation of new pages, removal of old pages, and ongoing maintenance of accurate information
* Collaborates with the Office of Communications on site re-design and large-scale edits
* Assists in online course-related communications to students including exam proctoring, course design feedback surveys, and student-facing resources for online learning
* Attends orientation events to answer questions about Trent Online
* Generates feedback surveys for workshop/event participants and gathers testimonials about departmental activities
* Acts as first point of contact for program inquiries including but not limited to inquiries received via in-person reception, on social media, by email, and by phone
	+ Ensures courteous, timely and effective resolutions using personal judgement with little guidance and in accordance with university policy. Assesses, handles and/or redirects these questions and/or concerns to the appropriate departments.
* Assists with the drafting, editing, and dissemination of student and faculty facing resources for teaching and for success in online courses
* Ensures all Trent Online communications meet standards of accessibility as per the AODA and in collaboration with the Trent Centre for Human Rights, Equity, and Accessibility
* Ensures all Trent Online communications are in line with university policy as well as departmental and institutional mission, vision, and values
* Assists with CTL/Trent Online communication activities as assigned

##### Information Technology Support

* Provides basic technical support for students and faculty including:
	+ Basic blackboard assistance
	+ Assistance with teleconferencing technologies being used for program events/workshops
* Escalates technology-related inquiries to other team members/Trent IT when needed
* Creates, edits content, and adds users to program sites within the Learning Management System
* Onboards new faculty to the IEN program ensuring they receive requisite resources and access to community sites and are added to necessary program distribution lists
* Maintains digital document sharing platforms (intranet, shared drive, teams, sharepoint, etc.) are organized and ensures staff permissions are up to date
* Assists with CTL/Trent Online information technology support as assigned

##### Other Duties

* Flexible work schedule, evening and weekend hours may be required to support certain events/workshops
* Other similar duties as assigned

#### Education Required:

General University Degree (3 year) required; Honour’s University Degree preferred.

#### Experience/Qualifications Required:

* Minimum of 2 years’ work experience in administration in a mid-sized institutional context;
* Demonstrated exceptional written and verbal communication skills
* Drupal web page design experience (or equivalent);
* Evidence of innovation and problem solving to build administrative efficiencies.
* Experience in maintaining basic financial records and operational budget reports.
* Excellent interpersonal skills, demonstrating a professional, pleasant demeanour and excellent public relations skills, including dealing with difficult stakeholders, exercising tact, discretion, diplomacy and maintaining confidentiality at all times.
* Superior communication skills: excellent listening, oral and written communication skills.
* High level of proficiency in Microsoft Office – Word and Excel.
* Willingness and ability to work flexibly around events, with occasional work outside of normal hours.

#### Supervision:

* No formal supervision of others is required.
* Provide guidance by helping new staff to adapt to the work environment or orienting others to work processes and methods on an ad hoc basis.