#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:** International Administrative Assistant

**Job Number:** SO-464 | VIP: 1753

**Band:** OPSEU-6

**Department:** Trent International

**Supervisor Title:** International Operations Manager

**Last Reviewed:**  June 28, 2022

#### **Job Purpose:**

Reporting to the International Operations Manager, the International Administrative Assistant provides administrative, communication, and student support. Specifically, they support the work of the Associate Vice-President, International, the Global Engagement staff, and international recruitment team by being a first-point-of-contact with international students needing assistance and greeting international guests visiting Trent campuses

This position works closely with Trent International management to provide office operation support to other staff members. The incumbent also trains, schedules, and supervises a team of student staff who work at the front desk, and lead special administrative projects as required by the AVP International. A key portion of this role is to support incoming international students in preparing their Safe Arrival Plan, ensuring that they meet current entry requirements, and providing back-up support to UHIP Administrator to ensure eligible students are registered in health plan and understand the health plan policy

#### Key Activities:

##### Front Reception & General Office Administration

* Train, schedule, and oversee front desk student staff.
* First point of contact for student, staff, faculty, and community members seeking information or support form Trent International.
* Possess a thorough knowledge of Trent University’s important dates, course registration processes, admission cycle and processes, and common international student needs.
* Provide back-up support to front reception and during high traffic period.
* Assists and/or redirects students as required.
* Responsible for general office duties, including filing, shipping & receiving, printing, contacting and scheduling office equipment services from Trent-IT, Facility Management, and other professional service providers as required.
* Communicate professionally and triage front desk issues to appropriate colleagues when required.

##### Administrative Support

* Provides administrative support to Associate Vice-President, International, Director, Trent International, Global Engagement Manager, and International Operations Manager.
* Responsible for document management and retention; develops, manages, and maintains paper and electronic filing systems specific to Trent International needs as required.
* Prepare packages for international shipping.
* Bookkeeping for the international office expenses

##### Committee & Event Support

* Supports Management team in hosting visiting guests and delegations.
* Books rooms, orders supplies, and ensures that expenses are reconciled in a timely manner.
* Takes and circulates meeting minutes periodically.

##### International Student Support

* Works closely with the International Student Advisor and the Global Engagement Manager to support the safe arrival of international students.
* Understands current national entry requirement and public health guidelines pertaining to COVID-19 and other international events relevant to Trent’s international students.
* Monitors Trent’s Safe Arrival Plan submissions, assesses students’ plans, and communicates with students as needed
* Tracks submissions, arrival dates, and quarantine status of incoming students
* Provides regular updates to TI management team on numbers and nature of Safe Arrival Plans.
* Serve as the back-up staff member and collaborate with UHIP Administrator to ensure eligible students are registered in UHIP health plan and understand the health plan policy

#### Education Required:

* Honours Bachelor’s Degree (4 year).
* Preference given to applicants with a background in Education or Business Administration

#### Experience/Qualifications Required:

* Two (2) years of administrative experience required with experience supporting students preferred.
* A solid understanding of the unique issues faced by international students.
* Exemplary customer service skill in a busy office environment
* Expertise in the use of standard word-processing and spreadsheet applications including Word and Excel, demonstrated ability to master new computer platforms.
* Excellent organizational skills and problem-solving skills with strong attention to detail.
* Maturity, good judgement, tact, and the ability to maintain confidentiality.
* Ability to work accurately in stressful conditions with multiple demands, tight deadlines, and changing priorities.

**Job Evaluation Factors:**

##### Responsibility for the Work of Others

* Direct Responsibility: N/A
* Indirect Responsibility: front desk student employees

##### Communication

External Contacts:

* Prospective and current students, their families and supporters
* Trent International guests and delegates

Internal Contacts:

* Student employees
* Trent International staff
* Trent Faculty, other staff members, student groups, and campus community members outside of the department

##### Motor/Sensory Skills

Motor Skills:

* Fine motor skills required for keyboarding

Sensory Skills:

* Extensive use of computer
* Attention to details
* Constantly switching screens to access data

##### Effort

Menta Effort:

* Ability to shift priorities with frequent interruptions

Physical Effort:

* Keyboarding and reading on screens for extended periods of time

##### Working Conditions

Psychological:

* Multiple competing demands
* Exercise discretion, tact and empathy to students in crises or stressful situations
* Dealing with complaints and public criticism

Physical:

* Working in general office environment on campus