#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:** Education Administrative Assistant

**Job Number:** SO-466 | VIP: 1768

**Band:** OPSEU-6

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

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

**Last Reviewed:**  August 24, 2022

#### **Job Purpose:**

Under the supervision of the Operations Manager, School of Education, and in collaboration with the Placement Coordinator and the Director, Master of Education, the Education Administrative Assistant will provide administrative support to these pre-service and graduate programs.

#### Key Activities:

##### Specific to the Placement Coordinator

* Provides administrative support to the Placement Coordinator regarding placement and practicum arrangements for B.Ed. and B.Ed. Indigenous students, which includes activities such as:
  + Communication with partner school administration regarding placement opportunities.
  + Providing timely feedback to schools when they seek advice or have questions regarding practical and placements.
  + Maintenance of appropriate records as required by the Placement Coordinator.
* Provide regular and timely updates and consult with Placement Coordinator when additional guidance or support as needed when issues arise with B.Ed. students or school teachers.
* Ongoing update of databases for tracking purposes.
* Support the Placement Coordinator in the updating and revision of documentation.
* Help arrange the annual Education Recruitment Fair.
* Ensure ongoing promotion of positive and long-lasting working relationships with Associate Teachers, Education Coordinators, and all participatory school boards.
* Other duties as assigned.

##### Specific to the Director, Master of Education

* Receives and screens all incoming calls and emails to the M.Ed. program. Provides information and ensures that enquiries are handled in a prompt and efficient manner.
* Provides and maintains information for the M.Ed. program’s website.
* Advises M.Ed. and G.Dip. students regarding their programs of study and policies and procedures to ensure that students are aware of all requirements they are to meet and of support available.
* Distributes all student Progress Reports to faculty members for their comments and marks; coordinates and compiles marks and comments on reports for the Director's signature and subsequently returns them to the Graduate Studies office by deadline.
* Liaises with the Financial and Personnel Manager in relation to all student expense forms regarding their research expense allotment so that they can get reimbursement for their research expenses.
* Oversees the program’s lounge and student computer facilities. Liaises with the Demonstrator and IT to ensure installation of software and troubleshooting to ensure that all student computers are functioning properly.
* Attends and gives out information at Recruitment Fair each year.
* Assists the Graduate Director in advising students one-to-one regarding educational pathways and programs, ensuring student graduate program and course decisions align with goals and potential opportunities in the field.
* Develops, manages and maintains paper and electronic files and records for the Master’s in Educational Studies Program (e.g. applications and academic records; course offerings, registration, time-limit extensions, leaves of absence, and class lists) and, when requested, selects and compiles information and statistics from these records (student enrolment, audit data, staffing, teaching loads, class sizes).
* Develops and maintains a detailed database that tracks all Education graduate students, including supervisory committees, committee meeting dates, using Access, colleague/graduate student database and keeps alumni database (addresses, employment).
* Coordinates master’s thesis defense, including videoconferencing (where applicable). Arranges travel, accommodations, and reimbursements for external examiners.
* Orients new graduate students, both by organizing an orientation session and individually as necessary; Provides administrative and support services to graduate students including requesting email accounts, keys, mailboxes, arranging for office space, obtaining library privileges.
* Liaises with the Graduate Student Ambassadors for events and mentorship programming.
* Coordinates applications with the School of Graduate Studies office, including preparing a summary for the Graduate Director, placing applicant files on the Shared Drive, assisting the Graduate Director with program admissions and recommendations to the School of Graduate Studies. Coordinates with the School of Graduate Studies Office acceptances, rejections, and notification thereof.
* Administers and co-ordinates the business of the Master’s in Educational Studies Program, addressing faculty, student, and public questions (e.g. concerns, and detailed information), receiving, interpreting and conveying verbal and written information with clarity.
* Assists the Graduate Director of the Master’s in Educational Studies Program in liaising with the Office of Research and the Office of Graduate Studies regarding policy and procedural matters and in communicating waivers, conditions, exceptions, etc. regarding particular students and circumstances.
* Coordinate with the School of Graduate Studies and the Finance Office to complete accurate billing of student accounts for tuition and fees for graduate students in the School of Education
* Coordinates and liaises with visitors to the program, including external examiners, and speakers, and associated financial and personnel tasks.
* Assists in managing program budget, scholarships, and awards, checking budgets according to various guidelines, policies and procedures and making recommendations to the Director and advises students regarding requirements and obligations related to scholarships and awards available.
* Compiles and updates all alumni information so that former students can be contacted and compiles statistical information regarding jobs or further education pursued after graduation from the program.
* Coordinates and liaises between the Graduate Studies Office and the program by following up on, and advertising to the Graduate Studies office of, any changes regarding student programs, marks, TA responsibilities, supervisory responsibilities, oral exams, change in status, etc. of students in the program and makes sure that students are following the guidelines set out by the Graduate Studies Graduate Students Handbook.
* Other duties as assigned.

#### Education Required:

* General University Degree (3 years).

#### Experience/Qualifications Required:

* Two (2) years of administrative experience, post-secondary experience preferred.
* Expertise in the use of standard word-processing and spreadsheet applications including Excel and Word, demonstrated ability to master new computer platforms.
* Excellent organizational 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.
* Critical thinking and effective problem-solving skills an asset.
* Ability to maintain confidentiality.

**Job Evaluation Factors:**

##### Communication

Internal:

* Faculty - various disciplines, consult and advise regarding student courses, course loads and supervision, setting up oral exams. Meetings, advise as to who will be assigned TA's to their departments, ask for and compile grades for students
* Students - explain procedures for reimbursement of their research expenses and show how to fill out forms. Answer any questions, set up appointments with the Director
* Print Shop - Printing jobs, order supplies, report on photocopier reading once a month
* Finance and Personnel Manager - budget items, status of student accounts, request transfers and payment of expenses, process purchase requests, obtain Low Value Purchase Orders, deliver quotes from suppliers
* Graduate Studies Office - ask for information packages, set up oral exams, to arrange TA's, forward student marks, forward student registration materials, forward student applications, inform about student change in status.
* Dean's Office - inform and check the status of External Research Associates, talk about TA appointments, consult about policy and procedures
* Registrar's Office - obtain grades for Trent students applying to the program, book rooms, get Trent promotional materials
* Room bookings and arrange functions
* Food Services Department - organize functions and to order food for and refreshments for luncheons, plenaries, board meetings, book launches and other functions
* IT - set up new email accounts, set up training programs, help with computer problems, hookups and consult when system is down
* Administrative Officer - keys made, distributed to graduate students, recorded and returned when students convocate
* KMEC and Communications Office - ask to have publications and letterhead designed, ask to have certain events advertised
* Liaise with Financial Aids Office - regarding financial aid for students
* Development Office - consult about interest from endowment accounts, grants, scholarships

External:

* Prospective students
* School boards partners
* Associate Teachers
* Other Universities - consult, request letters of recommendation, transcripts, invite faculty to present
* External Research Associates - arrange for email, library cards, invite to functions, advise appointments and when elapsed
* Public Interest groups and members of community - invite them to functions, send them newsletter, communicate with sponsors
* Media - place ads in journals and papers to advertise
* Auto rental agencies, hotels and travel agencies - book these for the Director and visiting faculty
* Families to students - personal situations, give out information
* Alumni - update their files, send the newsletters to them, advise updates
* Government Representatives - consult with them as External Examiners for M.Ed. oral exams, set up meetings, ask them to present seminars

##### Motor/ Sensory Skills

Motor Skills:

* Fine Motor Skills – Data entry via keyboard, mouse
* Dexterity – Word processing

Sensory Skills:

* Hearing – Responding to telephone and people in office, multi-tasking , ability to concentrate in a busy environment
* Sight – Reading various reporting data and significant attention to detail required

##### Effort

Mental:

* Multiple competing demands and deadlines related to practicum planning for each practicum under pressure while maintaining focus.
* Prioritizing workload, making sure all deadlines are being met.
* Sustained concentration - Compiling data, determining student placements, creating statistical reports for the Director and Graduate Studies for the purpose of analysis and recording, long periods of visual attention and sustained concentration - Input and verify accuracy and completeness of various types of data, compiling information from various media into database with frequent interruptions.
* Ability to self-regulate under stressful and demanding circumstances

Physical:

* Bending - filing and sorting mail
* Walking – between locations on campus
* Lifting - mail from mail room and lifting equipment in offices
* Sitting - Computer for long periods
* Keyboarding - Keyboard and mouse

##### Working Conditions

Psychological:

* Constant interruptions - Walk in (students, faculty, public), telephone calls and emails.
* Agitated students - Student not yet assigned to placements and in distress because of deadlines.
* Multiple competing demands - Nature of the work results in unavoidable busy periods.
* Disgruntled Faculty and students
* Deadlines and time pressures
* Confidentiality - Working with sensitive academic/student/partnership situations