#### OPSEU JOB DESCRIPTION

**Job Title:** Academic Administrative Assistant

**Job Number:** SO-474 | VIP: 1921

**Band:** OPSEU- 6

**Department:** Postgraduate Certificate Programs, Trent University Durham

**Supervisor Title:** Director, Academic Programs & Campus Operations

**Last Reviewed:**  June 13, 2023

#### **Job Purpose:**

Reporting to the Director, Academic Programs & Campus Operations, Trent University Durham, the Academic Administrative Assistant performs a variety of administrative, budgetary, human resource management, data analysis, event planning, and clerical duties related to the operation of postgraduate certificate programs at Trent University’s campuses. The Chairs and Program Directors of various postgraduate certificate programs, will provide indirect oversight to the Academic Administrative Assistant in order to support distinct certificate programming.

#### Key Activities:

##### Academic Administration

* Manages the Departmental office. This includes addressing faculty, staff, student, parent, and public questions (e.g. complaints, concerns, and general information) by interpreting policy; acts as an effective spokesperson for postgraduate; 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.
* Manage program email accounts by monitoring and responding to requests or forwarding to appropriate department/personnel.
* Responsible for document management and retention; develops, manages, and maintains paper and electronic filing systems specific to program needs.
* Arranges department and committee meetings as necessary, room bookings, and takes meeting minutes.
* Liaises with Trent’s Registrar’s Office regarding policy and procedural matters, scheduling, student records, and communicates confidential information about waivers, conditions, exceptions etc. with respect to students.
* Liaises with the Offices of the Deans regarding course offerings, course syllabi review prior to submission, operating budgets, CUPE 1 and CUPE 2 hiring, hour allocation, timesheets/VIP.
* Provides administrative support to the Chairs and Program Directors for TUFA and CUPE recruitment and hiring processes by drafting and processing job postings, collecting applications and corresponding with applicants, setting up interviews, and arranging travel and accommodation for candidates.
* Support the Chairs and Program Coordinators with TUFA tenure and promotion 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, track all ROFR information.
* Responsible for administrative duties associated with course evaluations (communicating deadlines, collecting and sharing results with Offices of the Deans).
* Acts as point of first contact for orientation and for the provision of information on workplace, university policy, and support services for new, sessional and part-time faculty.
* Requests accounts (email, Blackboard, phones, office keys, and photocopier) for new faculty/instructors, and staff.
* Maintains electronic files of Durham departmental scholarships and awards; works with the Chairs and Program Coordinators to determine lists of candidates for individual awards and prepares a summary of eligible students according to the award criteria. Notifies the award winners with a letter and the award (monetary or gift).
* Orders and maintains office supplies. Arranges room bookings, as required.
* Manages key and door code allocation for departmental spaces.
* As directed by course instructors, order desk copies from bookstore or publisher.
* Organizes the Department alternate exam date/time for students who have missed an exam, consults with course instructors for list of student attendees, and exam material needed, provides completed examination materials back to course instructors.
* Develops and applies for funding through Trent University Work Study (TWSP) program; hires the candidates for TWSP office assistants; assigns and supervises the work of TWSP office assistants.
* Monitors and updates the Departmental webpages, as necessary.
* Creates and manages social media accounts for department.
* Attend the Academic Administrative Assistant Meetings and other training as applicable to job.
* Assist with Convocation.

##### Cyclical Review

* General support of the Quality Assurance processes by assisting with cyclical review processes and any new programs developed within the academic unit, including:
  + Attends Cyclical Review Workshop
  + Collects and compiles Curriculum Vitae and Course Syllabuses
  + Assists with development and distribution of required surveys
  + Drafts the site visit schedule for external reviewers, and arranges hospitality and transportation from the hotel for the external reviewers

##### Timetabling, Enrolment Management, and Planning

* Support the Timetable Representative for the Program/Department, and proactively manages section needs and waitlists to avoid scheduling conflicts and to promote efficient use of facilities space.
* Organizes timetable data in DCU timetabling software, screens for potential scheduling conflicts and works closely with the Department Coordinators and Scheduling Administrators throughout the academic year in regards to scheduling, enrolment monitoring, and trouble-shooting any scheduling issues.
* Maintains database of course offerings and enrollments and prepares long-range forecasts of course demand for use by the Chairs and Program Coordinators in program planning.

##### Teaching Support/GTA/Markers/Academic Assistants/Lab Demonstrators

* Maintains departmental database of teaching support needs.
* Summarize and post course support needs for department.
* Prepares budget to submit to the Offices of the Deans and Head for Fall, Winter, and Summer terms; responsible to ensure that this budget is met.
* Reviews and approves employment record forms before Chair or Program Coordinator approval, and submission to the Offices of the Deans.
* Updates and provides instructions for guiding new employees to access and complete safety training.
* Assigns, and monitors timesheets throughout the term, and is responsible for payroll reporting (i.e delegate in VIP).
* Working with the chair to produce the GTA course listing for Dean or Program Coordinator approval, once approved post on departmental website. Confirm GTA assignment and process hiring paperwork for the Graduate Studies Office.
* Communicates with Graduate Studieswith regards toGTA hirings and confirming graduate student status when hiring markers/graders and academic assistants.

##### Events

* Assists with planning, and coordination of post graduate certificate events.
* Liaises with faculty in obtaining speakers' contact information, prepares letters of invitation, plans an itinerary for the speakers’ day at Trent, and organizes travel accommodation.

##### Financial

* Provides administrative assistance with the management of the departmental operating budget and departmental trust accounts.
* Monitors monthly statements.

**Special Tasks/Other Duties:**

* Works closely with Trent International to provide consistent messaging around orientation and arrival, as well as immigration basics.
* Tracks postgraduate certificate students across terms; checks academic summaries and administers pre-requisite waiver process, four times, annually.
* Postgraduate programs have departmental offices at both the Durham campus, in Oshawa, and Symons campus, in Peterborough. Position will communicate and collaborate with staff in both departmental offices regularly, to maintain program and departmental consistency.
* Occasional travel to Peterborough campus.
* Coordinates as liaison with external organizations.

#### Education Required:

General Degree (3 year).

#### Experience/Qualifications Required:

* Two (2) years of administrative experience.
* 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.
* Excellent organizational skills and problem-solving skills with strong attention to detail.
* Financial management experience including budget development and implementation.
* 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.

#### Supervision:

Student Employees – TWSP Office Assistants – hiring, training and orientation, assignment of tasks, attendance, payroll/timesheet processes

##### Indirect Responsibility

* Student Employee (i.e., Academic Assistants, Student Markers)
* CUPE 1 Hourly Employees (Lab Demonstrators, Marker/Graders)
  + responsible to identify and actively inform qualified students beyond standard job postings regarding departmental opportunities
  + responsible for carrying out hiring procedures ensuring training and safety orientations are completed, assignment of tasks (i.e., labs/tutorials, marking), dealing with scheduling issues (i.e., student employee is sick, replacement needed), payroll/timesheets accuracy checks prior to Chair’s signature, budget managing of all student and CUPE 1 hours to stay within the Office of the Dean and Head allocated budget

**Job Evaluation Factors:**

##### Analytical Reasoning

This position requires analytical reasoning to choose the most appropriate course of action from among a variety of possible methods, processes and solutions within limits defined by standard or established practice.  Work planning occurs within defined time frames, and may require adjusting plans and priorities to respond to changing circumstances.

##### Decision Making

Decisions are standardized but somewhat varied and adaptation is required: the employee receives occasional supervision in carrying out tasks that call for decisions beyond the scope of standard/established practice.

##### Impact

Impact on the organization is typically confined to the work group or individual clients or service partners and would not extend beyond those immediately impacted:  errors are easily detected by colleagues working in the same section, but may affect the work of these colleagues in terms of the time required to trace the error and make necessary corrections.

##### Communication

Internal

* **Students** – respond to questions with answers and/or direct to appropriate; dealing with scheduling issues, share relevant information such as graduation/convocation instructions, announcements of events or job opportunities in the department
* **Faculty** - to consult with them (courses, scheduling, student records, assignments, committee work)
* **Undergraduate Departments** – Chairs, AAAs, Department Coordinators – course scheduling coordination, student scheduling issue solutions
* **Dean’s Offices** **and Durham Administration** – share and obtain relevant information as required; reading course applications, course offerings, CUPE & TUFA recruitment and hiring, university policies and procedures
* **Provost Office** – cyclical review
* **Payroll/Human Resources** – VIP
* **Academic Advising** – share and obtain relevant information concerning student situations as required
* **Registrar’s Office** – share and obtain relevant information as required; student transcripts, interpretation of university policy, room bookings
* **Graduate Studies** – GTA hirings and confirming graduate student status when hiring markers/graders and academic assistants
* **Admissions & Recruitment** – share and obtain relevant information concerning Open House events, University Fair events, volunteers, prospective students
* **Trent International** – Orientation and arrival, and general immigration information
* **Bookstore** – ordering and purchasing textbooks
* **IT** – setting up new staff and faculty emails, department/dual degree webpages, computer problems
* **Finance** – purchase order budget statements, request for payment to prize winners
* **Food Services** – catering arrangements
* **Advancement** – handles queries related to trust accounts
* **Print Shop** – printing requests, photocopier readings and ordering paper
* **Facilities Management** – reports and requests repairs
* **Trent International Program** – consults regarding registration for international students and access to courses
* **Communications** – website design, consults regarding advertising of events
* **Alumni** – sharing of data regarding alumni

External

* **General Public –** answers questions, refer to appropriate professors
* **Parents/Future Students** – provide general information regarding programs, as required
* **Alumni** – provide program information and direct queries to appropriate source; interact with Alumni at special events
* **Office Supply Company -** questions about orders
* **Hotels –** visiting speakers and candidate accommodation

##### Motor/ Sensory Skills

* Fine Motor Skills/Dexterity – Keyboarding, filing
* Coordination – filing, transporting materials, organizing
* Hearing and touch – computer use, responding to telephone and people in the office
* Visual – Computer use, reading

##### Effort

* Attention to detail and accuracy – budget, data/records analysis
* Sustained concentration required - proof reading, compiling data, frequent interruptions

##### Working Conditions

Physical

* Neck, back and eye strain – sitting for extended periods, computer use
* Standing, stretching – Photocopying, shredding
* Bending, lifting, carrying – filing

Psychological

* Stress – multiple, competing work priorities
* Disgruntled students, parents and faculty
* Frequent interruptions