#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:** College Assistant

**Job Number:** SO-389 | VIP: 1239

**Band:** OPSEU- 6

**Department:** Colleges

**Supervisor Title:** College Principal

**Last Reviewed:**  February 15, 2023

#### **Job Purpose:**

Reporting to the College Principal, the College Assistant manages the day-to-day operations of the College. Coordinates, schedules and assists the Principal in the planning of College events. Acts as a central point of contact for faculty, staff, students, and external contacts. Effectively manages the administrative affairs of the College office. Administers activities, events and initiatives and assures that all administrative decisions and/or actions are being adhered to effectively. Enhances and promotes the profile of the College, as applicable. Works closely with the Principal in the planning and execution of projects, procedures, programs, and activities.

#### Key Activities:

1. Provides administrative support related to the College’s activities to the College Principal, Academic Advisors and Academic Skills Instructors. This may, at times, include supporting pan-collegiate initiatives.
2. As one of the first points of contact for students and student staff, evaluates and determines the most appropriate and effective way of dealing with individual situations. Responds to crisis situations in the College and follows up with the Principal.
3. Liaises appropriately with students, student governments, clubs and groups, faculty, staff, alumni and various Trent University departments; exercises discretion when handling confidential matters.
4. Understands and can use appropriate software for booking/managing student appointments.
5. Answers correspondence, schedules appointments and meetings, provides agendas and minutes as-needed, responds to inquiries as appropriate; participates on College committees and may also represent the College on University-wide committees.
6. Assists in the establishment of and maintains an annual schedule of events in the College and plans ahead accordingly.
7. Assures that all deadlines for administrative decisions or actions are being adhered to.
8. Coordinates volunteers, organizes, evaluates, publicizes, and monitors process of all college events. Establishes communications plans for College members and Fellows to keep them up-to-date on College activity and to encourage involvement.
9. Responsible for the recruitment, onboarding, training, disciplining, supervision, scheduling, and attendance tracking of up to 12 student staff at any given time. Is responsible for the completion of all processes related to hiring (including application tracking, hiring paperwork, staff account creation, funding applications, etc.) and payroll reporting. Consults with Principal regarding hiring and/or dismissal of student staff. Responsible for daily duties of student staff and portfolio assignment and management.
10. Liaise with academic support staff in the college to ensure adequate student support around appointments, programming and key university calendar dates and events (i.e. drop deadlines, course registration dates).
11. Assists with initiatives related to student transitions, including recruitment, College affiliation, new student outreach, welcome packages, collegiate orientation programming, and graduation celebrations.
12. Manage the college budget and has signing authority for budgeted college expenditures. Maintains and administers supplies for all college accounts. Monitors and reconciles college financial statements; checks for accuracy, investigates anomalies and variances, resolves discrepancies, reports changes to the Principal and Finance Office. Manages all purchases and ensures compliance with Trent policies. Responsible for collecting any fees or payments and processing all such deposits to College related accounts.
13. Liaises with the appropriate contacts (e.g. Facilities Management) to ensure that College facilities are appropriately supplied and maintained; including signage updates and maintenance. This includes both university departments and external suppliers in regard to major purchases on behalf of the College.
14. Responsible for managing the booking of non-academic spaces and overseeing space usage for all non-academic College space.
15. Manages daily operations and acts as a designated key authority for the College, its buildings and rooms.
16. Maintains records and files, and compiles information as needed. Assists in records management procedures, including coordinating disposal of records, and ensures these tasks are appropriately documented.
17. Oversees and assists with the production of marketing and communication materials; responsible for posting content in multiple formats (e.g. Trent digital platforms, social media, print materials) and website maintenance.
18. Negotiates all catering for the College, including pricing, menu, and services.
19. Coordinates all activities relating to the guest suite, including reservations, correspondence, keys, cleaning/repairs and billing (as applicable).
20. Oversees collegiate printing facilities (as applicable); troubleshoots to ensure all computers are functioning properly; looks after office supplies and equipment.
21. Coordinates administrative tasks relating to on-boarding and departing staff, including orienting staff to office procedures, and ensuring administrative tasks are completed (staff card, email, office set-up, etc.)
22. Acts as a point of contact and support for College Clubs and Groups, including College Cabinet.
23. Other duties as assigned.

#### Education Required:

* General University Degree (3 year).

#### Experience/Qualifications Required:

* At least two years general experience in office administration, with preference given to experience directly related to the field of higher education, specifically student affairs.
* Excellent interpersonal skills and written/spoken communication skills, tact, patience, and confidentiality.
* Demonstrated ability to handle varied work under pressure with accuracy and diplomacy.
* Demonstrated ability to handle confidential information.
* Strong critical problem solving and analytical skills and the proven ability to plan, develop, and execute creative approaches to challenges in a postsecondary environment.
* Demonstrated ability to work collaboratively with others in a complex and multifaceted work environment.
* Multicultural awareness, excellent ability to engage students, faculty, staff and alumni from a diverse range of demographics.
* Excellent knowledge of the Microsoft Office Suite, web editing, and social media. Strong virtual communication skills. Experience and ability to design and produce online resources an asset.
* Financial management experience including budget development and management, and experience of financial record-keeping.
* Excellent organizational skills, meticulous attention to detail, and a demonstrated and strong ability to take initiative. High degree of enthusiasm, efficiency, and organization.
* Demonstrated understanding of university structures and decision-making. Strong understanding of, and commitment to the College’s history and potential.
* Must be able to work flexible hours; some evening, weekend, and Statutory Holiday work is required.

**Job Evaluation Factors:**

**Analytical Reasoning**

* This position is very complex, dealing with a large building and facilitating college programming as well as policy and committees, requiring a very high degree of analytical reasoning.
* Identifies or proposes additional savings to cover unexpected expenses after budget has been set.
* Forecasts expenditures to determine available funds throughout the year to identify possible savings or year-end shortfalls.
* Advises college needs for growth in terms of space (buildings/renovations) while using limited resources effectively.
* Since the last review, the position has changed from part-time hours, to full-time, showing demand and workload increase.
* The role and workload of the immediate supervisor, has changed, including demands of teaching a course, affecting full decision making and supervision time and parameters to the College Assistant

**Decision Making**

* Makes budgetary decisions and assists in allocation of resources for the college
* Makes daily operations decisions and resolves administrative problems.
* Manages difficult problems from faculty, staff, students, and facility operations, and makes decisions for resolution keeping in mind how the decision would impact all stakeholders.
* College Access control - this position must approve Access Cards to the college outside regular hours of operation.

**Impact**

* Failure to correctly forecast and plan operational expenditures could result in serious overspending at fiscal year-end which would have repercussions for the college and its students.
* Failure to work collaboratively with academic departments and other units could result in a sense of dissonance and therefore, lack of support for the college. This could impact reputation and opportunity within the college community and greater community.
* Failure to manage college operations in a safe and mindful way could result in workplace injury and an unsuitable college environment for students, faculty, staff, and community members.
* Failure to regularly meet and plan with the Security team could result in an increase in campus incidents on site. Failure to not train and monitor front-line staff could result in frustrated students and their families, thus potentially impacting retention and reputation.
* Monitoring that building projects and renovations are completed on time and within budget ensures that overspending does not happen, and projects are completed to the required standards.
* Representing Trent in the community, in a positive manner, allows for reputation building and recognition. Without important community relationships, there may be impact to resources and community reputation.

**Responsibility for the Work of Others**

**Direct Responsibility**

* Responsible for up to 10 student employees at any given time.
* Trains, assigns, and monitors work, hires, disciplines.
* Coordinates staff meetings and training (both at start of position and in-service)

**Indirect Responsibility**

* Provides training, guidance, leadership, and direction.

**Communication**

* Requires ability to synthesize and summarize complex information for clear dissemination to a large variety of diverse audiences including students, staff, faculty, and general public (including lifelong learners).
* Requires frequent consultation with other offices.
* Communication in this position both verbal and written requires tact and diplomacy

**Motor/ Sensory Skills**

**Motor Skills:**

* Coordination
  + Sustained concentration - When assessing a students’ or campus partners’ requests, many skills are required including active listening and focused attention.

**Sensory Skills:**

* Hearing and touch
* Visual – Computer

**Communication**

**Internal Contact**

* Faculty
* Staff
* Academic departments (Graduate & Undergraduate)
* Non-academic (Housing, Student Affairs, Facilities Management, All Colleges, Careers, Wellness, Registrar, Risk Management & Security, Finance, Payroll, IT, Alumni Affairs & Parking etc.)

**External Contact**

* Students
* Contractors/suppliers
* Alumni
* Couriers
* Community/Public
* Parents
* Police & Emergency Services

**Effort**

**Mental:**

* Multiple competing demands
* Organizing tasks
  + Sustained Concentration – constant interruptions, requests, and newly emerging issues
* All tasks requiring attention to detail
* Multitasking
* Sustained Attention
* Ability to self-regulate

**Physical:**

* Bending, lifting, carrying, walking, moving materials

**Working Conditions**

**Physical:**

* Neck, back and eye strain
* Poor weather conditions

**Psychological:**

* Work interruptions
* Deadlines/time pressures/changing deadlines
* Conflicting work priorities
* Multiple competing demands
* Lack of control over pace of work
* Lack of privacy
* Dealing with complaints and frustrated people