#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:** Administrative Coordinator

**Job Number:** SO-391 | VIP: 1284

**Band:** OPSEU- 7

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

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

**Last Reviewed:**  June 21, 2023

#### **Job Purpose:**

The incumbent plays a key role in financial, operations and program planning for the Centre for Teaching and Learning and Trent Online (CTL/TO). Coordinates the day-to-day operations of both units, including drafting and overseeing internal and external communications, preparing and monitoring the CTL and Trent Online budgets (external monies, endowment funds, research, and operational), coordinating collaborative projects with other stakeholder groups across campus and externally as appropriate, and contributing to the planning and execution of all public, university-wide, and professional development events. Manages the use of the Active Learning Classroom, VR Studio, and Design Studie, and suites BL 211 and BL 110.

#### **Key Activities:**

##### Project Coordination

* Oversees financial planning for CTL/TO course development, professional development programming, human resources, endowment funds, externally contracted services, and equipment and supplies
* Provides expertise on available funding sources and spending restrictions and parameters.
* Contributes to annual program planning for CTL/TO
* Contributes to strategic communications planning as well as program promotions and reporting
* Develops project workplans, timelines and budgets for CTL/TO programming
* Coordinates professional development programming for CTL/TO with guidance from Senior eLearning Designer and Senior Education Developer
* Provides guidance and oversight to other administrative staff through training, prioritization and workflow.

##### Administrative Coordination

* *Oversees administrative activities of contract and student staff*
* Oversees the month-to-month financial business and coordinates expenditures of approximately $1,500,000 each year from the CTL/TO’s 25+ accounts, including but not limited to:
  + *Plans, advises on, and tracks spending for operational, endowment, and faculty research accounts.*
  + Receiving monthly account statements and reconciling with invoices and purchase orders
  + Reviewing and correcting budget anomalies
  + Overseeing departmental transfers
  + Making and Reconciling VISA and print card purchases
  + Overseeing the departmental corporate accounts with Bell, Grand and Toy, and other providers
* Generates budget summaries and maintains an ongoing shadow budget for use during the annual budget planning process
  + Reports account status regularly to ensure departmental 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 departmental 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 Office of Advancement to oversee endowment funded initiatives such as the Distinguished Visiting Teaching Scholars, The Teaching Fellowships, The Wickerson Foundation Fund, the Symons Award, and other endowment funded initiatives
* 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 departmental document sharing and storage system
* Develops and manages comprehensive records for online course development and renewal policies; development and management of databases with regards to SOTL conferences, external professional development opportunities for faculty, and SOTL scholarly journals; online course inventory database including enrolments (using Colleague and IRIS), development and renewal dates; maintenance of various email distribution lists
* Coordinates online course developer agreements and payment of subject matter experts
* Maintains course listings with external parties such as eCampus and Contact North
* Develops and implements efficient and integrated organizational strategies for Online and CTL administrative needs including the creation of standards of practice for ongoing departmental projects
* Organizes travel and accommodation, researches pricing, and prepares travel expense forms, other expense claims, cheque requisitions for conferences and meetings for staff, and for external visitors and scholars, speakers, and vendors
* Coordinates room bookings and equipment use within the active learning space (TSC 2.02), VR studio (BL 403), and design studio (BL 206).
* Coordinates, supports, and contributes to internal departmental meetings as well as various intra-university committee meetings, including the Senate Teaching and Learning Advisory Committee and the Senate Teaching Awards Subcommittee (includes but is not limited to room bookings, 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 TWSP and TSWEP applications and cost recovery
* Contributes to the planning and execution of high-impact events such as the Distinguished Visiting Teaching Scholar programming, Kawartha Teaching and Tech Conference, Graduate Teaching Orientation and the Celebration of Teaching Excellence.
* Coordinates externally contracted deliverables such as but not limited to: project completion in collaboration with the instructional and educational design team, including the general financial oversight of externally funded grant projects
* Supports the Bridge Program by developing, maintaining, and/or monitoring systems of registration, academic, and non-academic activities in cooperation with course instructors, Recruitment, Registrar, Student Accessibility Services, Housing, and Student Affairs
* Assists in the oversight of/ inquiries relating to the Graduate Teaching Certificate Program including receiving final projects, and issuing certificates on the recommendation of the Educational Developers

##### Communications Coordination

* Coordinates the development and dissemination of departmental communications with students and faculty, for all social media, email, print, and digital communications as they relate to department projects including but not limited to:
  + The Bridge Program
  + Online Course (re)Design
  + Award Nominations
  + Professional Development Events
  + Visiting Teaching Scholars
  + Calls for Funded Research Projects (Fellowships/Wickerson/eCampus)
  + Newsletters, podcasts, and blogs
* Drafts, edits, and disseminates digital and print communications, including by not limited to workshop/event 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
* Leads 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 Online Courses (registration, structure, etc.), the Bridge Program, and the Graduate Teaching Certificates
* Generates feedback surveys for workshop/event participants and gathers testimonials about departmental activities
* Acts as first point of contact for 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.
* Drafts, edits, and disseminates student and faculty facing resources for teaching and for success in online courses
* Ensures all departmental communications meet standards of accessibility as per the AODA and in collaboration with the Trent Centre for Human Rights, Equity, and Accessibility
* Ensures all departmental communications are in line with university policy as well as departmental and institutional mission, vision, and values

##### Information Technology & Instructional Technology Support

* Reviews and coordinates instructional technology upgrades in teaching and workshop spaces.
* Provides basic technical support for students and faculty including:
  + Online course choosing and registration/dropping
  + Basic blackboard assistance
  + Assistance with teleconferencing technologies being used for departmental events/workshops
* Escalates technology-related inquiries to other team members/Trent IT when needed
* Creates, edits content, and adds users to departmental sites within the Learning Management System
* Onboards new faculty to the CTL ensuring they receive requisite resources and access to community sites and are added to necessary departmental distribution lists
* Maintains digital document sharing platforms (intranet, shared drive, teams, sharepoint, etc.) are organized and ensures staff permissions are up to date
* Administers the networked share drive for the CTL/TO using the Group Manager system
* Manages all room bookings using the Enterprise booking system
* Provides technical document support to the department with the Microsoft Suite (Word and Publisher) as well as in Adobe Acrobat
* Oversees departmental printing needs including in-house printers as well as work contracted to the Trent University Print Shop

##### Other Duties

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

#### Education Required:

* Honours Bachelor’s Degree (4 year) (Arts or Science)

#### Experience/Qualifications Required:

* Minimum of two (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.
* Demonstrated experience in maintaining multiple financial records and coordinating operational budgets
* Excellent interpersonal skills, demonstrating informed and professional 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 Suite – Teams, Sharepoint, Outlook, Word and Excel.
* Willingness and ability to work flexibly around events, with occasional work outside of normal hours.

#### Supervision:

* Recruiting and onboarding student staff (2-8 per semester).
* Some supervision of student staff.
* 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.

**Job Evaluation Factors:**

##### Analytical Reasoning

Due to the growth of both CTL and TO teams, the increase in the services and programming they offer, and the diverse stakeholders involved, the level of analytical reasoning required for this position has increased over time. Responsibilities are somewhat complex and the nature of work is fast-paced.

* The range of funding options available (operating, cost recovery for project work, endowment, and project-specific funding) requires the Admin Coordinator to analyze and assess multiple budget balances and their parameters in order to make the most strategic and effective decisions for how to fund different activities.
* The Admin Coordinator plays a unique role in their work and understanding of every program and service offered by the CTL/TO and is relied on to offer troubleshooting and strategic insight for cohesion between the units for maximum impact.
* The Admin Coordinator works closely with leadership (Dean, Associate Dean, Senior education developer, and Senior eLearning Designer) to assess staff needs to plan for contract and student staff complement, and how best to fund the salaries.
* The Admin Coordinator listens for and observes challenges and pressure points across both units and presents cost-effective and impactive solutions. This includes improving instructional technology in teaching spaces, improving communication and workflow of online exam proctoring, and finding creative use for funds and resources.
* The Admin Coordinator requires deep knowledge of Trent’s systems and organization structure and is trusted by team members for this insight in navigating across departments.

##### Decision Making

* The Admin Coordinator offers effective, proactive, and strategic insight for program planning, communications, and finances.
* The Admin Coordinator supports students, faculty, and colleagues by assessing their needs and providing solutions based on these unique needs. The Admin Coordinator is trusted to quickly and effectively respond to a range of needs and issues, with minimal supervisor input.

##### Impact

The role potentially impacts:

* Students
  + By coordinating the workplan and communications for online exam proctoring, the consequence of errors could result in missed exams
* Faculty
  + The position works closely with faculty engaged in SoTL research projects funded by the CTL, and advises on budget and hiring procedures.
  + This position is often the first point of contact for faculty contacting both units. The consequences of errors will result in reputational harm to Trent University as an institution
* The vitality and success of both the CTL and Trent Online
  + This is the only position assigned to both units and therefore the employee has a unique perspective of the needs, strengths and challenges of both units and can make significant impacts on the cohesion of the units and ultimately the recipients of services and programming.

##### Communication

* The Admin Coordinator plays a key role in tracking the various activities and programs of both units, as well as their timelines, and plans and executes effective communications and outreach.
* The Admin Coordinator requires the ability to clarify ideas and messages and to summarize information according to the audience’s need (e.g. faculty vs student vs graduate teaching assistant.
* This position requires effective communication with people at a number of levels inside the organization.