**Department of Human Resources**

**OPSEU Job Description**

**Job Title:** Administrative Officer  
Teacher Education Stream and Master of Education Administration

**Job Number:** SO-425

**NOC:** 1241

**Band:** 7

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

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

**Last Reviewed:** August 13, 2019

**Job Purpose**

Under the supervision of the Operations Manager, School of Education, and in collaboration with the Education Graduate Program Director and the Teacher Education Stream Coordinator, provides coordination and administrative leadership to the undergraduate programs of Teacher Education Stream and the graduate programs in Education.

**Key Activities**

1. *Administrative Coordination for Teacher Education Stream and Education Graduate Programs:*
2. Works closely with the Dean of Education, the Operations Manager, the Director of the Education Graduate programs and the Coordinator of the Teacher Education Stream program.
3. Takes the lead on the organization of Program Orientation for the Teacher Education Stream and the Education Graduate Programs including all orientation events, selection and preparation of guest speakers, workshop facilitators, facilities and equipment for student activities (will include some weekend work); Attends and supports events throughout the year conducted by other departments and units including but not limited to the Ontario Universities Fair, Open Houses, and Convocation. Prepares original copy for brochures, viewbooks, flyers, web-pointers and webpages.
4. Responsible for development, monitoring and maintenance of student records and progress including electronic file systems and student tracking for both programs; Responsible for associating all M.Ed faculty and TES faculty to their courses on Colleague for grade purposes, etc.
5. Assists the Director (Education Graduate Programs) and Coordinator (Teacher Education Stream) with the preparation of program content and student application-related materials for meetings, workshops, presentations, etc.; Prepares and distributes agendas, application information, tracking data and other relevant content pertinent to meetings of the School of Education Office as well as the graduate program meetings and Teacher Education Stream meetings.
6. Advises current students at both the undergraduate and graduate levels, and advises potential applicants in relation to program pathways, course selections, program completion and alignment with career goals.
7. Administers and tracks all student course and placement evaluations for TES and M.Ed. courses as per the procedures described in the TUFA Collective Agreement.
8. Provides administrative support to the Placement Officer as required (10%) including Recruitment Fair organization and program content preparation.
9. Coordinates submission of course syllabi through the online Syllabus portal, communicating with faculty to ensure deadlines are met; Supports and trains individual faculty (as required) with syllabus building; Provides verification of syllabus requirements at the departmental level.
10. Assesses, handles and/or redirects communications to the Director, the Coordinator, the Operations Manager and other faculty and administrators as these arise. Arranges appointments; screens calls in person and by phone; answers routine correspondence, memoranda and e-mail with brief instruction; uses discretion when handling confidential material.
11. Oversees room bookings and special event planning for both programs; Maintains and manages the room booking scheduling (Infosilem) for the School of Education & Professional Learning classrooms.
12. Maintains the School of Education information boards (electronic and traditional) and displays by posting and updating information related to faculty/staff and student job opportunities, events, conferences, research funding, etc.; posts information e-mails for faculty/staff and students to Blackboard.
13. Works closely with the Program Administrative Assistant during specified events in the year.
14. Distributes incoming, and prepares outgoing, mail and checks assignment box daily and follows protocols regarding disbursement to appropriate faculty.
15. *Communications:*
16. Meets with students for program support and advising.
17. Handles external and internal inquiries from prospective students and applicants regarding aspects of the education programs, the application process, procedures, deadlines, admission status (M.Ed) and related requests for information.
18. In collaboration with the Education Communications Officer and the Operations Manager, assists in the design and revisions of posters, brochures, and promotional materials for recruitment and fairs, as well as maintaining and updating TES and Ed Graduate program web pages.
19. In collaboration with the Graduate Director and the Teacher Education Stream Coordinator, assists with the creation and revision of program handbooks and calendar copy.
20. *Budget Support/Supplies and Equipment:*
21. Maintains and controls office supplies and equipment.
22. Oversees the maintenance of office machines and supplies, as well as promotional materials.
23. Maintains an accurate equipment inventory list and submits a copy to financial services annually. Arranges for decommissioning of equipment as per the university policy.
24. Tracks items in storage facility and maintains log of stored items.
25. Assists with purchasing office equipment and furniture, as well as overseeing student shared spaces.
26. *Event Planning and Coordination:*
27. Coordinates logistics of space, catering, parking, cleaning, audio-visual equipment, and teleconference) for school events, meetings, thesis defenses, conferences and workshops.
28. *Specific to the Teacher Education Stream Program: (~80%)*
29. Assists the TES Coordinator in advising students one-to-one regarding educational pathways and programs, ensuring student undergraduate program and course decisions align with goals and potential opportunities in the field. This advising needs to account for issues related to Primary/Junior vs. Intermediate/Senior program selection and distinctions between B.Ed. and M.Ed. eligibility. This advising also needs to incorporate consideration for the relationship between the student's placement selections and the need for building a portfolio that will support future potential applications to a B.Ed. at Trent or elsewhere.
30. Develops and maintains a detailed database that tracks all Teacher Education Stream students, including experiential learning placement hours and types, uses Access, colleague/ student databases. Arranges travel, accommodations, and reimbursements for guest speakers.
31. Supports students one-to-one and determines appropriateness of student proposals for experience-based learning opportunities.
32. Verifies completion of experienced-based learning for students registered in Teacher Education Stream.
33. Verifies program and course requirements for students registered in Teacher Education programs are met.
34. Provides administrative support (including arrangement of meetings/workshops) for the Coordinator, Teacher Education Stream.
35. Provides administrative and first-level support services to TES students including responding to emails. Orients new students, both by organizing an orientation session and individually as necessary.
36. Co-plans and coordinates PD opportunities for TES students such as one-day conferences, guest speakers and special events related to Education.
37. Plans and implements recruitment related activities for undergraduate students considering teaching as part of their studies.
38. Support workshops & organization of TES Student Association.
39. *Specific to the Education Graduate Program: (~20%)*
40. 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. This advising needs a deep understanding of the field of Education, teaching, additional graduate studies and the multi-pathways for those pursuing a masters degree. This advising also needs to incorporate consideration for the relationship between the student's course and project selections and the need for building a CV that will support future potential applications to a PhD or positions of added responsibility at Trent or elsewhere.
41. Develops, manages and maintains paper and electronic files and records for the Masters 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).
42. 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 video-conferencing (where applicable). Arranges travel, accommodations, and reimbursements for external examiners.
43. 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.
44. Liaises with the Graduate Student Ambassadors for events and mentorship programming.
45. 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.
46. Administers and co-ordinates the business of the Masters 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.
47. Assists the Graduate Director of the Masters 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.
48. 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

**Education**

Undergraduate General Degree required

Bachelor of Education required

**Experience Required**

* Two-three years of administrative experience in a professional or academic office environment required.
* Demonstrated understanding of Education-related programming, the demands on students in high-performance education programs, and standards of professionalism.
* Solid understanding of and experience with educational research and awareness of research opportunities for students.
* Experience working with community and external agencies.
* Experience coordinating events, conferences, and communications strategies.
* Demonstrated skills in problem-solving, analysis, and consultation.
* Ability to handle parallel priorities and projects.
* Demonstrated skill in interpreting policies and procedures.
* Excellent demonstrated organizational skills.
* Ability to work accurately and pay close attention to detail required. Proficiency in the use of MS Office (specifically advanced level Word, Excel, Access) essential; experience in use of on-line computer systems such as Outlook, Blackboard, IRIS, Colleague, and syllabus builder essential.
* Ability to independently organize and establish priorities is essential.
* Excellent interpersonal skills; demonstrated ability to handle work under stress and tight timelines with accuracy and diplomacy.
* Excellent customer service skills required; demonstrated skills in, and commitment to, customer service and continuous improvement.
* Demonstrated ability to maintain confidentiality; comfortable working closely with faculty and graduate students.
* Demonstrated ability to take initiative, to use good judgment, to work independently and as a team member in a complex and multi-faced work environment.
* Knowledge of Trent University and the professional education environment is a definite asset, including sufficient background experience in education and confidence to support and direct masters level students.

**Communication**

Internal:

* Students – advising students; linking students with professors; communicating decisions about program completion and non-completion
* Faculty – consulting with them regarding student assignments
* Food Services – catering arrangements
* Communications – preparing content and organization for events within the department and for advertising such events, including writing original copy

External:

* This position requires an outgoing, sincere personality; a high level of energy; and superior skills in the provision of excellent customer and student services.

**Motor/ Sensory Skills**

* Dexterity - Word processing
* Fine Motor Skills - Using a mouse
* Coordination - Walking and climbing stairs
* Hearing - Responding to telephone and people in office, multi-tasking , ability to concentrate in a busy environment

**Effort**

Mental:

* Sustained concentration - Budget checking, proof reading, compiling data, constant interruptions
* High level decision-making and administrative coordination with independence
* Ability to multi-task when required

Physical:

* Bending/Kneeling - Filing
* Walking, climbing – Navigating OC facilities, photocopier, faculty offices, mailroom, special event spaces
* Standing/stretching - Photocopying, filing, shredding, reaching upper shelves in office, supply room, and mailroom
* Upper body strength - Moving and setting up equipment, boxes of paper, archives files & recycling

**Working Conditions**

Psychological:

* Students needing advice on a wide range of matters
* Constant interruptions
* Faculty needs under tight timelines
* Multiple database management simultaneously
* Stress Resolution - Picking up on emotional stress of students, faculty, and co-workers to alleviate potentially escalating situations