#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:** Administrative Assistant

**Job Number:** SO-480 | VIP: 2001

**Band:** OPSEU-5

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

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

**Last Reviewed:**  July 8, 2024

#### **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). The Administrative Assistant supports the day-to-day operations of both units, including meeting and committee support, internal and external communications, financial transactions and tracking, and collaboration with other stakeholder groups across campus and externally as appropriate. Contributes to the planning and execution of events with a particular focus on awards programming and events. This role also is responsible for coordinating the use of offices, classrooms, and meetings rooms.

#### Key Activities:

##### Administrative and Communications Support

* Supports maintenance of ongoing budget tracking for use during the annual budget planning process
* Coordinates staff expense reimbursements (where applicable), 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 program and space 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.
* Coordinates room bookings and equipment use within the active learning spaces (including TSC 2.02, BL 206)
* Supports and maintains program document sharing and storage system
* Maintains course listings with external parties such as eCampus and Contact North
* Develops and implements efficient and integrated organizational strategies, including the drafting and revision of standards of practice for ongoing departmental projects
* Coordinates, supports, and contributes to internal program meetings as well as various internal university committee meetings, including the Senate Teaching and Learning Advisory Committee and the Senate Teaching Awards
* Supports the hiring and onboarding of new staff including basic onboarding training (support with Trent policies and systems) and assigning of appropriate financial permissions, access control, and key distribution
* Supports externally contracted deliverables such as but not limited to: project completion in collaboration with the instructional and educational design team, including the program financial oversight
* Assists in CTL/Trent Online administrative duties as assigned
* Contributes to the development and dissemination of communications with students and faculty, for all social media, email, print, and digital communications including but not limited to 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, site large-scale edits, and more general communication projects
* Assists in 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 Trent Online
* Generates feedback surveys for workshop/event participants and gathers testimonials about departmental activities
* Acts as first point of contact for program 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.
	+ Oversees department email inboxes (including Request Tracker)
* Ensures all Trent Online communications meet standards of accessibility as per the AODA and in collaboration with the Trent Centre for Human Rights, Equity, and Accessibility
* Ensures all Trent Online communications are in line with university policy as well as departmental and institutional mission, vision, and values

##### Awards and Event Support

* Supports the administration of Trent’s teaching award program by assisting with soliciting student nominations and creating and formatting nomination letters.
* Supports planning for celebrations of award recipients including awardee poster displays and Celebration of Excellence.
* Supports planning for and execution of departmental events including registration, room bookings, media needs, and catering requests.

##### Information Technology Support

* Supports online exam proctoring
* Provides basic technical support for students and faculty including:
	+ Basic blackboard assistance
	+ Assistance with teleconferencing technologies being used for program events/workshops
* Escalates technology-related inquiries to other team members/Trent IT when needed
* Creates, edits content, and adds users to program sites within the Learning Management System
* Maintains digital document sharing platforms (intranet, shared drive, teams, sharepoint, etc.) are organized and ensures staff permissions are up to date
* Assists with CTL/Trent Online information technology support as assigned

##### Other Duties

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

#### Education Required:

* General University Degree (3 year) required; Honour’s University Degree preferred.

#### 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
* Experience in maintaining basic financial records and operational budget reports
* Excellent interpersonal skills, demonstrating a professional, excellent 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 – Word and Excel
* Willingness and ability to work flexibly around events, with occasional work outside of normal hours

#### Supervision:

* No formal supervision of others is required.
* 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

* The Administrative Assistant role requires a high level of attention to detail and the ability to multi-task in a fast-paced environment.
* Examples of specific roles and responsibilities include playing a key role in supporting the daily operations and logistics of Teaching & Learning at Trent, providing meeting and committee support, internal and external communications, financial transactions and tracking, and collaboration with other stakeholder groups across campus and externally as appropriate.
* The Administrative Assistant works under the direction of the Administrative Coordinator but is expected to be self-sufficient and perform tasks independently without prompting.

##### Decision Making

* The Administrative Assistant will act independently in making decisions such as answering emails and other communications from staff, students, and community members.
* They are responsible for independent decisions related to tasks such as (but not limited to) room bookings, document creation and storage, social media posts, and website maintenance.
* This role is given direction by the Administrative Coordinator but is expected to make practical daily decisions with independent thought.

##### Impact

* The position helps track expenditures and the budget within the Teaching & Learning unit. Poor record keeping could result in unreliable financial data reported to the Associate Dean of Teaching & Learning.
* As part of the administrative team who facilitate online exam proctoring, lack of attention to detail could result in inaccurate scheduling information with potential impact on students’ experience.
* Responsibility for AODA compliance in communications, such as on the website, could result in messages that are not accessible to everyone.
* This role provides administrative support for teaching awards, such as the Symons Award for Excellence in Teaching. Lack of attention could result in miscommunications and/or poorly supported celebration planning.

##### Responsibility for the Work of Others

* The Administrative Assistant does not have responsibility for the hiring and supervision of others. They work with student employees in the unit but not as their supervisors.

##### Communication

* The Administrative Assistant plays a key role in communications within the unit, such as creating and distributing planning documents, taking notes and minutes, assisting with timetabling, and other administrative tasks.
* This role requires strong written and verbal communication skills for external communications as well, such as writing social media posts and updating the website.
* Communications are expected with community members inside and outside the university, such as responding to emails and phone calls from current and potential students, faculty, and staff.
* This position requires effective communication with people in various roles inside the organization, including form Communications and Marketing, Recruitment, Catering, Academic Skills, IT, etc.

##### Motor/ Sensory Skills

* This position requires regular use of a computer and phone.
* No specialized motor/sensory skills are required.

##### Effort

* Physically, this position requires stationary work, at a desktop workstation (i.e. at a desk, using a computer and phone).
* Occasionally there may be additional physical tasks such as unlocking rooms for meetings, setting up refreshments on a table, and carrying promotional posters to events.
* Mentally, this position requires a high level of attention and motivation to meet the administrative demands of a busy unit.

##### Working Conditions

* Working conditions allow for a high degree of control over work environment, including ability to work remotely on some days. Some work involves concentration within an office with multiple employees and some noise distractions and responding to walk-in traffic. Work takes place in an artificially-lit, climate-controlled environment. Ergonomic seating and workspace is provided.