

POSITION DESCRIPTION

Position Title: Administrative Officer

School of:

Business

Classification: AO

Supervisor's Title:

Dean, School of Business

Position No.: B02-AOO001-FRM

POSITION SUMMARY

Working under the direction of the Dean, the administrative officer manages overall administrative functions of the School of Business by leading a team of administrative assistants and provides direct support to the Dean, Chairperson and coordinator(s) for all programming, regardless of location or mode of delivery.

The administrative officer works independently carrying out day-to-day activities, handles highly confidential matters, and works in a time sensitive environment.

RESPONSIBILITIES AND ACCOUNTABILITIES

Primary Responsibilities

- Initiate, develop/design, implement and refine administrative procedures and processes in relation to centre and college needs, determining best methods, priorities and actions to be taken to ensure responsibilities and deadlines are met.
- Ensure consistency of the school's administrative practices with those of the college in accordance with college policies and procedures, as well as relevant legislation/policies of external agencies.
- Direct and monitor administrative support staff on established procedures, work priorities and timelines.
- Coordinate the preparation/revision of calendars, program guides, program information sheets, orientation packages, and promotional documents.
- Under the direction of the Dean, coordinate the preparation and submission of staffing, operating, and capital budgets and assist the Chairs in identifying and analysing any issues/inaccuracies.
- Prepare estimates of program costs.
- Actively participate in new program initiatives, including development of timeline, marketing and promotion activities, creating proposals, processing staffing documentation, ordering furniture, equipment and supplies, and working with staff to ensure a smooth implementation process.
- Track, record and coordinate all program/course changes, ensuring changes are incorporated into all related documents.
- Support marketing initiatives for programs offered by the school.
- Verify school website information is accurate and consistent.
- Ensure course outlines on the college shared directory are current.
- Participate in team, program, school and administrative officer meetings.
- Coordinate completion of centre staffing documentation.
- Train, recruit, and support administrative staff.

Supervisory Responsibilities

- Participate on selection committees.
- Assign workload and work priorities to meet timelines.

RESPONSIBILITIES AND ACCOUNTABILITIES

- Manage and coordinate administration support staff work schedules, including leave plans and manage bi-weekly payroll.
- Conduct performance assessments for administrative support staff, including training and development plan.
- Develop ongoing knowledge base within the team around priorities, processes, problem-solving and student perspectives by cross-training, cultivating skills valuable to the school, and guiding individuals to existing resources available to them.
- Anticipate and recommend administrative needs to ensure staffing continuity.

Secondary Responsibilities

- Participate in special or occasional projects as required (i.e., foundation dinner, staff development workshops, photo shoots, presentations).
- Provide administrative orientation to new school staff.
- Approve biweekly payroll reports as proxy for Dean & Chairs.
- Coordinate and participate in new staff orientation activities.
- Respond to routine inquiries from the public, including potential students, regarding the school's programs.
- Liaise with Computer Services to address problems with computers, printers, faxes.
- Review and refine centre administrative processes that involve other college departments.

KEY RELATIONSHIPS (attach relevant organizational chart(s))

Staff Positions Directly Supervised 2

Staff Positions Indirectly Supervised

Staff responsibilities may vary by school in order to allow the college to respond to operational needs or requirements.

To carry out assigned responsibilities, the administrative officer must work cooperatively with other college staff, students, and the public, including advisory committee members.

KNOWLEDGE, SKILLS, ABILITIES, OTHER

- Diploma or Bachelor degree in an area related to administration
- A minimum of five years of related experience in roles that demonstrate a broad range of complex administrative functions
- Demonstrated computing skills at a high-level including extensive experience with Microsoft Word, Microsoft Excel, databases, email and the internet
- Demonstrated effective written and oral communication skills, including the ability to provide appropriate advice to staff and students and use discretion with confidential information
- Ability to set goals, establish priorities and work independently
- Understanding of the programs of the school
- Knowledge of the organization and structure of the college
- Supervisory, leadership and management skills

OTHER COMMENTS

Provide any additional information, which would be useful in obtaining a proper appreciation of the scope and complexity of the job.

The administrative officer must be able to anticipate problems and determine opportunities within the various processes and analyse process for effectiveness and efficiency. The incumbent must have the ability to use existing information and make projections to assist the Dean & Chairs in the day-to-day management of the school. The incumbent must have a positive attitude towards change, recognize and respect diversity and individual differences, and be able to work as a team member. The incumbent must possess supervisory, leadership and management skills.

Employee's Signature

Date

Supervisor's Signature

Date