



## POSITION DESCRIPTION

Position Title: Administrative Assistant

Division: Assiniboine Community College

Classification: AA3/Clerk 3

Supervisor's Title: Administrative Officer

### POSITION SUMMARY

As a member of the administrative support team, this position contributes to the overall effectiveness of the school by providing administrative and clerical support within the school, as well as to the management team and other office personnel. Support is provided to on-campus and off-campus programs across all delivery methods.

### RESPONSIBILITIES AND ACCOUNTABILITIES

#### Primary:

For all on-campus and off-campus programs and across all delivery methods, the incumbent will:

#### *Public Communication (customer service)*

- Provide front line reception for school, both in person and by telephone, email, and fax. Answer enquiries and/or route to appropriate staff.
- Assign lockers to students, record and maintain list, resolve issues.
- Set up and administer WHMIS training for students.
- Act as contact person for room and facility bookings, maintain booking calendar.
- Draft and proofread routine correspondence, brochures, forms, guides, and other documents.
- Edit and update program-related web pages.
- Compile/track information, word process, edit and proofread documents to produce manuals, program, and course information documents, etc.

#### *Program Support*

- Maintain current databases and email lists (example: question/answer exam bank)
- Collect, track, and process course outlines, textbook orders, and lists - manage digital files for same
- Track applicants and student status, generate class lists, and other Colleague student reports, inform instructors of new students, prepare instructor packages, correspond with students, complete routine student-related forms.
- Review timetables with chairperson and administrative officer; enter minor updates into colleague. Assist with exam schedules.
- Create and maintain course sections and registration documents.
- Organize student orientations, information sessions, Spend a Day, and other school-specific recruitment activities.
- Maintain inventory of course resources and arrange printing and shipment of courses manuals and related resources, including exams and equipment.
- Order supplies from General Stores or off-campus supplier and maintain adequate inventory of office supplies.
- Initiate, draft and track facility agreements, correspondence sent to participants, and prepare promotional materials as needed, alerting supervisor of any issues that arise.
- Review Graduation Evaluation (EVAL) for follow-up by chairperson
- Other duties directly related to the school administrative assistant position.



**KNOWLEDGE, SKILLS, ABILITIES, OTHER**

The administrative assistant must:

- Have excellent knowledge and use of the Microsoft Office Suite, and the ability to learn new software.
- Have superior customer service skills.
- Be able to work independently and as a team member.
- Be a motivated self-starter with strong organizational and problem-solving skills, with an attention to detail and the ability to meet deadlines.
- Be able to set goals and priorities, plan and make decisions, and support the outcome.
- Project a professional, positive image.
- Ability to learn and adapt to frequently changing situations.
- Have excellent interpersonal and time management skills.
- Have a positive attitude toward change; recognize and respect diversity and individual differences; and be able to work as a team member.
- Ability to identify and respect confidential and sensitive issues.

**OTHER COMMENTS**

The Administrative Assistant is an integral member of a program delivery team at Assiniboine Community College providing front-line contact with the public, industry, and students.

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Employee's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor's Signature

\_\_\_\_\_  
Date