



POSITION DESCRIPTION

Position Title: **Administrative Officer**

School of:

Business

Classification: **AOO**

Supervisor's Title:

Dean

Staff Year No.:

POSITION SUMMARY

Working under the direction of the Dean, the Administrative Officer provides direct support to the Dean and Chairs for all school programming regardless of location or mode of delivery. The Administrative Officer tracks and/or responds to incoming/ outgoing correspondence and ensures follow-up and resolution of issues; gathers information for and prepares a variety of reports, (ex. financial, briefing, Management Council); proactively identifies administrative issues and makes suggestions for their resolution; develops, implements, and refines the School's administrative procedures and processes, ensuring they are consistent with college policies and procedures; within established parameters advises students; (may not apply in all Schools); assists with instructor and student timetabling; prepares and ensures currency of a variety of documents (catalogues, program guides and information sheets, orientation packages and promotional materials); maintains the School's website; assists in preparing and monitoring the School's budgets.

The Administrative Officer works with considerable independence in carrying out day-to-day activities, must handle highly confidential matters, and often work in a time sensitive environment.

RESPONSIBILITIES AND ACCOUNTABILITIES

Primary Responsibilities

- Develop, implement and refine administrative procedures and processes, including those related to room allocations, instructor and student timetabling, exam scheduling, reporting students' marks, website maintenance, school and college publications, and promotional materials
- Ensure consistency of the School's administrative practices with those of the college
- Provide guidance to administrative support staff on established procedures, work priorities and schedules
- Within established parameters, may work with students to timetable courses, process add/drop forms, conduct grad audits
- Assist the Chair in preparing timetables for the programs offered by the School. May be required to enter timetable information into ACCESS Registration Database and/or Colleague
- Prepare/update catalogue, program guide, program information sheets, orientation packages, promotional documents and assist with marketing initiatives for programs offered by the school
- Ensure a variety of statistical spreadsheets and/or databases maintained by the School are kept current, including spreadsheets and/or databases related to students (probation and suspension lists, attrition rates, program and class enrolments, budgets (capital, operating, staffing), and other operational matters (room schedules, instructor contact hours, staff development). Maintenance of these may require extraction of information from the colleague information system and reorganizing of same

RESPONSIBILITIES AND ACCOUNTABILITIES

- Work with the Dean/Chair to prepare staffing, operating, and capital budgets and assist the Chair(s) in monitoring and checking for anomalies
- Ensure that the website information is current. May be required to directly update the website
- Obtain information for and prepare documents related to meetings as requested by the Dean and/or Chair(s) (i.e. staff meetings, program advisory meetings)
- Track course/instructor evaluations as per established schedules
- May be required to maintain records of staff vacation, illness, and voluntary time off (VTO) days and prepare biweekly payroll reports
- May be required to gather and collate information for the Management Council reports
- Assist the Dean in preparing program proposals (prepare surveys and collate survey information, type proposals, prepare budget spreadsheet), quarterly reports, annual School reports
- Administer graduate and employer surveys and collate information for same
- Ensure that course outlines on the college shared directory are current
- May assist with administrative processes related to work placement programs (cooperative education, clinicals and practicums)
- Monitor and track student academic progress so that issues around students at risk, on probation or in graduation status can be addressed in a timely manner
- Research, write and distribute correspondence and memoranda on behalf of the Dean/Chair(s)
- Attend meetings as requested including Administrative Officer meetings and advise the Dean/Chair(s) of recommendations and decisions that may impact School operations and practices
- Develop and monitor contract training processes for the School. Includes working with the Chair to complete the Estimate of Training, writing proposals and contracts, provide data for quarterly statistical reports and annual summaries
- Actively participate in new program initiatives, including processing staffing documentation, ordering furniture, equipment and supplies, and working with staff to ensure a smooth implementation process

Secondary Responsibilities

- Participate in special or occasional projects as required (i.e., foundation dinner, staff development workshops, photo shoots, presentations)
- May participate on selection committees for administrative support staff
- Provide input into performance assessments for administrative support staff.
- Coordinate and participate in new staff orientation activities for administrative support staff
- 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
- May be required to serve on committees to support the on-going implementation of the information management system, attend relevant training, and act as School support in the use of this or other related systems

KEY RELATIONSHIPS (attach relevant organizational chart(s))

Staff Positions Directly Supervised 0

Staff Positions Indirectly Supervised Administrative support staff (number will vary by School)

To carry out assigned responsibilities, the Administrative Officer must work cooperatively with faculty, other administrative officers, students, and the public, including advisory committee members.

KNOWLEDGE, SKILLS, ABILITIES, OTHER

- Graduate of a Diploma program in Business or Office Administration, or recognized equivalent
- Three to five years administrative experience
- Excellent computer skills and competence with a variety of software programs including but not limited to Windows, MS Office (Word, Excel, Access, Publisher, PowerPoint), the college's information management system, email, scheduling software and other programs
- Excellent written communication skills
- 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

OTHER COMMENTS

The Administrative Officer must be able to anticipate problems and opportunities within the educational processes and analyze process for effectiveness and efficiency. The incumbent must have the ability to utilize existing information and make projections to assist the Dean/Chair(s) 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.

Employee's Signature

Date

Supervisor's Signature

Date