



POSITION DESCRIPTION

Position Title: **Administrative Officer (Parkland)** School of: **Parkland Campus**

Classification: **AOO**

Supervisor's Title: **Director**

Position Summary

Working under the direction of the Director (Parkland Campus), the Administrative Officer provides direct support to the Director and other Senior Leaders connected to Parkland Campus programming and functions (ex. Academic Deans/Chairs, other Directors (Facilities, IT, Registrar, Finance, etc.). 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, senior leadership); proactively identifies administrative issues and makes suggestions for their resolution; develops, implements, and refines the campus' administrative procedures and processes, ensuring they are consistent with college policies and procedures; prepares and ensures currency of a variety of documents (catalogues, program guides and information sheets, orientation packages and promotional materials); maintains the campus' website; assists in preparing and monitoring the campus s budgets. The Administrative Officer works with considerable independence in carrying out day-to-day activities, handles highly confidential matters, and often works in a time sensitive environment.

Responsibilities And Accountabilities

- ▶ Develop, implement and refine administrative procedures and processes, including those related to room allocations, website maintenance, campus and college publications, and promotional materials
- ▶ Ensure consistency of the campus' administrative practices with those of the college
- ▶ Provide guidance to administrative support staff on established procedures, work priorities and schedules
- ▶ Within established parameters, students may work with timetable courses, process add/drop forms, conduct grad audits
- ▶ Assist other AOs in preparing timetables for the programs offered at the campus. 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 campus

- ▶ Ensure a variety of statistical spreadsheets and/or databases maintained by the campus 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
- ▶ Work with the Director to prepare staffing, operating, and capital budgets and assist in monitoring and checking for anomalies
- ▶ Ensure that the campus 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 Director (ex. staff meetings)
- ▶ 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 senior management reports.
- ▶ Assist the Director and academic leadership in preparing program proposals (prepare surveys and collate survey information, type proposals, prepare budget spreadsheet), quarterly reports, annual campus reports.
- ▶ Administer graduate and employer surveys and collate information for same
- ▶ May assist with administrative processes related to work placement programs (cooperative education, clinicals, and practicums)
- ▶ Research, write and distribute correspondence and memoranda on behalf of the Director.
- ▶ Attend meetings as requested including Administrative Officer meetings and advise the Director of recommendations and decisions that may impact School operations and practices.
- ▶ Actively participate in new campus and program initiatives, including processing staffing documentation, ordering furniture, equipment and supplies, and working with staff to ensure a smooth implementation process
- ▶ Respond to routine inquiries from the public, including potential students, regarding campus programs.
- ▶ Assign workload and work priorities to meet timelines.
- ▶ Manage and coordinate administration support staff work schedules, including leave plans.
- ▶ 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 campus, and guiding individuals to existing resources available to them.
- ▶ Anticipate and recommend administrative needs to ensure staffing continuity.
- ▶ Participate in special events or occasional projects as required (ex. Alumni events, recruitment efforts, staff development workshops, presentations).

- ▶ Liaise with college services (ex. IT Services, Health and Safety, Facilities) to address problems.
- ▶ Coordinate and participate in new staff orientation activities.
- ▶ May participate on selection committees for administrative or other campus staff or faculty.
- ▶ May be required to serve on committees to support the on-going implementation of the information management system, attend relevant training, and act as campus support in the use of this or other related systems.

Key Relationships

- ▶ 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 processes for effectiveness and efficiency. The incumbent must have the ability to utilize existing information and make projections to assist the Director in the day-to-day management of Parkland Campus. 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: _____