POSITION DESCRIPTION

Position Title: Administrative Assistant
Division: Parkland Campus
Classification: Administrative Assistant 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

PRIMARY RESPONSIBILITIES

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.

Information Control

- Maintain records management systems to ensure prompt retrieval of records/files.
- Prepare outgoing mail, open, and distribute incoming mail, re-direct to appropriate departments as required, resolve issues, and perform routine tasks as required.
- Schedule, collect, and process various program survey results; collate for program review.
- Record, process and distribute agendas/minutes of meetings. Follow-up with participants
- Participate in team, program, and school meetings.
- Organize and set up meetings and appointments including teleconferences, videoconferences, workshops, and luncheons, ensuring that all required material is available in support of the function, arrange travel accommodations and transportation.
- Arrange travel, accommodations, and compile expense reports for dean and/or chairperson.
- Assist with events including conferences, workshops and seminars, and festivals, (including design, produce and sell tickets, collect money, reconcile budgets, greet, and take tickets at door)
- In consultation with academic officer, design and implement administrative systems, determining best methods, priorities, and actions to be taken, to ensure responsibilities and deadlines are met.

Financial Reporting

- In consultation with the chairperson and or program coordinator, complete staffing requisitions and other forms as requested.
- Prepare payroll reports for signature.
- Generate a variety of financial reports from Colleague including monthly budget reports, alerting supervisor of any anomalies.
- Initiate and/or prepare purchase requisitions in Colleague.

Secondary:

- Assist administrative officer in the training of new administrative staff.
- Communicate with the administrative officer, chairperson, and dean regarding administrative needs of the office and programs of the school.
- Proctor exams, in exceptional circumstances, as directed by the chairperson.
- Support graduation activities.
- Support and provide back up for the school administrative team.

Key Relationships

Staff Positions Directly Supervised: 0
Staff Positions Indirectly Supervised: 0

Other Key Relationships:

- Administrative Officer
- Chairperson(s)
- Dean
- Instructors
- Admissions, Registration, Finance, and other college departments
- External clients

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 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 College providing front-line contact with the public, industry, and students.

Employee's Signature _____ Date _____

Supervisor's Signature _____ Date _____