POSITION DESCRIPTION

Position Title: **Administrative Assistant** Division: **School of Agriculture & Environment**

Classification: **AA3- Admin Assistant 3** Supervisor's Title: **Dean**

Staff Year No.

POSITION SUMMARY

As a member of the administrative support team, this position is responsible for providing front-line contact and administrative and clerical support to the School of Agriculture & Environment with minimal supervision by the Dean and Administrative Officer.

RESPONSIBILITIES AND ACCOUNTABILITIES

SECRETARIAL FUNCTION

Primary program responsibility includes a variety of continuing education programs and courses (Agriculture Studies Certificate, Organic Inspector, Farm Safety, Hydrogen Sulphide and others). This is subject to: coordination with members of Administrative Support team to compensate for seasonal peak workloads, vacations and other leaves; and reassignment by the Dean. This requires advanced word processing skills, including graphics and layout, intermediate spreadsheet and database skills, basic desktop publishing skills and the ability to work as an integral part of a team of coordinators, developers, wordsmiths, editors and publishers.

1. **Reception**
   - Provide front line reception for division both in person and by telephone, email and fax. Answer routine enquiries and route to appropriate staff. Maintain database of program and course inquiries for follow-up. Refer potential Spend-A-Day students and other enquirers to appropriate staff for follow-up.
   - Update display shelf with current information and distribute as requested to other college areas as well as by mail and fax to ensure the professional appearance of the reception and main office area.
   - Process and deliver incoming and outgoing mail, both internal and external. Prepare and code outgoing documents and correspondence for delivery by post office, courier, bus, fax, etc.
   - Maintain efficient office file systems to ensure prompt retrieval of documents as assigned
2. **Program Support**
   - Assist with collection of information, word process, edit and proofread documents including large manuals, program and course information documents, etc.
   - Draft brochures, forms, guides and other promotional materials for review
   - Maintain inventory of course resources and arrange printing and shipment of course manuals and related resources in a timely fashion
   - Edit, revise and update program-related web pages
   - Track courses and students, generate class lists, mark entry sheets, course incomplete reports, advise instructors of new students, prepare instructor packages, correspond with students
   - Create course sections using spreadsheet and/or database
   - Serve as primary contact for off campus instructors and student inquires/needs for designated programs, responding or re-routing as appropriate.
   - Schedule meetings and appointments, workshops and luncheons, ensuring that all required material is available in support of the function; record, word process and distribute committee meeting minutes
   - Arrange for off campus exam writing; prepare leases and ensure resources and equipment are available

RESPONSIBILITIES AND ACCOUNTABILITIES

ADMINISTRATIVE FUNCTION

- Provide backup to team members including Administrative Officer and Administrative Assistants
- Assist with student orientations and information sessions
- Assist with distribution of employer job postings and collection and forwarding of applications for program students
- Distribute and collect course / instructor and exit evaluations and compile evaluation results
- Extract information from Management Information System as requested and directed
- Initiate purchases / payments by preparing purchase requisitions in MIS/Colleague. Order supplies from General Stores or off-campus supplier, and maintain adequate inventory of office supplies.
- Serve as division contact person regarding archiving / storage, etc.
- Make service calls for equipment repairs / service
- Special projects as assigned

KEY RELATIONSHIPS (attach relevant organizational chart(s))

Staff Positions Directly Supervised none

Staff Positions Indirectly Supervised none

Other Key Relationships:

Daily direction is the responsibility of the Administrative Officer; however the Administrative Assistant will receive overall supervision and some guidance from the Dean. Routine activities will receive minimal supervision. The Administrative Assistant will receive instruction/guidance on matters not covered by existing policies, catalogues, and guides, on special projects and priority items and timelines, and on politically sensitive issues.

Issues that may impact on program delivery, situations that will impact on budget, communications that are policy or politically sensitive, issues which will impact on academic excellence and situations not covered by existing policies or procedures must be referred to the immediate supervisor.

The incumbent is responsible to work independently in a co-operative manner to meet ongoing challenges of the programs. An ability to deal effectively with pressures and timelines is essential. The Administrative Assistant will use his/her initiative to make decisions regarding the daily organization of duties outlined in the position description, including determining methods, priorities and actions to be taken, and decisions involving routine communications.

KNOWLEDGE, SKILLS, ABILITIES, OTHER

Excellent knowledge and experience in office and administrative procedures.
Superior word processing and editing skills.
Excellent oral, written, interpersonal and customer service skills.
Effective problem solving/critical thinking, teamwork and workload management skills.
Strong computer skills including MS Office (Word, Excel, Access, Outlook, Publisher)
Working knowledge of the programs of the division/college.
Must be willing to learn various aspects of Management Information System (Colleague Datatel).

OTHER COMMENTS

The Administrative Assistant is an important member of the program delivery team providing front-line contact with the public, industry and students. The incumbent must demonstrate excellent customer service skills including an ability to project a positive image, efficiency, courtesy and professionalism.
The Administrative Assistant must demonstrate excellent interpersonal and written/oral communication skills. The incumbent must be able to function independently and as a member of a team, in a fast-paced, dynamic

OTHER COMMENTS

environment. Organizational and problem-solving ability are required. Motivation and the ability to give attention to details are necessary. As this position is a central point of delivery for information dissemination to the public, it requires a good working knowledge of the respective programs.
The incumbent must have a positive attitude toward change, and recognize and respect diversity and individual differences.

Employee's Signature

Date

Supervisor's Signature

Date