BCGEU POSITION DESCRIPTION

POSITION TITLE: Department Assistant
JOB NUMBER: 424
REPORTS TO: ACP Administrative Coordinator
INCUMBENT:
DEPARTMENT: Faculty of ACP
DATE CREATED:
JOB CLASS: 9
DATE REVISED: June 2021

PRIMARY FUNCTION

The Department Assistant will provide administrative support to the Faculty of Academic and Career Preparation (ACP) and its associated departments. A high degree of attention to detail and accuracy is required as the Department Assistant's record keeping and recommendations are relied upon when the DBM, Chair(s), Associate Dean, and Dean are making decisions.

JOB DUTIES AND TASKS

1. Point of contact for students, employees, and visitors. Respond to and/or direct inquiries to appropriate internal personnel daily.
2. Create, monitor, maintain and update enrolment reports and information regarding enrolment levels and statistics related to admission and registration. This is done weekly.
3. Provide administrative support for course scheduling processes (e.g., ed planning, timetabling). This includes liaising with faculty members, preparing and maintaining accurate documentation, analyzing and resolving discrepancies, and recommending solutions for the chair. Department Assistants will work on 3 to 4 semesters at all times.
4. Coordinate and support the recruitment, application, admission and registration processes for limited intake programs within the Faculty. Including providing guidance to applicants, their guardians, and faculty regarding information required, completion of forms, opportunities for funding and university processes. Liaise with Office of the Registrar, Student Awards & Financial Assistance providing critical information for processing applications, communiques and ensuring adherence to KPU policies and procedures. This is done each semester with overlapping timelines.
5. Provide training to students/caregivers with online applications and provide further support as needed. This is done each semester.
6. Participate in the research and evaluation of statistical and reporting needs of the department. This is done frequently.
7. Advise faculty, students and others of current policies and practices. This is done frequently.
8. Support the scheduling of assessment testing sessions and coordinate with the ATS department and department chairs to ensure results are captured. This is done frequently.
9. Ensure annual evaluation and revision takes place of key departmental material such as student information material, department handbooks and departmental correspondence. This is ongoing.
10. Organize, represent, and or provide administrative support for established recurring ACP and departmental activities and events with internal and external contacts such as annual conferences, student end-of-year celebrations, student orientations, and student information sessions. This is done multiple times each semester.
11. Identify the marketing and promotional needs of the Faculty, and/or department in collaboration with the Dean and Divisional Business Manager (DBM), Chairs, Marketing and Communications, etc.; provide strategic recommendations and ensure alignment with overall goals and objectives of the Faculty.
12. Review Marketing Services requests on behalf of the departments, ensuring alignment with ACP goals and objectives. Flag problematic requests for the DBM. Collaborate with Marketing to ensure posters and other materials align with overall KPU branding and marketing standards.

13. Initiate, develop and prepare a yearly communications and event calendar of recurring events.
14. Initiate, develop, post, order and/or distribute promotional information and program recruitment materials.
15. Research, plan, develop and ensure maintenance of Faculty websites and marketing materials; review and update information to ensure alignment with university publications, events, etc.; identify and evaluate opportunities for enhancing websites, bring forward inaccuracies and ensure resolution. Provide direction to others as needed to ensure overall ACP standards are maintained.
16. Oversee or perform regular reviews of Faculty publications; proof-read for grammatical and information inaccuracies, and make necessary corrections.
17. Initiate and receive approval for Faculty publications prior to publishing.
18. Liaise and collaborate with faculty, staff, internal departments, community partners, alumni, alumni sponsors and external agencies to plan and coordinate a variety of events within and on behalf of the Faculty.
19. Liaise with internal departments, such as Student Awards and Financial Assistance (SAFA), Continuing and Professional Studies, Marketing and Facilities, for event coordination and promotion.
20. Setup and maintain public displays as needed throughout the year. Carry marketing materials up to 40 lbs.
21. Liaise with Community Engagement and Major Events and the Future Students Office; coordinate Faculty student recruitment activities. Develop content for recruitment newsletters and collaborate with faculty on recruitment initiatives. Collect and distribute updated contact information of Community Partners for CRM software.
22. Prepare and maintain event budget reports on expected revenue and expenditures for review and approval.
23. Monitor revenues and expenditures for events; and maintain records of supporting documentation.
24. Provide administrative support and information to assist with new and ongoing, and cyclical projects such as program development, review, and revision.
25. Monitor budget(s) to ensure budget limits are maintained and provide summaries to Chair and Divisional Business Manager bringing problematic areas to their attention. This is done monthly with a meeting with the chair at least once each semester.
26. Maintain and retrieve information relating to students from a database for the purpose of assisting with conversion activities, ensuring correct student information, monitoring potential system issues, and ensuring students receive the support required. This is done frequently.
27. Develop, coordinate, reconcile and maintain tracking systems for various administrative processes such as timetable changes, course presentations, assessment results, and student registrations and work experience accountability reports in limited programs. Actively follow up to meet deadlines. This is done frequently.
28. Provide administrative support for department-wide meetings and committees. Formulate agendas, schedule meetings, record and distribute minutes of departmental meetings and Advisory Committee meetings, follow up on action items, maintain email lists, and book rooms. Meeting support is provided each month or as requested by the department chair.
29. Provide administrative support for Faculty Council and its standing committee meetings as assigned. This is done on a monthly basis.
30. Research and initiate recommendations/proposals with rationale for purchase of new equipment/materials.
31. Troubleshoot, resolve, and implement solutions with the chair on a daily basis.
32. Track and communicate key deadlines with departments and the chair(s) weekly.
33. Compose and distribute departmental correspondence on behalf of chair (s) throughout the year.
34. Guide faculty in the approval process for curriculum development and updates. Make updates in Course Outline development site. Assist with the preparation and production of curriculum materials, as required. Liaise with Senate Office and Office of the Registrar regarding actions related to curriculum issues and changes.
35. Assist with maintenance of inventory record of assets as needed.

36. Operate and troubleshoot office equipment and arrange for maintenance and repairs, as needed. Equipment is evaluated as needed (at times daily).
37. Participate in the recruitment, hiring, and training of new staff.
38. Conduct orientation and training for new faculty and staff. This is done throughout the year.
39. Order, maintain inventory, and canvass for requests for supplies, along with assessing needs of the department. Ensure the supplies/equipment comply with university standards/budget, etc. Supply management is done at least once each semester and at times monthly.
40. Create administrative materials for department programs. Distribute information and respond to internal and external inquiries.
41. Initiate, prepare, process and maintain documentation such as reports, contracts, forms, letters, and memos. Proofread for grammatical and informational accuracy and distribute to appropriate internal and external personnel. This is done on a daily basis.
42. Contributes to and promotes a safe, respectful, and inclusive work environment by adhering to University policies and procedures and completing mandatory training programs.

SUPERVISION RECEIVED:
This position reports to the Administrative Coordinator, ACP.

SUPERVISION/DIRECTION EXERCISED:
N/A

PHYSICAL ASSETS/INFORMATION MANAGEMENT:
Maintain departmental enrolment stats; and manage various databases related to student and department activities.
Operate, maintain and troubleshoot various office equipment such as computer, multi functional device (MFD); maintain and update department filing system and records; secure files and confidential information. Carry marketing materials up to 40 lbs.

FINANCIAL RESOURCES:
Analyze and monitor departmental expenditure budget. Recommend annual department budget allocations for non-salary expenditures as well as capital budget expenses. Research and initiate recommendations/proposals with rationale for purchase of new equipment/materials. Order materials and equipment such as textbooks and supplies.

The above statements reflect the general details considered necessary to describe and evaluate the principal functions of the job identified, and shall not be construed as a detailed description of all the work requirements that may be inherent in the job.

EMPLOYER REQUIRED KNOWLEDGE SKILLS AND ABILITIES

- Advanced knowledge of integrated administrative technologies including MS Word, MS Excel, MS Access (or other database software), SharePoint, email, electronic calendars and internet. Typing speed of 50 wpm.
- Knowledge and experience of post-secondary institution scheduling processes.
- Proficiency with Student Banner or a similar student/client records-based system at an intermediate level.
- Demonstrated ability to meet continually changing priorities, to design and implement new systems, to tolerate ambiguity, to work on multiple tasks simultaneously, to respond to faculty needs, and to respond to high levels of growth and change.

- Proven ability to establish and maintain effective working relations with colleagues, faculty, staff and students; able to work as a constructive and cooperative team member.
- Thorough knowledge and proven ability to accurately compose standard forms of business communication, such as memoranda, meeting minutes and agendas, business letters and email.
- Excellent organization, planning, coordination, prioritization and follow-up skills.
- Excellent communication skills, including ability to communicate complex ideas and understand customer needs and expectations while providing excellent customer service to a diverse range of people and situations.
- Proven ability to successfully recognize, analyze and resolve problems.
- Proven aptitude for exacting and precise work with high levels of accuracy.
- Proven ability to exercise a high level of initiative and responsibility, work independently and establish own priorities and meet deadlines.
- Proven ability to take direction and complete assigned tasks on time.
- Proven ability to work independently under minimal supervision, exercising good judgement and initiative.
- Proven ability to comprehend, communicate and comply with established policies, practices and procedures.
- Ability to adapt quickly to technologies and rapidly changing environments.
- Proven ability to address confidential matters and materials with tact and discretion.
- Have a working knowledge of the University's deadlines and the activities associated with these deadlines.
- Have a basic understanding of the Division's structure and curriculum.
- Full Command of the English language, both verbal and written.

EMPLOYER REQUIRED EDUCATION & EXPERIENCE

- Completion of a certificate or diploma from an accredited post-secondary institution and a minimum of three years of administrative experience demonstrating progressive increases in responsibility or an equivalent combination of education and experience; post-secondary work experience is an asset.

Knowledge Skills & Abilities revised: