



## BCGEU POSITION DESCRIPTION

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**POSITION TITLE:** Counselling & Advising Assistant

**JOB NUMBER:** 63

**REPORTS TO:** Manager, Academic Advising

**INCUMBENT:**

**DEPARTMENT:** Academic Advising

**DATE CREATED:** Dec 2011

**JOB CLASS:** 8

**DATE REVISED:** July 2022

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### PRIMARY FUNCTION

The Counselling and Advising Assistant (CAA) provides administrative support and performs reception duties for the Counseling, Advising and Accessibility Services including triaging student support requests and connecting students to appropriate resources. The CAA also assesses student needs and provides information on University programs, departments, services and policies and direct students and community members to appropriate internal and external services.

### JOB DUTIES AND TASKS

1. Triage requests and manage drop-ins, appointments, and waitlists for Accessibility Services, Counselling Services, and Academic Advising Services.
2. Receive, assess, respond to, and direct incoming calls, emails, clients and in-person inquires from both internal and external clients to refer them to appropriate resources or personnel.
3. Identify students in distress or crisis, de-escalate situations, and refer for further assistance and appropriate resources (i.e. supervisor, intake counsellor, MySSP, BC Crisis Centre, 911, etc.)
4. Promptly triage Early Alert referrals to Counselling Services to ensure the referral is received and responded to.
5. Use judgement and discretion to address confidential matters and materials.
6. Advise students on how to utilize online and in-person support systems including the use of various software platforms and the Counselling intake and follow-up process.
7. Advise personnel from other departments and faculties regarding Counselling, Accessibility, and Advising policies, procedures, and programs. Enforce and explain department policy regarding appointment cancellations and no-shows.
8. Contact students in advance of their appointments by phone or email to remind them of the time and venue for the appointment. Triage booked appointments and manage appointment cancellations and the communication related to rescheduling or moving the appointment.
9. Assign drop-in queues to ensure students are accessing correct services, have an appropriate request for drop-in services, and track students' information.
10. Ensure that Counselling intake forms are thoroughly completed and signed, paying close attention to prioritize higher needs students.
11. Provide information on various in-house and standardized tests used as admissions requirements for Kwantlen Polytechnic University's programs and courses.
12. Explain Kwantlen Polytechnic University policies and procedures relative to student's rights and responsibilities such as refunds, appeals, complaints.
13. Provide high levels of customer service to all parties.
14. Support the planning of departmental events and initiatives with marketing, communication, registration, catering, room-booking, facilities setup, and reporting.
15. Coordinate multiple projects and tasks to meet time sensitive deadlines and maintain service levels.
16. Compile statistics for workshops, programs, appointments, emails, and telephone calls.
17. Update and edit content on departmental websites using Drupal.



18. Create, maintain, and update marketing materials for the department including posters, signage, flyers, and other digital & print materials.
19. Create content for social media for important messages to current students about Counselling, Advising, or Accessibility services.
20. Reach out to students by phone to encourage awareness/engagement of services and supports via calling campaigns and emails.
21. Provide administrative support for Central Advising, Counselling, and Accessibility Services including support for department-wide meetings, events, and committees by formulating agendas, attending meetings, recording and transcribing minutes of meetings for distribution.
22. Maintain systems for office flow and file maintenance and schedule appointments, meetings, workshops etc., electronically/manually for the department. (i.e. Titanium, Qless, BANNER, Advisor Connect)
23. Create, update and maintain CAA procedures manual with current practices and processes. Supports onboarding of new CAAs by providing opportunities for shadowing and training.
24. Open, sort and distribute department mail.
25. Book office and classrooms and maintain a record of their usage.
26. Perform other related duties as required.
27. 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 Manager, Academic Advising

**SUPERVISION/DIRECTION EXERCISED:**

As required, provides centre orientation to practicum students, student assistants and new employees.

**PHYSICAL ASSETS/INFORMATION MANAGEMENT:**

Operate and troubleshoot office equipment such as photocopier, fax machine, laser printer, TTY phone, computer equipment and arrange for maintenance and repairs as required.

Maintain Counselling Services waiting area, reception and resource center including restocking supplies, forms, brochures and timetables.

Maintain confidential documentation for the departments.

**FINANCIAL RESOURCES:**

Process expense reports, purchase requisitions and timesheets; order supplies; sign for receipt of goods and services. Compile and provide information for use in preparing department budget.

*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**

1. Demonstrated ability to communicate effectively in both verbal and written form with a diverse group of people.
2. Effective interpersonal skills, including strong cultural awareness and respect of all cultural differences.
3. Ability to use judgement in providing a high level of individual focused care.



4. Ability to work with and provide information, assistance and related services to the public, faculty, staff and students in a tactful, engaged, collegial and effective manner.
5. Ability to handle confidential information in a responsible manner with discretion and diplomacy
6. Demonstrated intermediate level of competency using computer applications such as Microsoft Office.
7. Ability to develop professional material for presentations and handouts.
8. Ability to key 40 wpm with a high degree of accuracy.
9. Demonstrated organizational and problem solving skills.
10. Demonstrated experience working independently with minimal supervision, exercise good judgment, confidentiality and demonstrate initiative.
11. Demonstrated time management and organizational skills, including the ability to prioritize and manage competing priorities.
12. Demonstrated ability to work as part of a team.
13. Possession of a valid driver's license and access to a vehicle is required.

#### **EMPLOYER REQUIRED EDUCATION & EXPERIENCE**

1. A minimum of two years of post-secondary education. Baccalaureate degree preferred.
2. Minimum of one-year of customer service experience in a fast-paced work environment involving multiple demands.
3. Experience with Titanium, Banner, Tutor Trac, Qless, and/or Drupal considered an asset.
4. Mental Health first aid training preferred.