

JOB DESCRIPTION

Dept: Future Students' Office

Working Title: Administrative Assistant & Receptionist (706)

Date: July 2018

Job Class: 8

PRIMARY FUNCTION: To provide administrative support and perform first point of contact reception duties for Future Students' Office as well as supporting the broader FSO team to ensure effective day to day operations. To provide information, support, resources and advice regarding admission requirements and procedures, programs and services to walk-ins and phone inquiries for the purpose of generating prospective student applications.

JOB DUTIES AND TASKS:

- a. Ensure that the reception area for Future Students' Office (FSO) is organized and has a welcoming appearance at all times.
- b. Greet internal personnel and external clients in person and respond effectively and efficiently to inquiries, including those by email, telephone and mail. Directs to appropriate resources, as appropriate.
- c. Assist the department by provide information, advice and guidance to prospective students on a wide variety of matters such as:
 - Existing and future KPU Programs
 - Admission requirements and process
 - Special requirements and/or testing
 - Student support services
- d. Liaise with and maintain strong relationships with department staff and service areas. Regularly consult with department staff and manager to ensure most current information is being provided to prospective students
- e. Monitor "study@" mailbox and ensure prompt and accurate responses to prospective student inquiries – consulting with FSO personnel and Managers when necessary.
- f. Independently manage a complex schedule of multiple daily tasks such as answering email, managing a high volume & complex phone system, maintaining scheduling system for drop-in appointments, greeting and answering inquiries from walk-ins as well as keeping updated on program information, admissions info etc, ensuring timeliness to meet all obligations and deadlines
- g. Arrange meetings, workshops, book rooms and request food services as required.
- h. Formulate agendas, attend meetings, record and transcribe minutes of meetings for distribution.
- i. Compile information, prepare and produce various documents such as forms and correspondence.
- j. Prepare employment documentation such as hiring requisitions, internal and external postings, position request forms, employee transaction forms, interview questionnaires and search committee materials, and track and distribute materials.
- k. Provide orientation to new department personnel, including assignment of office keys, telephone and computer account.
- l. Compose and transcribe routine correspondence for signature.
- m. Respond to inquiries and exchange information with internal and external agencies regarding processes, procedures and program information.
- n. Prepare and collect all relevant information for meeting preparation for Managers or Executive Director of Marketing & Recruitment.
- o. Set up and manage departmental reports, manuals, binders and lists.

- p. Set-up and manage paper and electronic files for the department, and develop and maintain a process for the archiving and storage of historical materials as appropriate and respecting FOIPOP regulations.
- q. Assist with KPU website updates and works with FSO team members to ensure information is accurate and updated regularly.
- r. Assist with reviewing marketing and educational materials and works with FSO team to ensure information is accurate and updated regularly
- s. Assists recruiters, events and communications staff in FSO as required.

2. Budget related:

- a. Verify and reconcile monthly staff and administrators credit card expenses.
- b. Process various forms and applications, check coding, accuracy and completeness and distribute to appropriate person/department.
- c. Verify and process financial documentation such as requisitions, invoices, and purchase orders.
- d. Track and re-order printed materials.

3. Related duties:

- a. Operates and troubleshoots office equipment such as photocopier, fax machine and laser printer and arranges for maintenance and repairs, as required.
- b. Assist with planning and coordinating special events (including information sessions, committee meetings, workshops and conferences) and attends select events, representing FSO and promoting KPU.
- c. Arranges for courier service and sign for receipt of deliveries.
- d. Opens, sorts and distributes incoming and outgoing mail.
- e. Maintains and orders stock of office supplies, forms, program guides and materials. Sign for receipt of goods and services.
- f. Attend internal and external events as a representative of FSO
- g. Perform additional duties and responsibilities as assigned by the Manager, Executive Director or designate.

SUPERVISION RECEIVED:

Reports to Manager, Communications & Technologies

SUPERVISION/DIRECTION EXERCISED:

Provides orientation regarding Telax phone system to new employees; Work Study Students and team of 8 Student Ambassadors as required.

PHYSICAL ASSETS/INFORMATION MANAGEMENT:

- Operates, maintains and troubleshoots various office equipment such as computer, photocopier, fax machine and scanner if needed.
- Maintains and updates department filing system and records and ensures the Manager and colleagues are familiar with the system and kept updated.
- Secures files and confidential information.
- Must be able to lift boxes/supplies of up to 30lbs in weight.
- Occasionally travels to other campuses as required.

FINANCIAL RESOURCES:

- Monitors expenses and tracks financial transactions and accounts using spreadsheet applications, distribute monthly budget reports to Manager.

- Checks accuracy and completeness of calculation on various forms.
- Orders supplies and/or purchases supplies ensuring budgets are adhered to.
- Signs for receipt of goods and services.

Pays vendor invoice using KPU purchase card.

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. Completion of Grade 12 and at least one year of post-secondary education supplemented by two years' experience in a receptionist and administrative support capacity, preferably in a fast-paced student services oriented department.
2. 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; post-secondary work experience is an asset.
3. Proven ability in managing multiple demands within a large and complex organization.
4. Demonstrated high quality organizational, planning, coordination, problem-solving and follow-up skills.
5. Superior accuracy and attention to detail, particularly in editing documents.
6. Proven ability to address confidential matters and materials with discretion and tact.
7. Proven ability to meet changing priorities, and multiple demands while maintaining high levels of customer service.
8. Ability to independently draft correspondence, meeting minutes, reports, notices and other business communications based on knowledge of established styles, practices and policies.
9. Demonstrated ability to communicate effectively in English, both verbally and in writing.
10. Advanced level of competency using computer applications such as MS Word, Excel, Outlook, electronic calendars, e-mail and web browsers.
11. Familiarity with BANNER and MS SharePoint is an asset.
12. Typing speed of 50 wpm with high degree of accuracy
13. Be able to work independently with minimal supervision to achieve assigned deadlines.
14. Proven ability to successfully recognize, analyze and solve problems.
15. Have a good working knowledge of routine office systems and procedures for particular reference filing systems, clerical control systems, record keeping, etc.
16. Demonstrated ability to accurately record and transcribe minutes of meetings.
17. Ability to work effectively as a constructive and cooperative team member.
18. Demonstrated ability to use sound judgment to answer questions and refer matters to appropriate team member.
19. Proven excellence in interpersonal skills, with the ability to patiently and effectively deal with a diverse range of people in a professional and pleasant manner.
20. Experience with financial budgets is an asset.
21. Familiarity with the collective agreement and University policies.
22. Ability to work a flexible schedule, including evenings and weekends.

Knowledge Skills & Abilities revised: