



POSITION DESCRIPTION

POSITION: Confidential Assistant to the Associate Vice President, International

DEPARTMENT: KPU International

DATE: December 2016

PRIMARY FUNCTION

The Confidential Assistant is the primary support position to the Associate Vice-President, International, and as such deals with sensitive and confidential issues that often have significant impact on the organization. Utilizing strong organizational, analytical and problem solving skills s/he works independently and exercises initiative and excellent judgment to complete the responsibilities of this position. As a part of the administrative support team working within KPU International, this position will provide ad hoc support to the entire KPU International management team as needed.

ORGANIZATIONAL STRUCTURE

Reporting to the AVP International, the Confidential Assistant works within the Office of AVP International. S/he provides confidential administrative support to the AVP International as well as provides ad hoc support to the other members of KPU International management team.

NATURE & SCOPE

Coordinates, facilitates and supports the activities of the Office of AVP International and the overall KPU International management team to ensure effective and efficient operations. The incumbent analyzes matters and makes decisions in accordance with prescribed procedures and practices of the University, KPU International and Office of the AVP International.

Working closely with the AVP International and his management team in KPU International, along with other senior administration, the Confidential Assistant provides advice and guidance on jurisdiction, strategy, policy and process. S/he is responsible for ensuring there is accurate and effective liaison among KPU International, the Office of AVP International and the University.

KEY RESPONSIBILITIES

Support of Associate Vice President - International

1. Coordinates a variety of diverse, sensitive and confidential activities using a genuine appreciation and understanding of protocol, discretion, confidentiality, diplomacy and professionalism.
2. Investigates issues, collect and analyzes information to determine when/how and to whom information should be communicated. Determines critical priorities, delegates to team members and monitors to ensure work is completed accurately and within specific time constraints.
3. Manages and maintains the calendar and schedule of the AVP International including appointments, organizes and schedules meetings and conference calls; all involving both individual and multiple parties. Secures internal and external meeting locations and ensures appropriate ancillary services are made available.
4. Initiates and secures international and national travel arrangements and hotel reservations as needed. Identifies and gathers appropriate documentation required for international travel.
5. Researches, identifies and compiles documentation and prepares briefing notes needed for the AVP International to attend meetings related to international contacts, government officials, alumni and other key external contacts.
6. Develops, implements and maintains a system of keeping the AVP International apprised of relevant business and international partners' information and provides a timely response to requests for such information, as required.
7. Creates and maintains effective workflow and communications to the Office of the AVP International while simultaneously handling a variety of projects and tasks.
8. Reviews, actions and distributes all incoming correspondence for the AVP International. Responds to correspondence of a general nature on behalf of the AVP International.
9. Prepares correspondence and reports of a confidential and highly sensitive nature for the Office of AVP International, ensuring correspondence adheres to a consistent and professional standard.
10. Provides support to a variety of committees by preparing and distributing agenda packages, taking and transcribing formal minutes, identifying and report on action items and undertaking follow-up on items as needed.
11. In the absence of AVP International, evaluates arising issues for priority and significance and assesses for deferral or forward to the appropriate senior leader for action.
12. Maintains and monitors the AVP International budget to ensure financial commitments and expenditures do not exceed budget requirements. Reconciles VISA statements;

authorizes payment of invoices for contractors and advancement staff. Follows up with Finance for discrepancy with budget line items.

13. Researches and documents special projects as assigned by AVP International including potential partnerships, expansion, required policy and procedures.
14. Provides guidance and support to KPU International staff as needed
15. Provide ad hoc support to the President and Provost, Vice President Academic.

Support of KPU International

16. Acts as the key contact for KPU International management and other members and provides confidential support.
17. Coordinates KPU International meetings, formulates agenda, liaises with KPU International staff and other stakeholders, follows up and/or takes action on items, prepares correspondence, records and transcribes confidential minutes.
18. Researches, compiles and analyzes information related to submissions to AVP International and KPU International in general for accuracy and completeness prior to finalizing documents for submission.
19. Coordinates and supports events, training sessions and/or workshops as they relate to KPU International initiatives.
20. Answers and directs incoming calls and inquiries as they relate to the functions of KPU International. Determine the nature of requests and exercise judgment regarding the priority of requests.
21. Enters and retrieves information and maintains contacts and files in accordance with local, provincial, federal and international government offices and agencies.
22. Coordinates online meeting material delivery through departmental online resources. Manages, organizes and provides training in the use of the online resources. Updates KPU International's online resource as needed.
23. Organizes orientation for new KPU International members and organizes KPU International retreats as required.
24. Drafts and prepares a wide variety of correspondence, manuals, forms and other written materials, including those of a sensitive nature. Receives, opens and distributes correspondence relating to KPU International business, as appropriate.
25. Maintains up-to-date knowledge of KPU's policies, Bylaws and Term of Reference and other information as it relates to KPU International.
26. Maintains up-to-date knowledge of legislation and regulations related to KPU International and its various initiatives to aid planning and decision making.

27. Undertakes periodic review of the effectiveness of the office of AVP International and KPU International, recommends changes to improve the efficacy of management at the KPU International, as appropriate
28. Provides continuity to KPU International and its team members by providing historical information and interpretations of policies and practices.

Support of other KPU Confidential Team Members

29. Acts as the key contact and provide confidential support for the other KPU executive team members as required.
30. Coordinates and supports meetings and events of other KPU executive team members as needed.
31. Responds to and directs incoming calls and inquiries coming through KPU International that may relate to other departments and divisions within KPU overall. Determines the nature of requests and exercise judgment regarding the priority of requests and their distribution.

QUALIFICATIONS

- Bachelor's degree plus a minimum of five years of progressively senior executive support experience. An equivalent combination of education, training and international related experience may also be considered.
- Fluency in a second/additional language would be an asset.
- International work experience and strong cross-cultural communications skills strongly preferred.
- Knowledge of Canadian post-secondary education system preferred. Familiar with different education systems in major international student source countries.
- Experience working with international students, including an understanding of other cultures and ability to communicate in a cross-cultural working environment.
- Ability to build and maintain positive, cooperative, and service-oriented relationships with internal and external clients (mainly applicants, agents, faculty, staff and prospective learners), where diversity of situations and people are routinely encountered.
- Considerable level of technical skills including the use of the Microsoft office suite (Word, Excel, Access and PowerPoint); BANNER or a similar integrated student information system/database; Communications programs such as Windows Live and Skype and social media tools such as Twitter, Facebook, etc; and the ability to learn software programs that may be used at the University.

- Ability to exercise a high level of initiative and responsibility, work independently and establish own priorities and meet deadlines.
- Proven ability to be flexible in adapting speaking and presentation style to people of various backgrounds and cultures. Proven ability to present and convey appropriate and diplomatic responses to questions under pressure.
- Proven ability to represent a post-secondary institution or organization with tact and diplomacy while interacting with people of various ages, cultures and languages.
- Proven ability to conduct oneself in a professional manner in a demanding, high stress, fast paced environment over a sustained period of time.
- Excellent command of English language both verbal and written.
- Demonstrated judgment, discretion and ability to maintain a high degree of confidentiality in preparing, disclosing and handling information of a confidential and or sensitive nature.
- Demonstrated ability to prepare meeting agendas and packages and accurately record and transcribe minutes.
- Demonstrated ability to plan and coordinate multiple meetings involving numerous participants and varying schedules.
- Proven ability to juggle and prioritize tasks, work to deadlines and demands, make responsible decisions and determine when to seek advice.
- Excellent organizational and time management skills and demonstrated attention to detail required.
- Demonstrated ability to take initiative and work independently.
- Ability to work a significant amount of evenings and some weekends required.
- Ability to travel to other campuses. Ability to travel internationally on occasion.
- A valid B.C. driver's license, safe driving record and access to a vehicle for work purposes is preferred.
- Must be able to lift and carry materials in the range of 30 to 50 lbs.