



## IDENTIFICATION

<i>Position Number</i>	<i>Position Title</i>	
91-7601	Divisional Administrative Assistant	
<i>Department</i>	<i>Division/Region</i>	<i>Location</i>
Aurora College	Education & Training	Yellowknife

## PURPOSE OF THE POSITION

The Divisional Administrative Assistant is responsible for providing educational administrative and financial services for the School of Health and Human Services within the Education and Training Division of Aurora College. This involves supporting administrators, instructors and students in an educational setting. The Divisional Administrative Assistant works within the context of the College's vision and principles and in accordance with the Aurora College Policies and Procedures Manual.

## SCOPE

The Divisional Administrative Assistant contributes to the effective operation of the programs by providing secretarial and administrative services to the members of the School of Health & Human Services team members, Program Managers, Chairs, Program Heads, Senior Instructors, staff, and students. This position is responsible for accurately managing document flow, filing and mail systems, answering and directing calls and preparing a wide variety of computer generated documents. Failure to provide these services will impact on the staff to effectively provide education and training services and will therefore impact on the students of the programs' success. As well, failure to support students will also negatively impact the student's success.

The incumbent must follow established policies and procedures; however, he/she may make recommendations on methods to improve efficiency and effectiveness of the system. The incumbent has considerable authority in prioritizing tasks, using discretionary judgments and problem solving day to day secretarial and administrative functions with minimal supervision.

The Divisional Administrative Assistant reports to the Chair, School of Health & Human Services within the Education & Training Division of Aurora College.

## **RESPONSIBILITIES**

- 1. Provide timely and confidential administrative support to and is responsible for the general administrative operation of the division to the Chair, School of Health & Human Services and their School of team members.**
  - Provide receptionist services by greeting students and visitors, giving information, directing callers and taking messages
  - Receive, date stamp and distribute the mail
  - Coordinate and schedule all travel arrangements for instructors and staff, including airline reservations, accommodations during travel and freight arrangements
  - Prepare confidential reports, manuals and documents using a variety of computer software including database, spreadsheet and telecommunications
  - Use advanced computer software to prepare charts, labels, tables, etc.
  - Compose, review, and type correspondence, manuals, exams, class schedules, reports and other documents for staff
  - Schedule, coordinate, attend meetings and record minutes from meetings and reports
  - Maintain confidential files and filing system
  - Proofread, edit and format correspondence, reports and other documents
  - Schedule appointments and arrange meetings, conference calls and enquiries from the public
  - Develop and present purchase requests as part of bulk ordering system
  - Assist in supporting staff during exams by proctoring and invigilating students writing exams
  - Keep informed on textbooks and student resources used in class or during a program/course and ensure all resources are current and correct
  - Develop and maintain contact with southern colleges, universities and other educational institutions that accept transfer credits or that have agreements with the college
  - Develop and maintain contact with third party organizations or government agencies that sponsor programs/courses at the college
  - Work with other Aurora College campuses and Community Learning Centres when running/delivering off campus program/courses related to your department
- 2. Provide timely and confidential administrative support to the School of Health & Human Services students.**
  - First contact for students
  - Answering student inquiries on a variety of issues and concerns such as timetable, marks, policies, daycare, personal, housing, etc.
  - Note: often needing to work with students to re-analyze the relevant facts; students can become angry, upset, confused; administrative assistant needs to exercise empathy and diffuse potential problems
  - Relaying confidential student messages to instructors, counselor, etc.
  - Student record management for registration, admissions, attendance, course marks and other documents
  - Be expected to know or find out requirements needed for student applications for the departments program/courses and be prepared to assist applicants for

other college departments and their program/courses

- Be knowledgeable of programs/courses delivered at other Campus and Community Learning Centres throughout the academic year
- Maintain mark and registration files for programs;
- Maintain student attendance, prepare attendance logs and send to student sponsorship during program/course
- Advise sponsorship of any changes during students' program/course
- Advise sponsorship of any changes to textbooks costs, updated textbooks and resources
- Assist students to understand Aurora College Policy and Procedures pertaining to their academic training while at the college
- Assist potential students and current students with forms, program/course costs, residence and community information
- Assist students with scholarships available pertaining to their educational background; assist students with future educational prospects, and assist students with required forms, letters, and required back-up
- Main contact between student and community contacts, student sponsorship, and other persons while attending college
- Maintain and keep updated with changes in government agencies directly affecting students; such as, contact personnel, policy changes, and sponsorship changes

**3. Facilitate the flow and storage of operational and financial information and documentation relating to the School of Health & Human Services.**

- Assist and follow up on paperwork related to casual hiring, term extensions and other related HR matters for the school.
- Maintain all forms and documents needed for casual staff; ensure casual staff have necessary keys and log-in information for computer and access to material, rooms and other areas during their hire
- Provide assistance or direction to information for new staff, casual, term, indeterminate, regarding AC procedures; including spending/purchasing, PeopleSoft entry, financial coding, student policies and procedures, applicable contact information within the campus, Human Resource information and contact information, and other general assistance when needed
- Control and safe storage of accountable forms
- Assist, verify, and correct financial forms for visa and other purchases through requisitions for staff
- Ensure all relevant back-up for purchases made with visa or requisitions are attached and correct for department staff and employees
- Be knowledgeable and aware of multiple coding units for staff, inter-departmental coding within the college and correct signing authorities for visa and requisition purchases
- Be knowledgeable and aware of spending limits by department staff and supervisor; be knowledgeable of procedures affecting spending limits and proper protocol needed when purchasing
- Keep staff apprised of any changes in templates, forms from other departments; such as headquarters, finance and registration

- Maintain and update financial coding for department; apprise staff of any changes made to coding of units and accounts
- Assist division with clerical duties
- Assist other divisional administrative assistants' department when on leave and become knowledgeable with their system and processes
- Record, prioritize and route all incoming mail
- Route outgoing mail
- Implement and maintain a bring forward system
- Make travel and accommodation arrangements and complete associated forms; apprise staff of new travel forms, travel rates, and travel policy changes
- Update and maintain a library of resource materials
- Maintain up to date listing of office inventory
- Distribute faxes, correspondence, reports, publications and documents
- Assemble and submit relevant information from files
- Compile statistics and information as required

**4. Maintain inventory for the School of Health & Human Services.**

- Order and maintain bulk purchases for office and classroom supplies
- Maintain printer and photocopier with supplies
- Prepare, order, maintain and when required return unused textbooks and teaching resources

**5. Maintenance of SharePoint site.**

- Responsible for ongoing maintenance of SharePoint for the School of Health & Human Services within the Education & Training Division
- Ensure essential material is available as required
- Requirement of regular and ongoing communication with a variety of groups to continually update information available

**6. Complete other related duties as required.**

- Participate in Admin Team meetings, providing support and guidance as required.
- Monitor of regional Mandatory Training as required by the Government of the Northwest Territories.

**KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge and solid understanding of office administrative and bookkeeping procedures for the division.
- Knowledge and understanding of the structure of the College and knowledge of northern cultures.
- Knowledge of the following computer programs: computerized financial and accounting systems, word processing, spreadsheets and e-mail systems.

**Typically, the above qualifications would be attained by:**

- Completion of an office administration secretarial certificate or equivalent.
- Three years' experience in an administrative support role or equivalent work experience.

## **WORKING CONDITIONS**

### **Physical Demands**

There are limited physical demands associated with this position; however, the incumbent is expected to lift heavy items such as boxes of materials on a recurring basis and to be fairly mobile within the Campus.

### **Environmental Conditions**

The incumbent is located in a busy, open area office. The incumbent is faced with constant interruptions and must meet on a regular and constant basis with others.

### **Sensory Demands**

The incumbent must spend extended periods of time working at the computer which requires a great deal of attention to detail as well as speed and accuracy.

### **Mental Demands**

The incumbent is faced with mental demands stemming from the need to process numerous documents on a daily basis, to meet tight deadlines, by conflicting priorities and constant interruptions; as well answering student's inquiries all day, either in person or on the phone. Many times students are upset, angry or confused or the issue is urgent.

## **ADDITIONAL REQUIREMENTS**

### **Position Security (check one)**

- No criminal records check required
- Position of Trust – criminal records check required**
- Highly sensitive position – requires verification of identity and a criminal records check