

IDENTIFICATION

Department	Position Title	
Aurora College	Executive Assistant to Vice President, Student Affairs	
Position Number	Community	Division/Region
91-1830	Fort Smith	Student Services

PURPOSE OF THE POSITION

The incumbent is directly responsible for providing a full range of senior executive administrative and confidential secretarial and administrative services to the Vice President, Student Affairs and the Student Affairs Division college-wide. The Executive Assistant liaises with the Campus Directors at the three main campuses, and their respective staffs regarding division-wide and college-wide coordination of administrative processes. The Executive Assistant further provides administrative supports for the College Registrar and his/her staff college-wide. The incumbent also provides educational administrative and financial services for the programs within the Schools of Business and Leadership and Arts and Science. The Executive Assistant provides services in accordance with the mission statement, values, principles and policies of Aurora College, is consistent with Adult Education principles, and respects the diverse cultures of the peoples and communities of the NWT.

SCOPE

The Executive Assistant is located in Fort Smith and reports to the Vice President, Student Affairs. The incumbent performs a full range of senior administrative and confidential secretarial and administrative services to the Vice President, Student Affairs and the entire Student Affairs Division college-wide.

The incumbent is responsible for managing and coordinating the final preparation of Divisional reports, briefing notes, letters, publications and documents related to all areas within the Student Affairs Division including residence, facilities, counselling, student success, and registration. The incumbent works closely with the Executive Assistant to the President to manage and coordinate HR documentation for the Student Affairs Division.

The incumbent coordinates and ensures that all written documentation conforms to College, Divisional and government formats, procedures and policies. The incumbent prepares and

finalizes all written documentation for senior executive approvals.

A detailed hard copy filing and electronic filing system are maintained by the incumbent of this position who is responsible for confidential storage of information, documentation, approvals and other issues related to the Vice President, Student Affairs and the Student Affairs Division college-wide. A well-organized filing system is imperative to the flow of the Student Affairs Division correspondence and relations with the Departments of Education, Culture and Employment, Human Resources and other government departments and divisions internally within the College itself. Although the incumbent does not supervise anyone directly, the incumbent provides guidance and functional direction to administrative support staff throughout the College.

The incumbent is the first point of contact for the Student Affairs Division with the public and deals daily, in person or on the telephone, with a variety of contacts including Board members, College staff and students, officials from government departments, representatives from Aboriginal organizations and the general public. The incumbent is frequently called upon to exercise judgment and must exercise discretion in the execution of their duties.

Decisions resulting in poor quality work, delays in meeting deadlines and errors made in performing duties could create embarrassment to the organization. Breaches of confidentiality and/or provision of inaccurate/incorrect information can have serious legal or political implications.

The Student Affairs Division is comprised of three Student Services Departments at Aurora, Thebacha and Yellowknife/North Slave Campuses as well as the Office of the Registrar with staff at each campus. Each of these Campus Directors oversees campus services including residences, facilities, maintenance, in addition to student supports including wellness, counselling, and academic tutoring. In addition, the College Registrar and his/her supporting staff are part of the college-wide Student Affairs Division. The Student Affairs Division has a staff of approximately 47.

The incumbent also provides administrative support and financial services to the Program Heads and staff of the Business Administration, Office Administration and Environment and Natural Resources Technology programs. This includes supports such as completion of visa reconciliation, textbook ordering, reception services, records management, travel arrangements and student communication.

RESPONSIBILITIES

1. Provides professional and confidential administrative services to the Vice President, Student Affairs and the Student Affairs Division.

- Coordinates requests of the College for the generation of correspondence on behalf of the Vice President, Student Affairs, Campus Directors, and Registrar within the Division and reviews all correspondence and documents prepared for signature of the Vice President, Student Affairs to ensure accuracy, quality and consistency within the mandate of the College, and the direction from the Vice President, Student Affairs.

- Reviews and responds to emails on all College matters in a timely and professional fashion, keeping track of issues, and action items as they arise and following up as required.
- Handles correspondence containing information of a personal, restricted or protected nature.
- Reviews and prioritizes all correspondence received for the Vice President, Student Affairs and ensures that appropriate responses are prepared either by responding on behalf of the Vice President, Student Affairs, or referring correspondence directly to the Vice President or other Senior Management.
- Accurately types correspondence, reports and documents from hand written or electronic email notes for the Vice President, Student Affairs.
- In consultation with the Vice President, Student Affairs, coordinates and prepares responses to information requests from government departments and organizations.
- In consultation with the Vice President, Student Affairs, prepares draft responses to Divisional correspondence.
- Proof-reads, edits and redrafts (if necessary), formats and finalizes all correspondence prepared by others for signature of the Vice President, Student Affairs.
- Identifies matters of priority for the attention of the Vice President, Student Affairs for discussion and instructions on subsequent courses of action.
- Schedules meetings; prepares agendas and information packages including regular Divisional and Campus Director meetings.
- Provides administrative and logistical support for Divisional and Campus Director meetings, Committee meetings and other Student Affairs Division related meetings, including the arrangement of travel and accommodations for Divisional staff, preparation and distribution of information packages, arrangement of meeting locations, and the production and distribution of minutes and action minutes following the meetings.
- Makes all travel and accommodation arrangements for Vice President, Student Affairs and other Divisional staff as required.
- Prepares and documents requisitions and other documents including travel advances, travel authorizations, travel claims, travel and accommodation warrants, purchase orders, cheque requisitions and charter aircraft requests as required.
- Arranges, records and confirms all the VP's appointments and meetings inside and outside of the office providing relevant files and related information for these meetings.
- Sets up conference calls for the Vice President, Student Affairs, and other Divisional staff.
- Liaises with appropriate College Senior Managers to ensure the timely and accurate preparation of briefing notes, reports, proposals and submissions.
- Responds to client inquiries/complaints by referral to appropriate staff, ensuring the Vice President, Student Affairs is made aware of such activities.
- Accurately transcribes correspondence, briefing notes, reports, information items and other documents from transcribing equipment or hand written notes.
- Records and transcribes Divisional meeting minutes
- Arranges for courier services for outgoing correspondence and other documents
- Receives and transmits local and long distance telephone calls, answers inquiries, handles messages and directs calls and visitors to the appropriate staff.

2. Provides management and coordination of final preparation of Divisional reports, publications and policies.

- Coordinates final preparation and formatting of reports, publications, and policies.
- Liaises with Campus Directors and Registrar regarding Divisional publications, reports, and policies.
- Formats reports, publications, and policies and updates templates as necessary.
- Finalizes documents for Vice President, Student Affairs, President, and Board approval and signature.
- Collaborates with the Registrar regarding reports and publications for the Registrar area.
- Collaborates with the Campus Directors regarding reporting and publications.
- Maintains a confidential filing system, both electronically and hard file.
- Collaborates with Manager, Policy Development and Institutional Research to ensure policy updates use approved policy templates.
- Works with key College staff and Human Resource staff members to develop, update and maintain College template forms for all aspects of course and program outlines and College policies.
- Provides assistance to College Senior Management in updating publications and policies.
- Communicates daily via email and phone with College campuses, and internal and external contacts regarding publications, reporting, and policies.

3. Provides senior administrative support to ensure the effectiveness and efficiency of the day-to-day office administration.

- Maintains an electronic mail tracking system for incoming and outgoing Vice President, Student Affairs and Student Affairs Division correspondence.
- Prioritizes all correspondence, forwarding tasks to senior staff and assigning bring-forward dates.
- Maintains a bring-forward retrieval system for action items and all correspondence.
- Monitors the progress of assigned tasks.
- Maintains a record of all correspondence signed by the Vice President, Student Affairs and Student Affairs Division documents.
- Forwards correspondence as required to Campus Directors, and other Senior Managers for the preparation of a College response.
- Organizes records and maintains a confidential filing and electronic filing system.
- Maintains the confidentiality of incoming and outgoing facsimile messages and sending of facsimile messages.
- Maintains the confidentiality of incoming and outgoing PDF scanned messages and sending of PDF scanned messages, as well as electronically maintaining confidential PDF scanned messages.
- Provides computer and office procedure training to other administrative staff and casual employees as and when required.
- Scans and emails a variety of documents.
- Informs other administrative staff on changes to College standards and formats to ensure they are kept up-to-date.

- Receives all travel requests requiring Vice President, Student Affairs approval, and confirms correct information.
- Ensures honouraria request documents are prepared and provided for all travel and meeting/conference attendance.
- Provides itineraries and all travel information for the Vice President, Student Affairs, Campus Directors, and other Divisional staff.
- Assists in the completion of briefing notes, reports, profile sheets, speaking notes and other correspondence for the VP's signature.
- Prepares summary reports on incoming tasks and status reports on current tasks.
- Researches information required by the Vice President, Student Affairs and his/her staff.
- Makes recommendations for the improvement of office procedures which will improve effectiveness and efficiency.
- Assists in developing solutions to day-to-day problems.
- Assists in providing orientation to new administrative assistants within the Student Affairs Division.
- Prepares financial coding of payroll, vouchers and other financial documents for the VP's signature
- Completes visa reconciliations for the Vice President and him/herself and verifies submitted divisional reconciliations for the Vice President's approval, are complete with all back up documentation and meet the guidelines for use of a corporate visa.

4. Maintenance of SharePoint site.

- Responsible for ongoing maintenance of SharePoint for the Student Affairs Division.
- Ensure essential material is available as required.
- Requirement of regular and ongoing communication with a variety of groups to continually update information available.

5. Provides support function to the Student Affairs Division.

- Liaises and collaborates with other Executive Assistants to resolve issues.
- Provides backup support for Divisional Administrative Assistants and Executive Administrative Assistants during absences from work or holiday relief.
- Maintains knowledge of matters within the Division and is responsive to gather documents, backup and provide follow up support services as required for Confidential, HR related, financial and other related matters.
- Works directly with the EA to the President as the main liaison for HR documentation and follow up pertaining to the Division.

6. Provides support function to the Program Heads and staff of the Business Administration, Office Administration and Environment and Natural Resources Technology Programs.

- Provide administrative services by greeting students and visitors, giving information, directing callers and taking messages.
- Assist, verify, and correct financial forms for visa and other purchases through requisitions for staff.

- Assist and follow up on paperwork related to casual hiring, term extensions and other related HR matters for the programs.
- Coordinate and schedule all travel arrangements for instructors and staff, including airline reservations, accommodations during travel and freight arrangements as well as completing travel authorization and per diem paperwork for approval.
- Complete purchasing requisitions for program related textbooks and other program resources.
- Schedule and coordinate meetings and book space for classes and meetings.
- Invigilate exams.
- Administer and collate student evaluations.

WORKING CONDITIONS

Physical Demands

The incumbent will have to move recording equipment and other support materials during meetings. The incumbent is also expected to travel on a regular basis to Divisional and Chair meetings. This may include travel to remote locations.

Environmental Conditions

No unusual conditions.

Sensory Demands

No unusual demands.

Mental Demands

No unusual demands.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of executive administrative, secretarial and office procedures
- Knowledge and understanding of the organization and structure of the College and knowledge of Northern culture and politics
- Knowledge of and be highly proficient at using the following computer programs: word processing, spreadsheets, power point, e-mail, database systems and telecommunication systems.
- Demonstrated oral and written communication skills
- Demonstrated human resource and team working skills
- Proven skills in anticipation of short and long term needs and requirements of the department
- Proven skills in self-motivation and initiative
- Proven ability to be adaptable and flexible

Typically, the above qualifications would be attained by:

- Completion of a Secretarial Arts or Office Administration Certificate

- 5-7 years of secretarial administrative experience including three years of executive secretarial and administrative experience.

Asset

- Coursework or certification in Microsoft Office and other related software

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

French language (check one if applicable)

- ☐ French required (must identify required level below)
 - Level required for this Designated Position is:
 - ORAL EXPRESSION AND COMPREHENSION
 - Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐
 - READING COMPREHENSION:
 - Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐
 - WRITING SKILLS:
 - Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐
- ☐ French preferred

Indigenous language: Select language

- ☐ Required
- ☐ Preferred