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CLASS SPECIFICATION

Career Development Assistant

NATURE & SCOPE OF WORK

This is career development, administrative and clerical work. An incumbent in this position is responsible for supporting the Orbis platform, creating materials, updating social media and maintaining a library of resources, websites and databases and for performing support tasks to the area. Duties will also include assisting in the day to day operation of the department, promoting the department's services through social media and increasing the profile and traffic to the Career Development Centre (CDC). This position reports to the Manager of the CDC.

ILLUSTRATIVE EXAMPLES OF DUTIES

- Facilitates communication and arrangements between the department and students, faculty, staff and alumni. This includes answering enquiries on services and programs; referring people to other campus services; preparing basic brochure or flyer information; uploading information to a web page; and coordinating mailings.
- Maintains job postings in Orbis, general email inbox and career resources library (on and off-line).
- Organizes appointment schedule for career development advisors through Orbis and track student visits.
- Arranges and attends department and committee meetings, including preparing agendas and taking minutes.
- Assists with formatting and compiling documents and presentations. Performs data entry as required.

- Maintains organized filing system for departmental and student records; maintains equipment and supplies.
- Assists department with event organization; including research, gathering supplies, logistics, set-up, tear-down, distribution of materials, communicating with internal and external community including volunteers and promoting event through social medial and print materials.
- Updates the CDC webpage and social media accounts with career-related articles, news, events, job postings.
- Assists the department with employer relations including responding to inquiries in a timely manner, updating and maintaining job postings in Orbis, databases and program information, and encouraging employers to use the full array of CDC and other services, if applicable, at the University.
- Provides input and feedback to the manager regarding staff, students', faculty and employer needs and requests for services and programs.
- Provides suggestions and ideas contributing to the strategic direction of the CDC.
- Drafts student and faculty e-newsletters
- Assists in promoting the services and increasing the profile of the department throughout the University and to external stakeholders.
- Collects and maintains records, databases, statistics and departmental files through surveys and tracking student visits; composes correspondence as required and performs data entry work.
- Maintains Orbis database and escalates issues to Orbis appropriately and in a timely manner.
- Escalates concerns and sensitive issues concerning students and employers immediately to the manager.
- Sorts, checks, files, processes and prepares a variety of material including purchase orders, program files, office records, etc.
- Performs support duties including ordering supplies, equipment and duplicating; maintaining departmental files, lists and other records; and opening and distributing mail.
- May be required to take training and act in the capacity of a floor warden as part of the University's Emergency Preparedness Plan (Fire, W.H.M.I.S, Earthquake).

- Performs duties related to the qualifications and requirements of the position.

REQUIRED KNOWLEDGE, ABILITIES & SKILLS

- Considerable knowledge of Orbis.
- Thorough knowledge of business English, spelling, and punctuation.
- Considerable knowledge of University programs.
- Considerable knowledge of employment development strategies and practices.
- Considerable knowledge of word processing, database, spreadsheet, web posting and social media applications.
- Considerable knowledge of email and Internet use.
- Considerable knowledge of office practices and procedures.
- Considerable knowledge of applicable rules, regulations and procedures, which govern University and departmental activities.
- Ability to compose routine and non-routine correspondence.
- Ability to prioritize, multitask, apply organization skills to meet deadlines, and work with minimal supervision.
- Ability to understand and follow complex oral and written instructions, and communicate information effectively, both orally and in writing.
- Ability to establish and maintain effective and professional working relationships with other employees, students, community business groups and the general public.
- Ability to maintain confidentiality and to exercise tact, diplomacy and sensitivity when dealing with students, employers, other employees, business groups and the general public.
- Ability to adapt to changing situations with ease and maintain workload with frequent interruptions.
- Ability to assist in assembling and organizing information obtained from a variety of sources.
- Ability to act with independence of judgement and a minimum of supervision.
- Ability to exercise professional and appropriate judgment and discretion on all matters related to the department.

- Ability to establish and maintain administrative procedures.
- Skill in keyboarding at 50 wpm.

REQUIRED TRAINING & EXPERIENCE

- Completion of a one year certificate (approximately 30 credits) in business, communications, human resources management or a related field.
- Two years of related administrative experience.

REQUIRED LICENCES, CERTIFICATES & REGISTRATIONS

- None.