

Class No.:	Staff
Original Date:	February 2016
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Pay Group:	14

CLASS SPECIFICATION

COUNSELLING, LEARNING SUPPORT AND STUDENT AFFAIRS ASSISTANT

NATURE & SCOPE OF WORK

This is reception and administrative work in support of the Counselling, Learning Support and the Student Affairs department. This position is primarily responsible for performing a variety of reception duties and administrative duties, maintaining faculty schedules and arranging student appointments, creating and organizing department records and providing customer service to students, the general public and the university community. The incumbent receives supervision from the Coordinator and reports to the Manager, Student Affairs.

ILLUSTRATIVE EXAMPLES OF DUTIES

- Schedules student appointments for counselling, learning support and Centre for Accessibility Services (CAS) faculty.
- Reception support and assistance with scheduling appointments for the Student Affairs team (the Student Affairs Manager and the office's three advisors).
- Answers telephone and counter enquiries, secures and gives information on programs including the YES Program, academic integrity, student rights and responsibilities and sexual violence support services as well as other University resources and services.
- Immediately escalates student crises, concerns, and sensitive issues as appropriate.
- Provides back-up front desk coverage and support for the CAS including exam invigilation as needed.
- Organizes, updates and maintains computerized and hard copy departmental records including databases and spreadsheets.
- Compiles and executes faculty evaluations via online survey for all department Faculty in Counselling and Learning services, and the Centre for Accessibility services and provides a summary of survey findings for each faculty member being evaluated. This is a sensitive and confidential process.
- Sorts, checks, files, processes and prepares a variety of material including purchase orders, program files, office records, etc.
- Develops and word processes a variety of material including letters, reports, brochures, flyers, manuals, policies, outlines, timetables, agendas and minutes.
- Maintains office records and files, mailing lists, attendance books, appointment schedules, etc.
- Collects, maintains and distributes resource information and materials.
- Uploads information from various sources to a web page.

- Organizes, updates and maintains inventory of the counselling services library.
- Provides guidance and support to faculty, staff and students in the use of computers and office equipment and software applications including the online booking system.
- Performs support duties including ordering supplies, equipment and duplicating; maintaining departmental files, lists and other records; and opening and distributing mail.
- Prepares Exceptional Short-Term Leave reports for faculty in Counselling services and Learning services according to the Coordinator's manual, and in consultation with and for the approval of the Coordinator.
- Arranges and attends department and committee meetings, including preparing agendas and taking minutes.
- 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

- Thorough knowledge of the regulations, policies and procedures governing the area.
- Considerable knowledge of applicable rules, regulations and procedures which govern University and departmental activities.
- Considerable knowledge of business English and spelling.
- Considerable knowledge of office practices and equipment.
- Considerable knowledge of word processing, spreadsheet and database applications, and the ability to upgrade and learn new applications.
- Considerable knowledge of web posting applications.
- Ability to work with students, particularly those in distress, with a high degree of comfort and patience.
- Ability to compose routine and non-routine correspondence.
- Ability to maintain workload and attention to detail with frequent interruptions.
- Ability to follow oral and written instructions.
- Ability to learn assigned clerical tasks readily and to perform them in accordance with established practices and procedures.
- Ability to maintain confidentiality.
- Ability to adapt to changing situations.
- Ability to establish and maintain effective working relationships with other employees, students and the general public.
- Skill in keyboarding at 50 wpm.

REQUIRED TRAINING & EXPERIENCE

- Completion of one year (approximately 30 credits) of post-secondary education.
- One year of related experience.