



Class No.:	Staff
Original Date:	June 2018
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Pay Group:	18

CLASS SPECIFICATION

DDA, STUDENT LIFE

NATURE AND SCOPE OF WORK

This is an administrative and communications support role, responsible for assisting the Manager, Student Life in the day-to-day operations and promotion of the Student Life department. The position provides front-line customer service to students, faculty, and staff, administrative support, processes budget expenditures, and supports the development and promotion of departmental initiatives. This position reports to the Manager, Student Life.

ILLUSTRATIVE EXAMPLES OF DUTIES

- Tracks, monitors, and reconciles departmental cost centres in accordance with approved budgets. Creates and maintains portfolio tracking documents, assists the Student Success Facilitators and Well-Being Facilitator in monitoring expenditures, and ensures spending aligns with allocated funds. Compiles and reviews financial management reports, liaises with Financial Services as required, and resolves discrepancies or brings them to the attention of the Manager, Student Life. Cross-references and submits student employee timesheets as approved by the appropriate supervisor, and exercises signing authority within University guidelines.
- Creates, updates and distributes student-focused communications across web, email, print, and social media platforms, in consultation with the MDX department and Student Life staff. Supports marketing campaigns, ensures alignment with brand and accessibility standards, and monitors engagement data to inform future outreach.
- Provide logistical and administrative support for departmental programs, events, projects, and initiatives including outreach activities, referrals, workshops and onboarding sessions and the scheduling and functional supervision of event volunteers.
- Serves as the primary point of contact and provides front-line customer service to students, employees, community organizations, and partner institutions on departmental services and university resources. Acts as a central liaison to ensure inquiries, concerns and opportunities are directed to the appropriate programs, services, or staff. Handles sensitive or confidential information with sound judgement, discretion and professionalism.
- Identifies and gathers information regarding operational or student-related issues and uses judgment to determine whether an issue should be escalated to the Manager, Student Life,

another administrator, or handled independently.

- Coordinates and administers the Student Laptop Loan program including promotion, intake and evaluation process, follow up communication in partnership with Department of Technology Services.
- Arranges and attends departmental and advisory meetings, prepare agendas and minutes, drafts correspondence and serves on university committees as required.
- Maintains and updates departmental databases to ensure accurate and timely information management. Assists with compiling data and supporting documentation for annual reports submitted to the Ministry, in accordance with reporting requirements and deadlines. Supports the administration of government funding by gathering information for applications and reports, monitoring funding cost centres, and tracking balances for review by the Manager, Student Life.
- Compile and analyze data to support internal reporting and Ministry submissions. Develop visual materials to communicate progress toward departmental and institutional goals.
- Maintains the Student Life office environment, including ordering supplies, tracking inventory, coordinating repairs, and liaising with service vendors for equipment maintenance.
- Performs general administrative tasks such as copying, printing, mail distribution and maintaining departmental files and records, creating and maintaining organized filing systems including databases and spreadsheets, assisting with room bookings, supporting office allocations, moves, and onboarding of new employees.
- Provides administrative support for professional development and departmental activities, including registering staff for conferences or workshops and coordinating travel and accommodation arrangements. Supports the planning and logistics of meetings and special events, such as inter-departmental gatherings and professional development opportunities for departmental staff.
- 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).
- Perform duties related to the qualifications and requirements of the position.

REQUIRED KNOWLEDGE, ABILITIES AND SKILLS

- Thorough knowledge of MS Office applications, including Outlook, Word, PowerPoint, Excel, and Teams. Thorough knowledge of business English, spelling, speaking, and effective business writing.
- Excellent client service skills, including the ability to assess and identify customer client/departmental needs, exercise initiative and judgment in determining appropriate actions, and deliver service with discretion
- Capacity to maintain confidentiality, apply informed consent practices, and handle sensitive situations with tact and diplomacy.
- Considerable knowledge of office practices and equipment, bookkeeping, and filing and maintaining records
- Considerable knowledge of marketing and communications practices including ability to create print and digital graphics, copywriting, social media, design, and event planning skills.
- Ability to write engaging materials in English for multiple audiences and mediums.
- Considerable knowledge of spreadsheet and database applications, and the ability to upgrade and learn new applications.

- Ability to prioritize, multitask, apply organizational skills to meet deadlines, assemble information from a variety of sources, and work with minimal supervision.
- Ability to understand and follow oral and written instructions, and communicate information effectively, both orally and in writing.
- Ability to adapt to changing situations.
- Ability to maintain attention to detail with constant interruptions.
- Ability to establish and maintain effective working relationships with a diverse group of employees, students, community groups and the public.
- Ability to establish, maintain and make recommendations on enhancing administrative procedures.
- Keyboarding skills of 50 wpm.

REQUIRED TRAINING AND EXPERIENCE

- Completion of two years (approximately 60 credits) of post-secondary education in business, marketing, communications or a related field.
- Two years of administrative support experience.
- Experience in an educational setting with significant front-line service supporting students.
- Previous experience in event and/or project management.
- Class 5 driver's license.