

Class No.:	
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Pay Group:	20

CLASS SPECIFICATION

DIVISIONAL/DEPARTMENTAL ASSISTANT 3

NATURE AND SCOPE OF WORK

This is administrative work in support of an instructional unit offering many instructional programs with diverse content, at times of a confidential and sensitive nature. An incumbent in this job is primarily responsible for coordinating the non-academic administrative functions and supervising the support tasks for several instructional programs. Duties include providing customer service to students; orienting faculty to administrative tasks; preparing and processing budgets, faculty workloads, and timetables; processing student applications and block registrations; and assisting with promotional and informational activities. An incumbent receives direction from several Program Coordinators, Convenors or Program Managers, and reports to a Dean.

ILLUSTRATIVE EXAMPLES OF DUTIES

- Prepares and enters or submits section plans, timetables, faculty workloads, faculty PD proposals and reports, and faculty sick leave reports according to the coordinator's manual, and in consultation with and for the approval of the Coordinators, Convenors or Program Managers. Contacts the Registrar's Office and Administrative Analysts to investigate and resolve problems.
- Prepares operating budgets and capital requests in consultation with and for the approval of the Coordinators, Convenors or Program Managers. Tracks, monitors, and reconciles cost centres including depositing and recording revenue, processing disbursements and charge backs, printing and reviewing management reports, and contacting Financial Services as required. Resolves discrepancies or brings them to the attention of Coordinators, Convenors or Program Managers. Has signing authority within university guidelines. Maintains petty cash fund.
- Ensures that appropriate funds are collected from students including preparing and submitting exceptional tuition fee requests, collecting, and tracking tuition fee deposits, contacting sponsors to ensure that sponsored fees are collected by Financial Services, and collecting fees for conferences and student retreats. Processes refunds as required.

- Facilitates communication and arrangements between the university and potential students, current students, alumni, and faculty. Assists in the recruitment of students and the promotion of programs. This includes answering enquiries; referring people to other campus services; preparing calendar and brochure information; arranging student information sessions; uploading information to a web page; drafting and/or revising student handbooks and manuals; and coordinating mailings.
- Processes student applications and application materials, including portfolios. Screens for completeness of material. Arranges student interviews. Block registers students. Tracks courses taken toward program completion.
- Prepares program profiles and new course proposals under the direction of the Coordinators, Convenors or Program Managers.
- Compiles faculty evaluations as instructed by the Dean's Office and according to the CCFA collective agreement including visiting classrooms to administer student evaluations, collecting other evaluations, and tabulating and preparing material for review by the evaluation committee. This is a sensitive and confidential process.
- Distributes, collects, checks, and submits grade sheets.
- Orients new Coordinators, Convenors and Program Managers to administrative tasks, guidelines and deadlines as outlined in the Coordinator's Manual. Orients new faculty to university administrative guidelines.
- Arranges and attends department meetings, including preparing agendas and taking minutes. Serves on University committees as required.
- Prepares postings and arranges interviews for faculty hires.
- Plans and organizes local special events and makes travel arrangements.
- Organizes departmental elections.
- Assists faculty and staff with the operation of computers, phones, faxes, and other office equipment.
- Provides program specific support such as conducting criminal record checks, belonging to a risk management team, organizing the logistics of a conference (including coordinating the mailing of promotional material, registering, and confirming participants, tracking fees, and arranging catering and rooms), or administering program specific tests.
- Drafts routine and non-routine correspondence.

- Coordinates office allocations and moves.
- Maintains departmental files, lists and other records including databases.
- 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 AND SKILLS

- Thorough knowledge of the regulations, policies and procedures governing the programs.
- Thorough knowledge of the Coordinator's Manual and University policy and procedure governing faculty workload, admissions, registration, and financial services.
- Thorough knowledge of Microsoft Word applications including spreadsheet, database, PowerPoint, and the ability to upgrade and learn new applications. Basic knowledge of web posting applications.
- Considerable knowledge of program content and flow.
- Considerable knowledge of business English and spelling.
- Considerable knowledge of office practices and equipment, bookkeeping and arithmetic.
- Considerable knowledge of spreadsheet applications.
- For specified programs: considerable knowledge of web posting applications.
- Considerable knowledge of the CCFA Collective Agreement articles pertaining to regularization, instructional and lab supervisor workloads, forward averaging, and overload/underload.
- Working knowledge of database applications.
- Ability to multitask, apply organization skills to meet deadlines, and work with minimal supervision.
- Ability to plan, schedule, assign and review the work of other employees to effectively meet deadlines, and to provide on-the-job training and orientation.
- Ability to understand and follow complex 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 interruption.
- Ability to establish and maintain effective working relationships with a diverse group of other employees, students and the general public.
- Ability to maintain confidentiality and handle sensitive issues with tact and diplomacy.
- Ability to establish and maintain administrative procedures.
- Skill in keyboarding at 50 wpm.

REQUIRED TRAINING AND EXPERIENCE

- Completion of two years (approximately 60 credits) of post-secondary business education comparable to the Diploma in Business Administration program offered at Capilano University.
- Three years of directly related and progressively senior administrative support experience, including experience in an educational setting with significant student contact.