

Class No.:	
Original Date:	June 2018
Revision Date:	September 2022
Pay Group:	18

CLASS SPECIFICATION

DIVISIONAL/DEPARTMENTAL ASSISTANT, CTE

NATURE AND SCOPE OF WORK

This is administrative work in support of an academic service unit comprised assists faculty, staff, and students with teaching and learning. The position requires coordinating administrative functions for the faculty and staff units within the Centre of Teaching Excellence (CTE) and process and tasks required by the Director of the Centre for Teaching Excellence. Duties include providing programming guidance to faculty, orientating Coordinators and staff, preparing, and processing budgets, preparing communication materials for the unit, preparing faculty and staff workloads. The position reports to the Director, Centre for Teaching Excellence.

ILLUSTRATIVE EXAMPLES OF DUTIES

- Prepares operating budgets and capital requests in consultation with and for the approval of the Director of the CTE with input from the faculty Coordinator and staff Educational Technology Specialists. Tracks, monitors, and reconciles cost centres including preparing invoices, purchase requisitions, cheque requisitions and verifying and submitting time sheets for student employees. Reviewing printing and management reports, and contacts Financial Services as required. Resolves discrepancies or brings them to the attention of the Director. Has signing authority within university guidelines and provides P card reconciliation support.
- Prepares, enters, and submits section plans, timetables, and faculty workloads, faculty PD proposals and reports according to the coordinator's manual. This includes loading sections for faculty in CTE as instructed by CTE Coordinator, managing information in FAMIS, and liaising with HR as required. This is sensitive and confidential work.
- Records, maintain and updates administrator, faculty, and staff schedules. Organized office allocation and moves.

- Acts as a central point of contact between the department and other University departments (i.e., HR, Finance, IT) and/or external groups to facilitate and coordinate efficient communications and operations. Takes responsibility for disseminating relevant information to the department and coordinates implementation of projects or administrative procedures.
- Prepares and assists in the promotion of programs. This includes answering enquiries; referring people to other campus services; advertising departmental services, offerings, and outreach programs; preparing brochure and calendar information; uploading information to a web page; drafting and/or revising student handbooks and manuals; and coordinating mailings.
- Compiles faculty evaluations as instructed by the Director of the CTE and according to CCFA collective agreement. This is sensitive and confidential work.
- Prepares postings and arranges interviews for faculty and staff hires.
- Orients new Coordinators to administrative tasks, guidelines and deadlines as outlined in the Coordinator's Manual. Orients new faculty and staff to university administrative guidelines.
- Organizes departmental elections.
- Tracks, consolidates, and reports on program and workshop registration in both paper and electronic databases forms. Organizes, updates, and maintains computerized CTE records including databases and spreadsheets.
- Creates, prepares, and distributes feedback forms for workshop participants, and shares the collected data with the CTE faculty and staff.
- Arranges and attends department meetings, including preparing agendas and taking minutes. Serves on University committees as required.
- Plans and organizes events such Teaching, and Learning Symposium, Teaching Excellence Awards and other events as determined. Prepares and organizes room bookings, catering services, purchasing gifts, and set up with facilities and communicate with Marketing for digital advertisement.
- Arranges and attends CTE and committee meetings including preparing agenda and taking minutes.
- Sets up and maintains organized filing system for the CTE including photocopying; maintains equipment and supplies, contacting service vendors when necessary.
- Word-processes a variety of materials including letters, reports, handouts, manuals, agendas, and minutes.

- Maintains a schedule and follow-up system of matters outstanding, commitments, meetings, and appointments, and ensures that deadlines are met.
- Performs support duties including ordering supplies, equipment, and duplicating, maintaining CTE files, lists and other records; and opening and distributing mail.
- Provides guidance and support to CTE faculty and staff in the use of computers and software applications, phones, faxes, and other office equipment.
- May be required to take training and act in the capacity of the floor warden as part of the University's Emergency Preparedness Plan (Fire W.H.M.I.S., Earthquake).
- Performs duties related to the qualification and requirements of the position.

REQUIRED KNOWLEDGE, ABILITIES AND SKILLS

- Thorough knowledge of the regulations, policies and procedures governing the Division.
- Thorough knowledge of the Coordinator's Manual and University policy and procedure governing faculty workload, admissions, registration and financial services.
- Considerable knowledge of office practices and equipment, bookkeeping and arithmetic.
- Considerable knowledge of database, spreadsheet, and word processing applications.
- Excellent written and oral communication.
- Ability to multitask, apply organization skills to meet deadlines, and work with minimal supervision.
- Ability to plan, schedule, assign, supervise and review the work of 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 establish and maintain effective working relationships with a diverse group of other employees, students and the general public.
- Ability to establish and maintain administrative procedures.

- Ability to maintain confidentiality and handle sensitive issues with tact and diplomacy.

REQUIRED TRAINING AND EXPERIENCE

- Completion of two years (approximately 60 credits) of post-secondary education
- Three years of senior administrative support experience, including experience in an educational setting.