

Class No.:	
Original Date:	June 2024
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Pay Group:	18

CLASS SPECIFICATION

DDA, SQUAMISH

NATURE AND SCOPE OF WORK

This is administrative and operational work in support of staff, faculty, and the Associate Vice-President (AVP), Squamish office. The DDA provides professional administrative support to the units within the department and ensures exceptional service to a wide range of clients across the University. Duties include facilitating communication and arrangements between the AVP's office and internal and external contacts; preparing and producing a wide variety of materials; records and file management; providing support for facility operations; arranging special events; and coordination of tasks to ensure the overall success of staff and faculty working at the Squamish campus.

ILLUSTRATIVE EXAMPLES OF DUTIES

- Facilitates communication and arrangements with internal and external contacts, including faculty, staff, executive office, ministry and municipal officials, and community/business organizations.
- Draft and manage routine and non-routine correspondence, reports, and other documents.
- Organize records, maintain filing systems, and ensure data accuracy in databases and spreadsheets.
- 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.
- Plans and organizes events hosted by AVP, Squamish Office. Prepares and organizes room bookings, catering services, purchasing gifts, and set up with facilities and communicate with Marketing for digital advertisement.
- Prepares event reports, track key performance indicators, and conduct post-event evaluations.

- Support and supervise volunteer and staff teams during events, ensuring high standards of customer service and safety compliance.
- Assist with scheduling, meeting coordination, and administrative tasks on behalf of the AVP Squamish.
- Prepare and distribute agendas, take minutes, and follow up on action items from meetings.
- Contribute to specific projects and initiatives, providing administrative and logistical assistance as requested.
- 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 university and departmental policy, rules, regulations, procedures and functions.
- Excellent client service skills. Ability to identify client/departmental needs and the context of issues to exercise initiative and judgment regarding the required action.
- Ability to establish and maintain effective working relationships with a diverse group of employees, students, community groups, and the public.
- Strong understanding of event management practices and principles.
- Thorough knowledge of MS Office applications, including Outlook, Word, Excel, Access, and Teams.
- Ability to 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 maintain confidentiality and handle sensitive issues with tact and diplomacy.
- Ability to adapt to changing situations.
- Ability to maintain attention to detail with constant interruption.
- Skill in typing and/or keyboarding at 50 wpm.

REQUIRED TRAINING AND EXPERIENCE

- Completion of two years (approximately 60 credits) of post-secondary education in business administration, event planning, or a related field.

- Three years of directly related administrative support experience, including experience in an educational setting and significant student contact. Previous experience in event management or project management is highly desirable.

REQUIRED CERTIFICATES, LICENSES, AND REGISTRATIONS

- None