

Class No.:	
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CLASS SPECIFICATION

DIVISIONAL/DEPARTMENTAL ASSISTANT 1, ENGLISH FOR ACADEMIC PURPOSES DEPARTMENT

NATURE AND SCOPE OF WORK

This is administrative, clerical and reception work in support of the School of Access and Academic Preparation. An incumbent in this job is primarily responsible for assisting in the day-to-day operations and for performing support tasks for the English for Academic Purposes (EAP) department. Duties include providing customer service to students, faculty and the general public; and providing support services to the EAP department including processing student applications and registrations; assisting with and developing promotional and informational activities and other general administrative duties necessary for the smooth operation of the EAP department. An incumbent works collaboratively with staff and faculty in the School of Access and Academic Preparation. The incumbent reports to the Dean, receives direction from the Divisional Supervisor and the Program Coordinators.

ILLUSTRATIVE EXAMPLES OF DUTIES

- Facilitates communication and arrangements between the university and potential students, current students, and faculty. Assists in the recruitment and retention of international and domestic students and the promotion of activities. This includes answering enquiries on programs, registration, and admissions requirements; referring people to other campus services; preparing basic brochure or flyer information; uploading information to a web page or social media; and coordinating mailings.
- Assists with admission and registration by creating, maintaining and tracking student files in both paper and electronic database forms; arranging for student testing, assessments, interviews, and auditions; providing students with procedural information and assisting them with completing registration forms; creating, maintaining and tracking wait lists for admission and registration; communicating with the Registrar's office to investigate and resolve problems; and using the student registration system to track admissions and registrations and to run class lists.
- Maintains the internal communication database, communications design and scheduling, template development, and other related duties.

- Collaborates with academic programs, Information Technology, Centre for International Experience, the Registrar's office, and Communications and Marketing, to ensure consistency and accuracy in messaging and developing promotional materials.
- Prepares course outlines under the direction of the instructors.
- Arranges and attends department and committee meetings, including preparing agendas and taking minutes.
- Organizes local special events and information sessions.
- Organizes updates and maintains departmental records including database systems, spreadsheets and the website. Some of the key databases used include the prospective student database, agent, counsellor & government contacts databases.
- Maintains organized filing system for departmental records; maintains equipment and supplies, contacting service vendors when necessary.
- Undertakes updates of the department's website and social media platforms. Creates and updates fillable PDF forms and supports the department in using basic software systems used by the university.
- Provides administrative financial support by preparing expense claims, coding and submitting approved invoices, and requesting invoices upon request on behalf of the department.
- Word processes a variety of material including letters, reports, exams, manuals, policies, outlines, tests, quizzes, timetables, agendas and minutes.
- Maintains a schedule and follow up system of matters outstanding, commitments, meetings and appointments, and ensures that deadlines are met.
- Collects book order information from faculty members and orders books from the bookstore.
- Collects grade books and enters grades into a database for future placement.
- Maintains a database of agents, high school counsellors, communities and organizations. Responds to enquiries from agents and provides advice.
- Provides guidance and support to faculty, staff and students in the use of computers and software applications, phones, faxes and other office equipment.
- Supports strategic initiatives of the EAP department as assigned by management, including Divisional Supervisor, Program Coordinator(s), and the Dean.
- Performs support duties including ordering supplies, equipment and duplicating; maintaining departmental files, lists and other records; opening and distributing mail.
- Performs duties related to the qualifications and requirements of the position.

- 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).

REQUIRED KNOWLEDGE, ABILITIES AND SKILLS

- Significant knowledge of the education system in BC, international education systems, and University level programs, services, and activities
- Thorough knowledge of the regulations, policies and procedures governing the program(s) or functional area.
- Thorough knowledge of the international education sector and education marketing, recruitment and retention strategies.
- Excellent communications skills that are culturally sensitive.
- High degree of attention to detail and accuracy, substantive editing (approach) and grammar (brevity/style/tone) and proofreading.
- Ability to multi-task, apply organizational skills, adhere to deadlines, use problem solving skills, and actively participate in teams and with colleagues, with minimal supervision.
- May have the opportunity to travel off campus to facilitate student recruitment activities.
- Thorough knowledge of word processing applications.
- Considerable knowledge of University policy and procedure governing admissions, registration and financial services particularly with respect to international students.
- Considerable knowledge of Banner or another automated student record system and the ability and interest in learning new applications;
- Considerable knowledge of web posting, bulletin board, and other social media applications and the willingness and interest in using these on a regular basis;
- Considerable knowledge of program content and flow.
- Considerable knowledge of business English and spelling.
- Considerable knowledge of office practices and equipment.
- Considerable knowledge of spreadsheet and database applications, and the ability to upgrade and learn new applications.
- Ability to prioritize, multitask, apply organization skills to meet deadlines, and work with minimal supervision.

- Ability to apply a customer service oriented approach to students, parents, high school counsellors and other contacts;
- Ability to work with students with disabilities with a high degree of comfort and patience.
- 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 establish and maintain effective working relationships with, and provide customer service to, a diverse group of other employees, students and the general public
- Ability to maintain confidentiality.
- Ability to establish and maintain administrative procedures.
- Skill in keyboarding to 50 wpm.

REQUIRED TRAINING AND EXPERIENCE

- Completion of one year (approximately 30 credits) of post-secondary education in applied business technology or business administration;
- Two years of directly related administrative support experience, including experience in an educational setting with significant student contact;
- Reading, writing and speaking fluency in English to support communications with a broad range of recruitment activities, international and domestic students and stakeholders (Preferred.)
- Prior experience either living or studying in another country or extensive travel in non-English speaking countries. (Preferred.)

REQUIRED CERTIFICATES, LICENCES AND REGISTRATIONS

- None.