



Class No.:	
Original Date:	
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CLASS SPECIFICATION

DIVISIONAL/DEPARTMENTAL ASSISTANT 1

NATURE AND SCOPE OF WORK

This is administrative, clerical and reception work in support of an instructional unit or functional area. An incumbent in this job is primarily responsible for assisting a Program Coordinator and/or staff supervisor in the day-to-day operations and for performing support tasks for the program or area. Duties include providing customer service to students, faculty and the general public; processing student applications and registrations; and assisting with promotional and informational activities. An incumbent typically receives direction from a Program Coordinator or staff supervisor, and reports to a Dean or Manager.

ILLUSTRATIVE EXAMPLES OF DUTIES

- Facilitates communication and arrangements between the university and potential students, current students, and faculty. Assists in the recruitment of students and the promotion of programs. This includes answering enquiries on courses, programs, registration, and admissions requirements; referring people to other campus services; preparing basic brochure or flyer information; uploading information to a web page; 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.
- Ensures that appropriate funds are collected from students by tracking tuition fee deposits
- 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 computerized departmental records including databases and spreadsheets.
- Maintains organized filing system for departmental records; maintains equipment and supplies, contacting service vendors when necessary.
- 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.
- Provides guidance and support to faculty, staff and students in the use of computers and software applications, phones, faxes and other office equipment.
- Performs support duties including ordering supplies, equipment and duplicating; maintaining departmental files, lists and other records; and opening and distributing mail.
- 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 program(s) or functional area.
- Thorough knowledge of word processing applications.
- Considerable knowledge of University policy and procedure governing admissions, registration and financial services.
- 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.
- For specified programs or areas: considerable knowledge of web posting and bulletin board applications.

- Ability to prioritize, multitask, apply organization skills to meet deadlines, 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 interruption.
- 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.

REQUIRED CERTIFICATES, LICENCES AND REGISTRATIONS

- None