

Class No.:	
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CLASS SPECIFICATION

DIVISIONAL/DEPARTMENTAL ASSISTANT 1, SCHOOL OF ACCESS AND ACADEMIC PREPARATION

NATURE AND SCOPE OF WORK

This is administrative, clerical and reception work in support of the School of Access and Academic Preparation. The incumbent in this job is primarily responsible for assisting in the day-to-day operations and for performing support tasks for the area. Duties include providing customer service to students, faculty and the general public; and providing support services to the Adult Basic Education, Access Work Experience, First Nations Transition (including CUP and U One for Aboriginal Learners), and Community Development and Outreach departments including processing student applications and registrations; assisting with promotional and informational activities and other general clerical duties necessary for the smooth operation of these departments. 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 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 and application reports.
- Maintains the internal communication database, communications design and scheduling, template development, and other related duties.

- Arranges and attends department and committee meetings and taking minutes.
- Collaborates with academic programs, Information Technology, the Registrar's office, and Communications and Marketing, to ensure consistency and accuracy in messaging and developing promotional materials.
- Assists with admission and registration by creating, maintaining and tracking student files in a confidential manner.
- Participates in the planning and implementation of 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.
- Provides administrative financial support by preparing expense claims, coding and submitting approved invoices, and requesting invoices upon request on behalf of the department.
- 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.
- 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 various commitments, meetings and appointments, and ensures that deadlines are met.
- Maintains a database of local communities (partners).
- 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.
- Performs duties related to the qualifications and requirements of the position.
- Supports strategic initiatives of the School of Access and Academic Preparation as assigned by management including Divisional Supervisor and Chair.

- 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.
- 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.
- Excellent communications skills that are culturally sensitive.
- Thorough knowledge of word processing applications (Microsoft software.)
- Considerable knowledge of University policy and procedure governing admissions, registration and financial services particularly with respect to international students.
- High degree of attention to detail and accuracy, substantive editing (approach) and grammar (brevity/style/tone) and proofreading.
- Considerable knowledge of Banner, Argos, LF Reg View 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, equipment, and administrative procedures
- Considerable knowledge of spreadsheet and database applications, and the ability to upgrade and learn new applications.
- Ability to provide a high level of customer service to students, parents, staff, faculty, high school counsellors, agents, and other internal and external contacts.
- Ability to act with cross-cultural sensitivity
- 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 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.
- 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.