

Class No.:	
Original Date:	April 2023
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Pay Group:	22 (Under Review)

CLASS SPECIFICATION

INDIGENOUS EDUCATION AND AFFAIRS OPERATIONS ASSOCIATE

NATURE AND SCOPE OF WORK

The IEA Operations Associate is an administrative position supporting the special projects, financial management and administrative activities of the Indigenous Education & Affairs (IEA) department. The incumbent is also responsible for assisting the Director, IEA in organizing the day-to-day operations of the department. This position reports directly into the Director, IEA and has a dotted line to the Manager, IEA.

Duties include facilitating communication and arrangements between the IEA department and internal and external contacts, preparing, editing, and reviewing budgets, preparing, and producing a wide variety of reports and material, providing support for committees, arranging and overseeing special events, and identifying issues for administrative action. This incumbent is the first point of contact for the custom contractors, external vendors, and partners. Operations Associate will have a wide array of knowledge and skills with the capacity to support various areas of operation based on workflow need.

They will also be assigned to specific areas of operation that will require specialized knowledge and consistent attention on a regular workflow basis. The IEA Operations Associate is energetic, well organized, collaborative, and supportive, and can be flexible in their work tasks and consistent in their follow through and completion of projects.

ILLUSTRATIVE EXAMPLES OF DUTIES

- Research trends in Indigenous Education and Outcomes and prepares summary reports.
- Coordinates the ceremonial obligations, the engagement with, and the maintenance of Skw'chays.
- Attends various community events representing IEA as needed.
- Respectfully works with Indigenous students, community members and Elders

- Arranges special events including receptions, conferences, visits by officials and delegations and social events as needed. This includes arranging catering, meeting room arrangements and gifts.
- Collaborates with the Indigenous Education Manager and Community Engagement Facilitator, and other colleagues in Indigenous Education and Affairs, across the Capilano University community, to arrange special events and ceremonies, including invitation lists, venue booking, catering, room set-up including liaising with presenters, vendors, departments, and Facilities to ensure room set-up and audiovisual equipment meet their needs.
- Prepares a variety of material such as letters, correspondence, reports, notices, flyers, newsletters, master lists, spreadsheets and budgets, drafts correspondence for signature.
- Produces reports for course and program registration numbers, student retention and engagement and revenue and expense comparison to management reports from student registration and financial reporting systems.
- Works collaboratively with members of IEA, MDX, Student Success and others to determine project requirements. Supports the Director of Indigenous Education and Affairs to map out project deliverables, schedule and budget.
- Facilitates communication and arrangements between the IEA office and both internal and external contacts with tact, sensitivity and judgement as required including faculty, staff, students; ministry and municipal officials; other colleges and universities, international contacts, and community/business organizations.
- Provides support for internal/external committees by: initiating agendas, scheduling meetings, preparing and circulating minutes, taking action on tasks within this class specification, monitoring other action items.
- Maintains and reconciles projects' budgets under the direction of the Director of Indigenous Education and Affairs; Assists in the preparation and monitoring of operating budgets and capital requests, for approval by the Director.
- Works with University Relations staff to actively scan the environment for new and existing funding or development opportunities to support Indigenous students.
- Sets up and maintains a variety of departmental records including files and lists; payroll documents; prepares reports/documentation on same; maintains and monitors required systems and procedures.
- Provides support to the start-up of new programs, special projects and training programs as required.
- Escalates issues to the Director or another administrator when required.
- Prepares Director's daily schedule including travel and accommodation requirements; schedules appointments and meetings; maintains a bring forward system of background/meeting related information for the Director.
- Prepares faculty (CFA) and Staff (MoveUP) job postings and requisitions for advertising.

- May be required to take training and act in the capacity of a floor warden as part of the College's Emergency Preparedness Plan (Fire, W.H.M.I.S, Earthquake).

REQUIRED KNOWLEDGE, ABILITIES AND SKILLS

- Able to communicate in business English in both the verbal and written form, and to understand complex verbal and written information and instructions.
- Working knowledge and experience in building, assessing, and maintaining budgets
- Thorough knowledge of MS office suite of products (Word, Excel, PowerPoint). Ability to learn new office systems (FAMIS, BANNER, ARGOS), practices and procedures.
- Knowledge of Indigenous culture, history and affairs enhanced by lived experience.
- Working knowledge of marketing and communications processes and best practices
- Ability to draft correspondence, reports, and memoranda from general instructions, appropriate to the intended audience and with sensitivities of a given situation, and with correct emphasis and tone.
- Ability to exercise tact, diplomacy, discretion, and sensitivity when engaging with other employees, students, community groups, multi-cultural groups, and the public.
- Demonstrable understanding of the Freedom of Information and Protection of Privacy Act.
- Ability to understand the context of issues to exercise initiative and judgment regarding action required.
- Ability to apply organizational skills to meet deadlines and adapt to changing situations, reprioritize tasks smoothly.
- Ability to answer questions regarding university and area policy and procedure, and collective agreements up to a defined level on behalf of the administrator.
- Ability to establish and maintain office administrative procedures.
- Skill in keyboarding at 60 wpm.

REQUIRED TRAINING AND EXPERIENCE

- Completion of two years (approximately 60 credits) of post-secondary education in a related field such as business administration, or office administration.
- Three years of directly related administrative support experience.
- Experience working with Indigenous communities and students.

REQUIRED LICENCES, CERTIFICATES & REGISTRATIONS

- None