

Class No.:	
Original Date:	May 1994
Revision Date:	Minor updates: Nov 2021 June 1996
Pay Group:	12

CLASS SPECIFICATION

Language Resource Centre Administrative Support

NATURE & SCOPE OF WORK

This is moderately complex word processing, clerical, data entry and reception work. This position is primarily responsible for performing independently a variety of word processing, spreadsheet and filing duties. This position reports to a coordinator, convenor or supervisor. The work of this position has a variety of assignments and uses judgement and discretion while performing clerical, administrative and reception duties.

ILLUSTRATIVE EXAMPLES OF DUTIES

- Supports and consults with the Language Resource Centre supervisor regarding the administration of the centre.
- Word processes and produces spreadsheets from copy, rough draft or general instruction.
- Sorts, checks, files, processes and prepares a variety of material including Language student and Faculty resources, office records, mailing lists, attendance books, admission procedures, enrolment records, appointment schedules, etc.
- Aids students with use of computer stations (logging in etc.) including directing to IT when appropriate.
- Ensures working conditions of computer stations (headsets, keyboards etc.), printer, and other aspects of lab.
- Creates, maintains and updates a database.
- Tracks student usage of Language Resource Centre, including in-person visits, online asynchronous consultations, online synchronous visits, and website resources
- Answers telephone and counter enquiries, and secures and gives information on courses, programs, regulations, admission requirements and University resources.
- Arranges appointments for faculty, staff and students and ensures all relevant documentation is ready.

- Arranges catering, supplies and equipment for promotional events.
- Assists in creating and distributing promotional material, signage etc., in hard copy and/or digital form.
- Updates the Language Resource Centre website with additional resources and forms for students.
- Makes simple arithmetical computations in connection with statistical reports.
- 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 & SKILLS

- Considerable knowledge of applicable rules, regulations and procedures which govern University and departmental activities.
- Considerable knowledge of office practices and procedures.
- Considerable knowledge of business English, spelling, punctuation and arithmetic.
- Considerable knowledge of word processing applications.
- Working knowledge of spreadsheet and data base applications.
- Working knowledge of the basics of computer and software applications, and the ability to upgrade if required.
- Ability to compose routine and non-routine correspondence.
- Ability to maintain workload with frequent interruptions.
- Ability to follow oral and written instructions.
- Ability to learn assigned clerical tasks readily and to perform them in accordance with established practices and procedures.
- Ability to establish and maintain effective working relationships with other employees, students and the general public.
- Skill in typing and/or key boarding at 50 wpm.

REQUIRED TRAINING & EXPERIENCE

- Completion of Grade 12, including or supplemented by courses in word processing and office practices and procedures.
- One year of administrative experience.

REQUIRED LICENCES, CERTIFICATES & REGISTRATIONS

- None.