



<b>Job title</b>	<i>Administrative Assistant,</i>
<b>Reports to</b>	<i>Manager, Student Services</i>

#### **Job purpose**

Reporting to the Manager, Student Services this position is responsible for assisting the Registrar, Student Services Centre staff, and other units within the Office of the Registrar by coordinating and monitoring a broad range of support services, primarily administrative in nature. This includes: human resources, finance, administrative services and other related duties to enable the division to serve its clients effectively and fulfil its mandate within Yukon College.

#### **Duties and responsibilities**

##### **1. Provide administrative support for the Division chairs/heads and staff by:**

- a) Organizing appointment bookings for Office of the Registrar staff, students, counsellors and staff including initial contact with clients, basic assessment of needs and requests, protection of confidentiality, coordination of schedules and appointment calendars.
- b) Coordinating various types of meetings, workshops, open houses, events, and information sessions by booking facilities, audio-visual equipment, preparing agendas and background information as required, ensuring proper physical arrangements are made, attending meetings, recording minutes, preparing, organizing and distributing documentation to members, and follow-up action(s).
- c) Word processing, drafting, editing and proofreading: handouts, forms, calendar copy, reports, correspondence, contracts, minutes, or memoranda and preparing financial and statistical reports as required.
- d) Coordinating requests from students or other clients for education or career planning information, and directing inquiries to appropriate resource people as needed.
- e) Providing reception services by directing staff, students and members of the public; receiving and transferring inquiries to the appropriate person; providing mail pick up and distribution as required.
- f) Facilitating the delivery of services through: processing of casual hires, time sheets, scheduling; booking facilities and audio-visual equipment; arranging instructor/staff travel, including booking accommodations and rental vehicles; facilitating the acquisition and delivery of related material, supplies and equipment. Liaising with partnered post-secondary institutional departments as required and including: processing forms, reports, and correspondence for facilitation of service delivery.
- g) Maintaining systems for central program records and information and archiving records as necessary.
- h) Maintaining security of office area and records including: exams, student records and appeals, evaluations, financial data, and other confidential information.
- i) Operating and maintaining office equipment such as phones, faxes, photocopiers, TV/VCRs, video conferencing, computer lab equipment, etc. Arranging for repairs and servicing as required and scheduling for usage where necessary.
- j) Participating in discussions and making suggestions for new initiatives, general planning functions, budget preparation, and making recommendations and suggesting solutions to administrative problems and procedures.

- k) Assisting with the division publicity by coordinating arrangements with College Relations and suppliers for advertisements, brochures, and flyers, etc.
- l) Maintaining the Student Services Centre in an appropriate condition to serve clients.

**2. Provide financial support to Office of the Registrar by:**

- a) Assisting the Registrar, supervisor, and staff with budget preparation and unit spending plans to guide all aspects of finance and administration, including production and monitoring of revenue and expenditure reports, variance reports, reallocation of funds within accounts, preparation and balancing of Journal Vouchers for entry on the operating software system.
- b) Preparing and authorizing personnel documentation such as employment hires and time sheets; producing the employment agreement for personnel/finance approval, obtaining signatures, authorizing stipends and time sheets and ensuring they are received in payroll on time.
- c) Coordinating and providing administrative inputs and outputs to the operating system for the Division, including entering journal vouchers, , purchasing and stores requisitions and advising staff on general operating system procedures;
- d) Coordinating, preparing and administering purchase orders, accounts payable/receivable, petty cash, third party contracts etc., for Division as required and advising staff on college financial guidelines and procedures.
- e) Authorizing payment of invoices within designated signing authority in accordance with approved spending plans developed by program staff, incumbent. Supervisor and Registrar.
- f) Monitoring the division budget including third party revenues, by reviewing monthly financial statements, through the operating system, for errors in coding, ensuring corrections are made through journal vouchers and follow-up as required; preparing and distributing financial summaries, and alerting budget holders of potential problems,

**3. Other Principal Activities, in order of importance (describing for each what, why, and how, an approximate percentage of job time required, rounded off to the nearest 5%)**

Provide support to the Scheduling Coordinator in the room booking function for internal and external users by organizing, promoting and allocating appropriate space for College courses, and external users as required by:

- a) Receiving internal and external room booking requests
- b) assessing the impact the event may have on other activities in the College
- c) meeting and touring potential renters through the facility, working out room booking logistics and details of their event and providing facility packages;
- d) liaising with the appropriate departments, facilities staff or people in the College to help accommodate special requests, and/or room updates;
- e) preparing and assisting in implementing the Rental Contract ensuring all aspects are considered including room booking procedures and policies:
- f) calculating the room rental on the Rental Contract and distributing it accordingly
- g) posting upcoming events/class changes or updates on web and/or display monitors;
- h) coordinating larger events as College contact to address issues that arise during event;
- i) liaising with the appropriate divisions when there is competing demand for the same space and recommending ways to resolve the conflict.

**Approximate percentage of job time above functions are performed: 15%**

**4. Provides clerical, communications and customer service support to Division chairs/heads and staff by:**

- a) Maintaining relevant sections of the College website as directed.
- b) Maintaining inventory and organization of supplies.

## Qualifications

- Good knowledge of office practices and procedures
- Good knowledge of Banner software specific to their areas needs
- Extensive use and experience using computers for administrative support and desktop publishing such as Microsoft Word, Excel, PowerPoint and Publisher.
- Knowledge of basic bookkeeping practices
- Broad range of excellent secretarial, administrative skills
- Excellent interpersonal and communication skills
- Ability to communicate effectively both orally and in writing.
- Ability to work within a diverse and busy team
- Strong ability to work independently and under pressure
- Ability to maintain confidentiality.
- Strong ability to analyze and solve problems systematically
- Ability to plan and organize activities
- Sensitivity to cross-cultural issues
- Ability to assess situations/needs quickly and act professionally in these situations by assisting or directing students/clients to appropriate resources.
- Ability to provide exceptional customer service
- Demonstrate creativity and initiative in problem solving
- Strong team player

## Working conditions

Standing/walking	25%
Sitting	65 - 70%
Lifting	5%

## Direct reports

N/A

<b>Approved by:</b>	
<b>Date approved:</b>	
<b>Reviewed:</b>	