



Job title	<i>Administrative Assistant/Welcome Centre Host</i>
Reports to	<i>Integrated Business Manager</i>

Job purpose

Reporting to the Integrated Business Manager (IBM), this position is responsible for assisting the IBM, Director, and other Student & Infrastructure Support (SIS) staff 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

Providing administrative support for the Integrated Business Manager, Director of Student & Infrastructure Support and staff by:

- a) Assisting the IBM and Director by managing calendar appointments and ensuring all deadlines, meetings and commitments are attended by the Director, IBM or designate.
- b) Coordinating various types of meetings, workshops, open houses, events, and information sessions hosted by SIS by booking facilities and audio-visual equipment, inviting invitees and managing responses.
- c) Organizing and attending meetings, preparing agenda and recording minutes, preparing, organizing and distributing documentation to members, and follow-up action(s).
- d) Word processing, drafting, editing and proofreading: handouts, forms, calendar copy, reports, correspondence, contracts, minutes, or memoranda as required.
- e) Coordinating requests from students, staff and/or members of the public regarding information requests, and directing inquiries to appropriate resource people as needed.
- f) Providing Welcome Centre 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.
- g) Coordinating and providing administrative inputs and outputs to the operating software system for the Division, including entering journal vouchers, purchasing and stores requisitions and advising staff on general operating software procedures. Development and maintenance of a comprehensive office procedures manual.
- h) Supporting the hiring and administration of perm, term and casual staff through the processing of casual hires, preparation of staffing requests, management and submission of timesheets, and collation, submission and filing of employee performance plans.
- i) Coordinating travel for SIS staff through preparing and processing travel claims before and after travel, arrangement travel logistics including transportation and accommodation, completing insurance and Workers Compensation Health and Safety paperwork.
- j) Maintaining systems for central program records and information and archiving records as necessary. Maintaining storage areas, including disposal of unneeded records and supplies.
- k) Maintaining security of office area and records including keys, purchasing tools, personnel records and timesheets, financial information, and other confidential information.
- l) Operating and maintaining office equipment such as desk and cellular phones, faxes, photocopiers, TVs, video conferencing, computer lab equipment, printers, etc. Arranging for repairs and servicing as required and scheduling for usage where necessary. Ordering office supplies as required.

- m) Participating in discussions and making suggestions for new initiatives, general planning functions, and making recommendations and suggesting solutions to administrative problems and procedures.
- n) Assisting with the division publicity by coordinating arrangements with College Relations and suppliers for advertisements, brochures, flyers, etc.
- o) Maintaining the SIS admin area in an appropriate condition to serve clients.
- p) Developing a system for the management of digital paperwork (e.g., travel claims, requisitions, etc.) for access by SIS staff, as appropriate.
- q) Organizing and coordinating workspaces for new and existing staff including maintaining records of desk allocation and ordering of business cards, door plates, name tags, supplies, etc. for new staff.
- r) Providing administrative services in support of purchasing, including distribution and maintenance of low value purchase and service agreements, credit card administration, preparation of requisitions, and other purchasing support as required, in collaboration with Procurement and Contract Services.

Provide financial support to the unit and staff by:

- a) When required, assisting the Integrated Business Manager 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, petty cash and Visa for Division and assisting and advising staff of 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 and Director.

Managing the administration of the College's telecommunications system (cell phones) by:

- a) Monitoring the cell phones help ticket system;
- b) Acting as primary liaison between Yukon College and the external cell phone service provider;
- c) Updating workbooks as needed to note coding and name changes, upgrades, and phone cancellations;
- d) Keeping record of all phone requests;
Providing support & assistance with phones to clients;
- e) Acting as liaison with supplier for provision of new equipment and troubleshooting for cellular telephones;

Examples of Additional Divisional Activities which may be performed:

- a) Contributes to College as a whole through participation on College committees and at general meetings as assigned.
- b) Collects and maintains statistical data on Division programs and services.
- c) Provides administrative assistance to other support service staff.
- d) Performs other related duties as required;
- e) Providing crisis assistance using established communication procedures when required.

- f) Maintaining general security vigilance for the Welcome Centre area and reporting any unusual observations to Safety & Security staff as appropriate.
- g) Supporting the Customer Service module of Yukon College Programs such as the Administrative Services program by demonstrating some of the administrative functions that they do in their job, e.g. briefly describe how they greet visitors; answer the phone, etc. and supervising and evaluating students in this module.
- h) Providing basic assistance in the event of the absence of Safety and Security Services staff (e.g. taking locker numbers, distributing/receiving College vehicle logbook, noting messages, noting down use of gym key, passing keys to custodial staff when required, etc.)
- i) Maintaining department files and records.
- j) Ordering and maintaining Welcome Centre and SIS Admin Office supplies.
- k) Assisting with College events such as Graduation, career fairs, trade, etc., as time permits.
- l) Providing and arranging coverage in and for other areas as required.

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
- Strong organizational ability, and ability to develop organizational systems
- 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

Approved by:	
Date approved:	
Reviewed:	