

## POSITION DESCRIPTION FORM (PDF)

### Regular Part-time Support Staff

**Position Title:** Academic Administrative Assistant to Chairs - School of Health & Wellness

**Position Number:** PT0189 [Click here to enter text.](#) **Pay Band:** PT PB 8

**Reports To:** Academic Services Leader (Allan Hewitt)

**Appointment Type:** 12 Months **"Other" Hours Details:** [Click here to enter text.](#)

**Scheduled Weekly Hours (maximum 24 hours per week):** 24

**PDF Completed By (Manager Name):** Allan Hewitt

**Effective Date:** [Click here to enter text.](#) **Last Revision** Sept 26, 2019:

### SIGNATURES

**Incumbent:** \_\_\_\_\_ **Date:** \_\_\_\_\_

*(indicates incumbent has read and understood the Position Description Form details)*

**Supervisor:** \_\_\_\_\_ **Date:** \_\_\_\_\_

*(indicates the supervisor has authorized and assigned the duties & responsibilities in the PDF)*

**NOTE:** Please return the original PDF to HR Operations (Michelle Bozec) as soon as it has been signed. Thank you.

### PART ONE:

#### POSITION SUMMARY

Provides organizational administrative support and assistance to the Chair of the School of Health & Wellness at Brealey Campus.

Provides customer services to faculty and students in the School/Program as well as external organization. Provides desktop and system functionality training and coaching for all Schools faculty.

Plans and coordinates activities related to all Program Review/Curriculum Renewal meetings, workloading and grid verification meetings and faculty evaluations. Is also responsible for ensuring that final submission of marks happens in the required time line.

Provides D2L support to faculty and coordinators. Acts as liaison between the Chair and the Registrar's Office and Academic Operations Department.

## PART ONE: *(continued)*

### KEY DUTIES & RESPONSIBILITIES

Indicate as clearly as possible the significant duties and responsibilities associated with the position. Indicate the approximate percentage of time for each duty. Keep sentences short, simple and to the point. *TIP: Describe major clusters of functional work rather than detailed individual work routines and procedures.* Do not use allocations of less than 5%.

	Summary Details	Percentage %
1	<p><b>1. Administrative Support to Chair:</b></p> <ul style="list-style-type: none"> <li>- research, data gathering, compiling (including gathering financial info)</li> <li>- handling &amp; directing mail</li> <li>- prep correspondence</li> <li>- manages schedules and electronic calendars</li> <li>- arrange meetings and coordinate school activities (ex Program Review meetings), extending invitations, working with the Chairs on agenda and meeting flow, room scheduling, distribution of information packages, hospitality)</li> <li>- recording meeting minutes and distributing to membership</li> <li>- travel arrangements</li> <li>- supports external committee work</li> </ul> <p><u>Accreditation:</u> Administrative support for documentation to Chair</p> <p><u>Program Review &amp; Curriculum Renewal Support :</u></p> <ul style="list-style-type: none"> <li>- meeting set up with faculty in each program</li> <li>- coordinate with CLT to gather historical data/reports related to program</li> <li>- take meeting notes</li> <li>- identify &amp; follow-up on action items</li> </ul>	35%

	<p><u>New hire paperwork and orientation assistance (Faculty)</u></p> <ul style="list-style-type: none"> <li>- distributing new hire forms for completion (payroll forms, step calculation forms, etc)</li> <li>- liaison with new Contract faculty &amp; Human Resources to support accurate completion of step calc forms for review by Human Resources.</li> <li>- follow-up on outstanding paperwork</li> <li>- Assist Chair in completing addendum form for AO regarding accepted contracts (Faculty)</li> <li>- Liaise with Faculty Development Facilitators related to new hire and faculty orientation and training (ex H&amp;S, AODA, etc)</li> <li>-</li> </ul> <p><u>Faculty attendance follow up</u></p> <ul style="list-style-type: none"> <li>- review class cancelation data &amp; send pre-defined memo to faculty from Chair reminding individuals to submit exception report</li> </ul> <p><u>Faculty evaluation scheduling &amp; follow up</u> - based on Chair identification of those scheduled for evaluation, book classroom visits, notify faculty (using pre-scripted messaging from Chair). Schedule follow-up meetings following classroom visits</p>	
2	<p><b>2. Customer Service</b> School central point of contact/liaison/external relations</p> <ul style="list-style-type: none"> <li>- first point of contact for school, including students (resolve routine issues)</li> <li>- responds to a wide variety of inquiries which often require follow-up with other functional areas</li> </ul>	15%
3	<p><b>3. Support Workloading and Curriculum grid verification:</b></p> <ul style="list-style-type: none"> <li>- Support all aspects of the workloading processes for the Chair</li> <li>- organize distribution of curriculum grids to coordinators for review</li> <li>- collect and compile coordinator input &amp; recommendations for Chair review</li> <li>- Acts as liaison between the Chairs and the Academic Operations Department.</li> </ul>	15%
4	<p><b>4. Desktop/systems support (Faculty)</b> - provides school faculty with required training and coaching on desktop functionality (example: phones, advanced word processing, spreadsheets, databases, Peoplesoft, class cancelations, course outlines, setting up shared folders)</p>	10%
	<p><b>5. RO liaison – academic standing &amp; enrolment</b></p>	10%

5	<ul style="list-style-type: none"> <li>- review probationary report provided by RO which identifies students who are in academic distress &amp; require academic counseling and send to Chair and Program Coordinator</li> <li>- prepare Dean's letters for signature</li> <li>- grad audit: review RO reports to flag Chair of any issues resolvable before distribution (eg missing Gen Ed credit). Distribute reports to Coordinators</li>   <li>- Academic Standing: gather required paperwork from RO (ex. course outlines, ) Review data within predefined criteria to identify possible courses for credit transfer (provide to Chair)</li>   <li>- convey messages / inquiries from RO to Chair as required</li>   <li>- first level follow-up with faculty who have not submitted grades</li> </ul>	
6	<p><b>6. Start-up support</b></p> <ul style="list-style-type: none"> <li>- Verification and follow-up in scheduling, D2L and course outline systems confirming faculty teaching assignments. Follow-up with appropriate AO/faculty contact to rectify any issues and assisting with appropriate systems set up (ex. correct section association). Refer unresolved issues to Chair</li> <li>- Review enrollment reports and flag Chair for areas to be reviewed</li> </ul>	5%
	<p><b>7. Project Support</b> – Works with external &amp; internal parties to plan and organize various components needed to initiate run and conclude projects. Creating purchase reqs and orders and electronically tracking overall project progress and results (ex: Excel, Microsoft Project &amp; Gantt Charting).</p> <p>Coordinate faculty attendance for open houses, Space planning committee support</p>	5%
	Other related duties as assigned	5%

To calculate the relative percentage of time allocated to each cluster of key duties & responsibilities, remember to consider the total amount of hours this part-time position will normally work in a year.

For example:

An RPT position which normally works 24 hours per week for 10 months of the year would have approximately 960 annual hours (24 hrs/wk x 4 wks/month x 10 months). If this position is estimated to spend 5 hours per week completing a cluster of work associated with organizing and maintaining business files, you would allocate 20% to this function calculated as (5 hrs/wk x 4 wks/month x 10 months) divided by 960.

## PART TWO:

### TRAINING & TECHNICAL SKILLS

Indicate the minimum level of independent studies, formal education, internal and/or external training programs including professional and technical or apprenticeship courses necessary to fulfill the requirements of this position.

**Formal Education Requirements:**

Completion of a two (2) year college diploma.

**Field(s) of Study:**

Business or related field of study, including advanced computer skills (spreadsheet/database, word-processing, calendaring programs, MS Project)

**Other Vocational Certifications and/or Apprenticeships:**

[Click here to enter text.](#)

**EXPERIENCE**

Specify the minimum number of months and/or years of practical experience in any related work necessary to fulfill the requirements of this position.

**Practical Work Experience:**

Minimum 3 - 5 years of relevant experience working independently in an office services environment, prioritizing, organizing and problem solving own work, preferably in a post-secondary academic environment.

Experience using a variety of Windows-based software including spreadsheets, database at an advanced level, word processing, MS Project & Gantt Charts, and Internet browsing applications and administrative applications including electronic calendaring, purchasing & working within budget allocations.

Experience proactively planning activities several months in advance. Experience working with Privacy legislation.

Experience providing front-line customer service and administrative support in an automated office services environment and working as an effective team member.

**Additional Skills & Abilities:**

[Click here to enter text.](#)

**PART THREE:**

**COMPLEXITY**

Describe the amount and **nature of analysis, problem-solving and reasoning** required to perform the core duties of the position. Provide up to two (2) examples in the space provided below of regular duties for this position. Answer the questions listed below in the Key Considerations section.

**Example #1**

Task / Activity – Working with Program Coordinators and the Chair to complete tasked related to program accreditations.
Description

A number of programs in the School of Health and Wellness are required to be accredited by their specific discipline i.e. the Pharmacy Program, Massage Program. This position works with the program Coordinator and the School Chair to gather information, help complete the required accreditation documentation, and help plan the site visit by the accreditation body.

**Example #2**

Task / Activity Coordinating, schedule and taking minutes at Program Advisory Committee meetings

Description Ensure each program has regularly schedule Program Advisory Committee meetings. Coordinate the meeting, take the minutes of the meeting help the outside chair of the meeting keep the meeting on track.

**Key Considerations:**

With respect to the examples above and the regular duties associated with this position’s core functions, please answer the following questions:

Is the work considered to be routine/non-routine?

Routine

How would you describe the complexity of the work?

Some duties are varied and complex.

Describe the business processes used by the position.

Processes are specific and related.

**JUDGMENT**

Describe the degree of independent judgment and problem-solving required to perform the duties of the position. Provide up to two (2) examples in the space provided below of regular duties for this position. Answer the questions listed below in the Key Considerations section.

**Example #1**

Task / Activity Manage the daily calendar of the Chair and prioritize requests for appointments

Description In this role the individual manages the Chairs calendar and prioritizes a high volume of meeting requests from faculty, Coordinators, students, and other members of the College based on discussions with the Chair, combined with a thorough understanding of the academic cycle, and program and School priorities, they decide when something is a high priority and needs to be addressed immediately or if it is something that can wait... The incumbent has the authority to reschedule meetings without first checking with the Chair should a higher priority issue arise.

**Example #2**

Task / Activity Action items stemming from workloading and grid verification meetings
Description In this role the individual evaluates the impacts and urgency of action items to determine what the priority work that comes out of the meeting is and then follow up with the appropriate area. For example: Is helping get a new faculty on boarded a higher priority than following up with AOA about a spacing issue? Priorities differ from semester to semester, taking into consideration the timeframe available to complete required work.

**Key Considerations:**

With respect to the examples above and the regular duties associated with this position’s core functions, please answer the following questions:

The work duties typically require: Problem solving using analytical techniques established through some past practice and incumbent’s knowledge of school and program priorities and timelines.

Breakdown facts or components of the problem situation to find a solution.

In determining a solution for problems, the incumbent has discretion to:  
Modify/refine existing methods and options.

**MOTOR SKILLS**

Describe the aspects of the position that require fine motor movements (delicate, intricate or precise) related to the core duties of the position. Provide up to two (2) examples in the space provided below of regular duties for this position Answer the questions listed below in the Key Considerations section.

**Example #1**

Task / Activity The majority of the duties would be done while working at their desk on their PC.
Description They would complete agendas, minutes, letters and emails all requiring considerable attention to detail and a moderate amount of speed.

**Example #2**

Task / Activity
Description

**Key Considerations:**

With respect to the examples above and the regular duties associated with this position’s core functions, please answer the following questions:

When considering ‘speed’ of fine motor movements for this position:  
Speed is a secondary consideration.

Indicate the percentage of time that is required in performing each of the tasks discussed above.

Task	% of Time
They are working at their desk on their PC	90%

## PHYSICAL DEMAND

Describe the degree of **physical demand** required to perform the duties of the position. Provide up to two (2) examples in the space provided below of regular duties for this position that illustrate the type and duration of physical effort, the frequency, the strain from rapid and repetitive fine muscle movements or the use of larger muscle groups, lack of flexibility of movement, etc.

### Example #1

Task / Activity Producing letters, agendas, minutes.
Description Working on their PC to produce letter, agendas and minutes. This is a typical office role.

### Example #2

Task / Activity: Carrying laptop, binders and other items required for meetings
Description: Items would be under 11lbs total weight

Indicate the percentage of time that is required in performing each of the tasks discussed above.

Task	% of Time
They are working at their desk on their PC	90%

## SENSORY DEMAND

Describe the degree of **sensory demand** required to perform the duties of the position. Provide up to two (2) examples in the space provided below of regular duties for this position that illustrate the level/degree of concentration (visual, auditory, tactile, etc.). Answer the questions listed below in the Key Considerations section.

### Example #1

Task / Activity Desk work such as word processing, spreadsheets and calendar work.
Description It is a busy office environment with a great deal of activity going on in the general area. They have to stay focused and complete their work in a timely and effective manner.

### Example #2



Task / Activity
Description

**Key Considerations:**

With respect to the examples above and the regular duties associated with this position’s core functions, please answer the following questions:

How would you describe the requirement for attention to detail in this position?

Frequent/Regular

Indicate the percentage of time that is required in performing each of the tasks discussed above.

Task	% of Time
They are working at their desk on their PC	90%

**STRAIN FROM WORK PRESSURES / DEMANDS / DEADLINES**

Describe the degree of **work pressures** involved in performing the duties of the position. Provide up to two (2) examples in the space provided below of regular duties for this position that illustrate the deadlines, interruptions, distractions, multiple or conflicting demands/workloads and dealing with people in difficult situations. Answer the questions listed below in the Key Considerations section.

**Example #1**

Task / Activity Front line contact for all visitors to Chair’s office including students, faculty, coordinators and other members of College community. Often individuals assert their reason for wanting to speak with the Chair is a high priority. As example – student with an academic issue for which they have already spoken with several other individuals resulting in frustration and a sense of urgency for resolution.
Description In this position supporting the work of the Chair is the number one priority. The majority of the Chairs work is tied to the Academic year. If there is work around a student issue getting it resolved as quickly as possible is a priority because of the potential impact on the rest of their school year. Missing a deadline could mean that a student does not go on placement which means they cannot proceed into the next semester. This is a busy fast paced environment, the Chairs have very time specific needs that have to be met. The incumbent balances these interruptions with their other responsibilities.

**Example #2**

Task / Activity Coordinating documentation required for program accreditation
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Description This involves collecting records, tracking progress on required actions, liaise with other areas of College to obtain necessary information, all within an extremely tight deadline and strict requirements to be followed in relation to accuracy and document formatting.

**Key Considerations:**

With respect to the examples above and the regular duties associated with this position’s core functions, please answer the following questions:

How would you describe the workflow demands this position typically faces?

Deadlines regularly are tight AND periodically change.

How would you describe the existence of critical deadlines in this role?

Frequent critical deadlines.

How would you describe the level of interruptions this position faces?

Interruptions are frequent and may be unpredictable.

Indicate the predictability of the strain and percentage of time required in each task discussed above.

Task	% of Time	Predictability*
Managing the Chairs calendar / Dealing with student related issues – often deal with conflicting and changing priorities. Interruptions and changing priorities are not predictable.	50%	NP (Not Predictable)
Coordinating Accreditations	20%	TP (Tends to be Predictable)

**INDEPENDENT ACTION**

Describe the degree of **independent action** and **autonomy** required to perform the core duties of the position. Provide up to two (2) examples in the space provided below of regular duties for this position. Answer the questions listed below in the Key Considerations section.

**Example #1**

Task / Activity Drafting of agenda of the student rep meetings
Description How agenda is done, designed, being able to prioritize activities, and following up with Program Coordinators to ensure each program is represented.

**Example #2**

Task / Activity
Description

**Key Considerations:**

With respect to the examples above and the regular duties associated with this position’s core functions, please answer the following questions:

What type of instruction is typically given to the incumbent?  
Uses procedures and past practices but may adapt them, as required.

What degree of supervision is typically provided to the incumbent?  
Periodic supervision; occasional supervisory input.

How is the work typically checked and verified?  
Output is self-reviewed.

How frequently is the work checked?  
Mostly reviewed at point of task completion.

**Describe duties which are the incumbent's responsibility where independent action requires initiative and/or creativity and indicate how often the duties occur.**

Incumbent prioritizes own work daily and manages competing demands based on knowledge of school priorities

The incumbent develops and/or modifies new office processes to meet the needs of the department/school and staff as needs change (eg. filing process, meeting bring forward files, etc.)

Incumbent is responsible for managing calendars, coordination of meetings, juggling of calendars to meet ever-changing needs requires understand of priorities and deadlines and ability to determine impacts of moving meetings, etc. Priorities are changing constantly.

**Identify the typical situations or problems that are normally referred to the Manager for solution.**

Staff and Human Resources issues requiring signature and/or approval of the Chairs.  
Student/faculty/ complaints that require the attention of the Chair, once it is determined that the incumbent cannot solve it on their own.  
Major deadline/workload conflicts.  
Conflicts and/or sensitive issues requiring unscheduled and immediate administrative resolution.

## **COMMUNICATIONS / CONTACTS**

Describe the nature of contact and purpose involved in communicating information (i.e. to provide advice, explanation, to negotiate, or influence others to reach agreement, etc.), and the confidentiality of the information provided. Answer the questions listed below in the Key Considerations section.

<b>Nature of Contact (Who)</b>	<b>Purpose of Contact (What)</b>	<b>Frequency</b>
School Chair, Academic Services Leader	Correspondence, meetings, messages, discuss issues and priorities	Daily
Dean	Provide updates regarding progress on requested tasks.	Weekly

Faculty & Students	Set up appointments for the Chair Provides guidance by interpreting policies and procedures related to student rights and responsibilities, explaining academic regulations, college services, Academic policies, attendance records, etc.	Daily
Students & Relatives	Ensures required consent documented from students to share information with parents or other college staff.  Is involved with confidential information relating to students including grades, academic standing, addresses, and other information disclosed by students (placement issues, NARS status, financial issues, health concerns, etc.)	Weekly
Faculty	Troubleshooting desktop problems involving My Absences, class cancellations, course outlines, faculty centre, student centre and other Evolve functionality.	Weekly

**Key Considerations:**

With respect to the examples above and the regular duties associated with this position’s core functions, please answer the following questions:

Communications in this position are typically engaged for the purpose of:  
Providing explanation or interpretation, empathize with the needs of others.

What type of involvement does this position have with confidential information?  
Regular involvement with moderate disclosure implications.

**RESPONSIBILITY FOR DECISIONS AND ACTIONS**

Describe the type of **responsibility** that exists for the **decisions** and **actions** related to the core duties of the position. Provide up to two (2) examples in the space provided below of regular duties for this position. Answer the questions listed below in the Key Considerations section.

**Example #1**

Task / Activity	The incumbent develops and/or modifies new office processes
Description	Meeting the needs of the department/school and staff as needs change
Example	– incumbent adjust the process for reminders for Coordinators to review and update their asset inventory. If the process isn’t effective, this would adversely impact future capital requests to ensure School procures equipment necessary to support program success.

**Example #2**

Task / Activity	Determining priorities of issues related to managing Chair’s calendar
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Description In this role the individual manages the Chairs calendar and prioritizes a high volume of meeting requests from faculty, Coordinators, students, and other members of the College based on discussions with the Chair, combined with a thorough understanding of the academic cycle, and program and School priorities, they decide when something is a high priority and needs to be addressed immediately or if it is something that can wait. The incumbent has the autonomy to reschedule meetings without first checking with the Chair should a higher priority issue arise.

**Key Considerations:**

With respect to the examples above and the regular duties associated with this position’s core functions, please answer the following questions:

How are errors typically detected for work completed by this position?  
 Errors usually detected through verification and review processes.

What is the typical scope of impact to the organization for errors in this position?  
 Results in minor embarrassment, confusion or expense.

**WORK ENVIRONMENT**

Describe the physical environment that the incumbent works in. Consideration should be given to:

- The probability or likelihood of exposure to disagreeable/hazardous elements.
- The nature of the disagreeable/hazardous element
- Length of exposure while on the job
- Travel

Complete the chart below. Answer the questions in the Key Considerations section.

Environment	% of Time
Professional office environment Yes	100%
Other (please specify) as a primary front line contact, the incumbent is frequently interrupted to deal with inquiries, visitors, and phone calls. This is particularly difficult in A-wing office space where doors cannot be locked and people can look through glass to see if incumbent is in the office.	100%
Other (please specify)	

**Key Considerations:**

With respect to the nature of disagreeable/hazardous elements this position is in contact with, would you describe them as:  
 Slightly disagreeable

With regard to the disagreeable/hazardous elements referenced above, how often does the position encounter them?  
 Occasional

If this position is required to engage in business related travel, what is the frequency of the travel?

No travel required Choose an item.

## **SUPPLEMENTAL DATA**

Provide any additional information which will serve to further enhance understanding of the position.  
Administrative support to the Chairs manual is also available for further detail