

Job Description

Job Title:	Support Services Assistant
Department:	English Language and Literature
Reports To:	Administrative Assistant
Jobs Reporting:	n/a
Salary Grade:	USG 4
Effective Date:	March 2017

Primary Purpose

The Support Services Assistant provides a range of administrative support functions for the department, its staff, students, and academic officials.

Key Accountabilities

List the major responsibilities of the job, divided into 3 to 5 broad categories. These should reflect 80 - 90% of “what” the job does not the “how”. Insert a category heading and in bullet form below, state specific responsibilities.

Administrative Services and Support

- Advises department members of schedules, deadlines and documents to be submitted to the Chair; receives and monitors submissions;
- Assists the Administrative Assistant in the management of department space, including office space for faculty, staff, and students, seminar and meeting rooms; ensures equitable and timely space assignments; assists in maintaining space usage reports;
- Arranges for maintenance of office equipment as required; assists in acquisition process for equipment and furnishings;
- Arranges meetings, including room bookings, catering, AV support, and other as required;
- Manages department/office access and audiovisual equipment sign-out;
- Orders and monitors the department’s administrative and teaching supplies within available budget;
- Maintains various faculty and staff listings, including mailboxes;
- Contributes to department projects as assigned by the Administrative Assistant.
- Makes travel and accommodation arrangements for departmental guests, including faculty candidates as required;
- Completes purchase requisitions or uses the P-card as required for faculty and staff purchases;
- Prepares instructor and TA contracts each term;
- Undertakes other duties as assigned.

Undergraduate and Graduate Student Support

- Supports department committees in the management of internal and external scholarship competitions and graduate admissions;
- Informs students regarding course availability, wait lists, prerequisites, etc.;
- Arranges and invigilates Second Language Proficiency testing for the department’s graduate students;
- Prepares and distributes Arts Course Questionnaires for graduate and undergraduate classes each term;
- Assists in the planning and execution of the department’s graduate and undergraduate academic and social events, including graduate student orientation, Convocation receptions, awards ceremonies, Campus Day.
- Prepares and distributes Directed Self Placement forms in Fall and Winter terms and compiles data.

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Department Communications

- Provides support to departmental committees as required at the request of committee chairs;
- Communicates with faculty members, sessional and graduate independent instructors, visiting scholars, postdoctoral scholars, visiting scholars, etc.;
- Assists in the creation and maintenance of various databases for the department's web site, for example, graduate student profiles, faculty research repository, student job board, awards archive, and other items as these are identified;
- Supports the editor of the department's annual newsletter in its compilation and publication.

Required Qualifications

If hiring today, what would be the required education, experience, knowledge, skills and abilities?

Education

High school diploma required. Some postsecondary education preferred; equivalent combination of education and experience will be considered.

Experience

One to two years of administrative experience in an academic environment preferred. Well-developed organizational, analytical, interpersonal, and customer service skills proven in a comparable context. Excellent written and verbal communication skills.

Knowledge/Skills/Abilities (include technical skills)

- Microsoft Word (Advanced), Excel (Intermediate), Outlook, Sharepoint, Quest
- WCMS experience strongly preferred
- Experience taking meeting minutes
- Strong attention to detail
- Time management and multi-tasking abilities

Nature and Scope

- **Contacts:** This position requires communication with internal contacts (including faculty members and students) to obtain, clarify and discuss information.
- **Level of Responsibility:** The position has specialized work with minimal supervision and provides guidance to others.
- **Decision-Making Authority:** Complex and non-routine issues involve consultation with the Administrative Assistant or the Chair. The position requires a pro-active problem solver.
- **Physical and Sensory Demands:** Typical of an administrative position in an office environment; peak periods can include numerous student requests, multiple priorities and frequent interruptions.
- **Working Environment:** Involves minimal physical or psychological risk resulting from a diverse environment with deadlines, multiple priorities and frequent interruptions. No travel is required.