**University of Victoria**  
**Cupe Local 951 Position Description**  

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<th>JOB:</th>
<th>TITLE:</th>
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<tr>
<td>Secretary/PB6</td>
<td>Program Assistant</td>
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<tr>
<th>DEPARTMENT:</th>
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<tr>
<td>Division of Continuing Studies</td>
<td>997898</td>
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<th>SUPERVISOR:</th>
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<td>Program Director, Business Management Programs</td>
<td>April 2018</td>
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**SUMMARY:**

This position provides secretarial and administrative support to Business and Management program area within the Division of Continuing Studies (DCS). The program assistant must work independently and possess an excellent understanding of the Division and University of Victoria policies. Reporting to the director, the incumbent will possess excellent computer, organizational and time management skills. The incumbent will also possess excellent interpersonal skills and will interact with members of the university and with the community at large.

The program assistant’s daily duties and responsibilities will be 100% administrative support to the Certificate in Business Administration and Diploma in Business Administration, Business Management Program.

**MAJOR RESPONSIBILITIES AND DUTIES:**

1. **Receptionist and registration responsibility: (40%)**

**Duties:**

- responding to inquiries/advising regarding registrations (international and domestic), programs (online, intensive, face to face and academic transfer), courses, course materials, and general policies and procedures;
- providing specific information to students regarding upcoming course dates, registration process, outstanding fees, graduation application process, other services available and other student related information as approved by the Program Coordinator or designate;
- notifying students of changes e.g., class scheduling, class cancellations, textbook issues and exams;
- working with the Program Coordinator and other unit staff as appropriate to ensure program and student records are accurate and up to date;
- managing the registration process for the portfolio in consultation with the Program Coordinator;
- as required, processing course registrations and forwarding information to the appropriate units (i.e. DCS Registration, Office of the Registrar) for processing as appropriate;
- tracking student registration in FAST and the DCS Student Registration System (SRS);
2. Program delivery responsibility: (35%)

Provides administrative support to program areas on program delivery and projects including:

**Duties:**
- preparing course schedule request forms,
- typing and formatting a variety of documents, correspondence and materials, instructor contracts, appointment forms, timesheets and administrative forms, including budget documents;
- contacting scheduling and room bookings for arranging classrooms;
- preparing and arranging textbook adoption and book order forms;
- arranging advisory committee meetings and setting up other meetings as required;
- recording minutes for meetings as required and sending out reports and information;
- consulting with the Program Coordinator to obtain direction in researching, gathering and analyzing data;
- presenting data in a variety of formats which may include spreadsheets or databases;
- liaising with academic departments about course-related matters (i.e. Course Experience Survey).
- implementing and managing a tracking system for the status of instructor contracts and appointment forms, and course delivery dates;
- consulting with the Program Coordinator to obtain direction in the creation, implementation or improvement of office procedures;
- providing secretarial support for special projects and contracts.

3. Clerical responsibility: (25%)

Performs a variety of clerical duties to include:

**Duties:**
- developing and maintaining telephone and email distribution lists of multiple groups and committees;
- developing and maintaining a filing system of departmental correspondence, budgets, committees, personnel, special projects, etc.;
- inputting information into the SRS regarding course descriptions for publication in the DCS Calendar and on the DCS website;
- assisting with proofing process for calendar copy;
- managing the flow of incoming and outgoing mail;
- assembly and preparation of course materials provided by instructors and staff;
- production of lists, reports, labels and other documents;
- processing and tracking of supply and printing requests;
- printing, photocopying and faxing as required;
- assisting with arranging travel itineraries for instructors and program staff for work related travel;
- liaising with Division Marketing Services regarding website maintenance, print marketing and social media marketing as directed by the Program Coordinator.

**REQUIRED QUALIFICATIONS:**

**Skills and Abilities:**
- ability to work under pressure in a fast-paced environment with ease and confidence;
- ability to use good judgment, resourcefulness, diplomacy, sensitivity and discretion while managing workflow;
- ability to provide exceptional customer-service;
- aptitude for being a team player and for working collaboratively with multiple stakeholders in a complex organization;
- ability to develop and maintain positive relationships;
- ability to undertake and maintain exceptional organizational skills;
- ability for multi-tasking and managing shifting priorities;
- aptitude for openness to new ideas/concepts, and willingness to learn new systems, processes or programs;
- ability to use various software packages, including Microsoft Office;
- ability to take initiative and to problem-solve.

**Specialized Knowledge/Education:**
- knowledge, training or relevant post-secondary coursework or certification relating to office administration process and procedures;
- knowledge of and an aptitude for technology including software knowledge.

**Experience:**
- at least three years of practical experience in a professional office environment;
- proficiency in using a software suite such as Microsoft Office (Word, Excel, PowerPoint);
- proficiency in the use of the Student Registration System (SRS) would be considered an asset.

Note that equivalent combinations of education and experience may be considered.

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<td>Supervisor’s Signature:</td>
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