UNIVERSITY OF VICTORIA  
CUPE LOCAL 951 POSITION DESCRIPTION

JOB: Secretary/PB4  
TITLE: Receptionist / Secretary

DEPARTMENT: Psychology  
POSITION NO: 997638

SUPERVISOR: Administrative Officer  
LAST UPDATED: December 2015

SUMMARY: (Provide a brief summary of the primary functions and purpose of the position)

As a large teaching and research department at UVic, the Department of Psychology enjoys a busy and challenging academic working environment. There are currently more than 185 faculty, staff and graduate students in Psychology and 9,000 undergraduate and graduate registrations in courses offered by the Department each year.

This position is the first point of contact for the Department and provides front-line receptionist duties and administrative support to faculty, sessional instructors, and students, with an emphasis on ensuring an excellent undergraduate experience in the department. Responsibilities include responding to inquiries; managing the distribution of keys; preparation of detailed documentation using Word and Excel; ordering textbooks, course packs and desk copies; organizing room bookings; sorting and distributing mail and courier deliveries; using Banner and FAST to complete course overrides, adds and drops; and other duties of similar scope and complexity.

MAJOR RESPONSIBILITIES AND DUTIES: (In order of importance to a maximum of 8)

1. Responsibility: Reception, general administrative support to office operations (60%)

   Duties:
   Reception
   • As the first point of contact and “face” of the Department, ensures that inquiries (in-person, telephone and by e-mail) are responded to efficiently and effectively, and redirects as appropriate
   • Reviews and processes incoming e-mails by responding or referring as appropriate
   • Receive, sort and distribute incoming and outgoing mail and courier parcels, including preparing courier shipments
   • Manage assignment of mailboxes for all members of the department
   • Receives and distributes cheques for students and employees and manages cash
   • Submits FMIS requests for department as required
   • Coordinates main office equipment reserve: store, sign-out, and track equipment loans for PC laptops, projectors
   • Ensures that office equipment is in working order and arrange for repairs as necessary
   • Maintains bulletin boards, ensures that information posted is up to date
   • Maintains display cases
   • Maintains various departmental lists and files
   • Maintains organization of shared physical office areas

2. Responsibility: Distribution of keys (10%)

   Duties:
• Distributes keys for buildings, offices and lap spaces to faculty members, Post-Docs, Visiting Scientists, graduate students, staff
• Maintains records of keys including key assignment, approvals, deposits, ensuring that the inventory is maintained accurately in order to support the safety and security of buildings, labs and facilities
• Order and recall keys as required; implement procedures for lost or non-returned keys
• Respond to in-person and phone requests for lock-out assistance from students and guests by providing temporary keys

3. Responsibility: Preparation of Course Outlines (10%)
   Duties:
   • Preparing and electronically distributing request for course outlines to instructors, including guidelines, policies, grading scale, info for research participation
   • Receiving course outlines and reviewing for accuracy and completeness, i.e. correct grading scale, deadline dates
   • Sending pdf of completed course outlines to Programmer/Analyst for posting on department website
   • Sending course outlines to Printing for instructors who require paper copies to hand out to students
   • Maintaining files (paper and electronic) of previous course outlines by year and term for retrieval upon request

4. Responsibility: Other duties (20%)
   Duties:
   • Assists in course registration as required: complete student course overrides, adds and drops as directed by the department secretary and/or administrative officer
   • Retrieving information from BANNER and FAST
   • Coordinates bookstore adoption forms for ordering textbooks and coursepack orders; maintains accurate retrievable records
   • Submits FAMIS request for department as required
   • Requests and processes course syllabuses for each term; prepares electronically uploads/maintains on department’s shared directory; sends .pdf of completed course outlines to programmer analyst for posting on department’s website
   • Completes casual and non-academic room bookings for faculty, sessional instructors, graduate students, visiting colleagues
   • Assists with the preparation and distribution of posters and advertisements of Psychology events
   • Prepares a wide variety of accounting forms, including deposit and reimbursement claims
   • Updates the department phone directory (both online and hard-copy)
   • Supports special projects and initiatives in the department, as assigned
   • Assisting other staff in preparing reports and handling work during peak periods

REQUIRED QUALIFICATIONS:
(Identify the qualifications required to perform the job. These should be directly related to the work and not to the education and experience level of the current incumbent.)

Skills:
• Strong interpersonal skills with ability to relate effectively with faculty, staff, students and general public
• Outgoing, friendly and approachable demeanor
• Excellent verbal and written communication skills, ability to provide excellent customer service when responding to in-person, telephone and e-mail enquiries
• Excellent secretarial skills including attention to detail and ability to prioritize work
• Demonstrated ability to work independently as well as part of a team
• Strong computer skills (knowledge of wordprocessing and excel spreadsheets)

Specialized Knowledge/Education:
• Knowledge of office and business administration and relevant best practices, obtained through experience, training, or coursework towards a certificate, diploma or degree

Experience:
• Related skills and experience in a similar reception / clerical position
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