UNIVERSITY OF VICTORIA
CUPE LOCAL 951 POSITION DESCRIPTION

JOB: Secretary/PB7

TITLE: Distributed Learning and On Campus Program Assistant

DEPARTMENT: Child and Youth Care – Human and Social Development

POSITION NO: 997531

SUPERVISOR: Assistant to the Director/Office Manager, CYC

LAST UPDATED: September 2017

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

Reporting to the Academic Administrative Officer, this position provides secretarial support services to the School of Child and Youth Care distributed learning and on campus undergraduate programs, teaching faculty and students, including course administration, responding to inquiries, maintaining databases, producing statistical spreadsheets, preparing and editing correspondence and other departmental materials and administering accounts.

MAJOR RESPONSIBILITIES AND DUTIES:

1. Responsibility: Course Administration (on campus and distributed learning sections) – 75%

Duties:

• Consults with the Program Director, Distance and Distributed Learning
• Editing and formatting course materials including print and upload of web components (including course syllabi)
• Ordering textbooks, course materials and supplies (textbook adoption forms, desk copies, DVD/CD copyright/streaming/performance rights, permissions)
• Ordering, building and maintaining on-line course sites
• Scheduling room bookings for classes (including break out rooms), exams, and meetings
• Liaising and problem solving with instructors and teaching assistants
• Providing IT support to resolve issues and working with Online Help until issue is resolved
• Making course revisions in Connect, CourseSpaces (including checking and updating course links)
• Liaising with Bookstore regarding textbooks and print materials and Library/publishers regarding online readings, ARES database and copyright clearance
• Providing school website maintenance including updating course scheduling information
• Communicating with students regarding access to course sites and materials (including Thompson Rivers University [TRU] students/TRU liaison: arranging for V-numbers, providing email netlink and information)
• Responding to enquiries regarding program policies and procedures (online, by telephone and in person) and escalating to appropriate staff
• Converting and posting videos on the Video on Demand server and in CourseSpaces sites
• Preparing, testing and supporting online exams, wikis and web conferencing

2. **Responsibility:** Administrative support to the School – 20%

**Duties:**
- Preparing and/or editing correspondence, administrative forms, and other types of course materials including brochures, syllabi and calendar submissions
- Filing and file maintenance (according to university retention and destruction guidelines)
- Scheduling and arranging committee meetings, reviewing and preparing agenda, recording and transcribing minutes (information at this level is often confidential in nature), distributing and posting of minutes
- Monitoring enrolments and withdrawals (UVic students) and producing statistical spreadsheets for the director, program director and AAO
- Tracking TRU students weekly and updating Program Director and AAO
- Support for Advisor (e.g. Letters of Permission: fee collection, remittance to Accounting, preparation and distribution of form for Advisor’s signature, grades)
- Form processing, including Criminal Record Checks
- Fax, photocopy and scanner support and maintenance
- Managing the administrative details of the Uvic Calendar Changes and processing the forms and final presentation
- Ordering and ensuring the maintenance of office supplies and equipment from external suppliers
- Managing lab bookings and sign up sheets
- Submitting requests to Facilities Management (FMIS requests) for both cost and non-cost maintenance
- Telephone and front counter support
- Addressing student, university and community inquiries via phone, email and in-person
- Relief and work overflow support for part time Undergraduate Advising/Admissions and Program Assistant position
- Event planning and support for special events within department and convocation

3. **Responsibility:** Budget/accounting support – 5%

**Duties:**
- Preparing and authorizing requisitions for printing and general office supplies
- Preparing and submitting timesheets for research or course development purposes
- Reviewing accuracy of Tuition Transfer Statements from the Open University (TRU) and depositing funds into departmental accounts
- Reconciling expenses and cross charges for operations, inventory and other accounts
- Preparing reconciliations of FAST accounts

**REQUIRED QUALIFICATIONS:**

**Skills:**
- Strong computer skills including experience with MS Office applications, and online course management systems.
• Strong technology support skills and knowledge
• Flexibility, adaptability and comfort with procedural and technical change
• Strong organizational, multi-tasking, communication and interpersonal skills
• Ability to work independently within a team environment and in a busy and noisy work environment with frequent interruptions
• Ability to contribute in a community-building team environment
• Attention to detail and accuracy
• Skilled in using tact and diplomacy in stressful situations
• Possesses a positive attitude and contributes to a professional environment

**Specialized Knowledge/Education:**
Knowledge of the following programs is important:
• This position requires work with CourseSpaces extensively
• CourseSpaces or other course management systems preferred
• Adobe Acrobat Pro
• Cascade (or equivalent web publishing software) preferred
• FAST (Financial and Student)
• NOVA Banner System (or equivalent)
• Blackboard Collaborate (or equivalent web conferencing software) preferred
• Ability to adapt to change and learn new software

**Experience:**
Experience with online course delivery
Administrative support work experience within post-secondary settings.
At least three years’ clerical or administrative experience preferred, preferably within a human services oriented profession.
Experience with UVic systems including FMIS, ARES, AIRS, BANNER, FAST is preferred.
Familiarity with UVic accounting forms and practices is preferred.

**Employee’s Signature:**

**Date:**

**Supervisor’s Signature:**

**Date:**