UNIVERSITY OF VICTORIA
CUPE LOCAL 951 POSITION DESCRIPTION

JOB: Secretary/PB7
TITLE: Graduate Secretary/Receptionist

DEPARTMENT: Pacific and Asian Studies
POSITION NO: 997562

SUPERVISOR: Department Secretary
LAST UPDATED: September 2014

SUMMARY:
The Graduate Secretary provides administrative support of the department’s graduate and undergraduate programs and serves as first point of contact/resource person for faculty, staff, prospective graduate and undergraduate students, and visitors. This position acts as a liaison with a variety of departments across campus such as Graduate Studies, Graduate Admissions and Records, Office of the Registrar, Academic Advising Centre, Bookstore, Printing Services, Facilities Management, CALL Facilities. This position works independently with limited supervision and frequently provides direction and advice to students and faculty on University guidelines, policies and procedures. The Graduate Secretary also assists with accounting processes and procedures.

In addition, this position provides coverage during absences and vacation of the Department Secretary.

MAJOR RESPONSIBILITIES AND DUTIES:

1. Responsibility:
Graduate Secretary (35%)

Duties:
- Sets up and maintains graduate student files, contact list and databases electronically and hard copy
- Responds to and monitors a large volume of email inquiries regarding graduate program
- Liaises with Faculty of Graduate Studies and Graduate Admissions and Record Services
- Receives and processes pro forma and course change forms, program extensions, program withdrawals etc. and forwards to the appropriate department on campus
- Provides advice to current and prospective students regarding program requirements, University, Departmental and Faculty policies and procedures
- Maintains student supervisory committees using BANNER and via correspondence with GARO;
- Advises student and provides administrative support to students during their program completion, verifies program completion and prepares completion paperwork (Letter of Recommendation, Request for Oral etc.)
- Ensures students are registered in the correct courses and assist students with registration when necessary
- Prepares Employment Contract, Work Authorization, and letters required by immigration for
2. Responsibility:
Front-line Receptionist (25%)

**Duties:**
- Receives and responds to inquiries, and refers calls and messages as appropriate regarding graduate and undergraduate programs’ policies, procedures, and admission requirements, in person, on the telephone, and via e-mail
- Opens, sorts and distributes mail; arranges courier service; orders office supplies; maintains servicing of office equipment
- Keeps record of desk copies on loan to instructors and TA’s
- Keeps record of keys issued to faculty, sessional instructors, and graduate students; Assists undergraduate students’ course registrations by removing registration error blocks
- Organizes, prepares and posts instructors’ office hours and timetables, posts class cancellation notices

3. Responsibility:
General Office Support to all Personnel (25%)

**Duties:**
- Orders textbook, desk copies, audio visual teaching materials
- Liaises with CALL Facilities to install audio visual software onto computers in the CLE language labs
- Types letters, administrative forms, memos and curriculum vitae
- Prepares posters and brochures
- Assists in maintenance of department website
- Ensures office equipment and general use computer is maintained, orders supplies, provides assistance with use of equipment, and ensures technical or maintenance issues are attended to
- Provides direction and guidance to work study students

4. Responsibility:
General Assistance to the Department Secretary (15%)

**Duties:**
- Assists with the reconciliation of FAST accounts, prepares journal vouchers, prepares travel and expense claims and payment requisitions
- Performs secretarial duties of similar scope and complexity during Department Secretary’s absences and vacation
- Performs other duties similar in scope and complexity
### REQUIRED QUALIFICATIONS:

**Skills:**
- Strong time management, organizational, communication and computer skills
- Ability to work effectively with minimal supervision and as a team member
- Ability to multi-task in a fast paced environment; and to be flexible
- Ability to communicate effectively, both verbally and in writing with faculty and students
- Ability to handle difficult interactions with tact and diplomacy
- Resourceful and eager to learn new skills

**Specialized Knowledge/Education:**
- Ability to act effectively in a receptionist capacity with diplomacy and cultural sensitivity particularly with students where English is a second language
- Computer: MS Word, Excel, BANNER, FAST, Adobe, Cascade CMS, Internet.

**Experience:**
- Familiarity with University procedures an asset
- Experience working with Graduate Studies or with relevant post-secondary software (e.g. BANNER, FAST) is preferred
- Expertise in MS Office in a PC environment.

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