SUMMARY:
English Language Centre (ELC) provides a wide variety of programs to international students and has approximately 3200+ enrollments with more than 300 students transitioning into credit programs annually. ELC programs range from three weeks to one year in duration. Programs include Academic focus, Cultural focus, General focus and specialized topics. The ELC liaises with a number of UVic Faculties and service units to deliver programming.

Reporting to the Associate Director, English Language Centre, this position’s primary responsibilities are to provide administrative support to the English Language Centre’s academic programs and ELC Marketing and provide back up support for the Resource Room’s library database, inventory control and audio visual support, as needed.

MAJOR RESPONSIBILITIES AND DUTIES:

1. **Responsibility: Program Support - Academic 60%**

   **Duties:**
   • Prepares and distributes pre-arrival Newsletter for all incoming students
   • Updates and maintains information on Program Pages on website
   • Assists students with completion of program evaluations
   • Creates student certificate packages for all programs
   • Prepares and sends celebration specific greeting cards to ELC partners
   • Facilitates arrangements for visiting faculty and staff from partner institutions including scheduling itinerary and classroom observations, coordinating airport pick ups, preparing gifts, event invitations, activity registration and reservations


   **Duties:**
   • Assists with website and social media sites content updates, such as daily posts and information on upcoming and past events
• Assembles promotional materials for educational fairs, ELC recruiters, ELC liaison officers and colleagues from other units on campus to meet strict shipping deadlines; ensures all the information is up to date; arranges for printing if necessary; and orders literature from other departments/faculties
• Chooses, purchases and wraps requested gifts for institutional and agent partners, those abroad and those visiting
• Receives, stores and tracks the inventory of ELC marketing materials

3. Responsibility: Resource Room back up 5%

Duties:
Provides back up support during vacation and illness for the Resource Room Supervisor:
• Catalogues, signs out and reshelves resources from the Resource Room library database
• Assists English Language Centre teachers in locating texts and materials in the resource room, campus library and online
• Creates Teacher resource packages
• Repairs and replaces damaged texts and materials
• Signs in and out all ELC sound system and camera equipment
• Sets up sound system and camera equipment for teachers, cultural assistants, administrative staff and guest speakers and provides training on using this equipment, when needed

REQUIRED QUALIFICATIONS:

Skills:
• Strong administrative skills, including a high proficiency using MS Office programs, Outlook, Intranet, spreadsheets, databases, and creation of PowerPoint presentations, calendars, email formats, mail merge and social media platforms
• Ability to take direction from multiple people, organize diverse tasks and set and respond to changing priorities in a fast paced environment with frequent interruptions
• Ability to exercise initiative, good judgement and diplomacy regarding sensitive and confidential matters
• Strong customer service focus and the ability to provide outstanding support
• Ability to communicate effectively and tactfully, both verbally and in writing with all levels of university administration, faculty, agents, students, staff and the public using excellent interpersonal and cross-cultural communication skills
• Ability to assist students, agents and the public who may have difficulty communicating in English
• Demonstrated ability to prioritize and organize workload to meet deadlines
• Strong attention to detail and high regard for accuracy
• Strong commitment to service and ability to work effectively in a changing and innovative institutional environment
• Demonstrated ability to adapt to new technologies and processes
• Ability to take initiative and solve problems

Specialized Knowledge/Education:
• Knowledge, training or relevant post-secondary coursework or certification relating to office administration process and procedures.
- Knowledge of social media platforms
- Knowledge of and an aptitude for technology

**Experience:**
The successful candidate will have 3 years experience working as an administrative assistant in a busy office environment using a variety of software programs, including Microsoft office

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