SUMMARY:

The School of Music is an academic unit in the Faculty of Fine Arts with a complement of 23 regular faculty members, 5 support staff and up to 20 sessional lecturers and music performance instructors. It houses a performance venue presenting over 170 concerts and events during the academic year and hosting community groups throughout the year.

Under the supervision of the Administrative Officer, the Administrative Assistant is the front-line receptionist providing excellent customer service to students, staff, faculty and members of the general public. The Administrative Assistant is often the first point of contact for students and the public and, therefore, must strive to make the best first impression and represent the School of Music in a welcoming and professional manner. The position also serves as assistant to the Director of the School, providing both reception and clerical support.

Responsibilities include preparing typed materials that includes concert programs; internal and external correspondence; preparation of rental invoices. In addition, the Administrative Assistant maintains student files; prepares Curriculum, Advising and Program Planning (CAPP) reports for faculty advisors; processes online room booking requests; orders office supplies; reports maintenance issues and requests to Facilities Management; and manages the School’s key/access inventory and assignments. The position backfills for the Department Secretary as necessary.

MAJOR RESPONSIBILITES AND DUTIES:

1. Responsibility:  
   Reception and General Office (45%)

   Duties:
   - Welcomes visitors and responds to general inquiries from students, faculty, staff and members of the public by phone, email and in person, directing inquiries to appropriate individuals or departments
   - Maintains student, staff and faculty member files in accordance with the Directory of Records
   - Receives, sorts and distributes incoming and outgoing mail and courier parcels
   - Distributes student cheques
   - Processes the sale of school merchandise and CDs
- Maintains school notice boards
- Maintains inventory and orders supplies; completes web requisitions for various purchases using UVic Financial Management System
- Ensures office equipment is in working order and arranges for repairs as necessary; troubleshoots printer/photocopyer issues
- Co-ordinates confidential shredding for pick-up

### 2. Responsibility:
**Administrative support for staff and faculty (35%)**

**Duties:**
- Manages the Director’s appointments and Outlook Calendar
- Maintains various school lists and manages assignment of mailboxes for faculty, sessional instructors and graduate students
- Handles room bookings for rehearsals, review sessions and faculty meetings
- Signs in and out departmental keys, collects key deposit money, and maintains key records
- Processes and reconciles printing orders
- Assists with faculty recruitment, reappointment and promotion process
- Receives, reviews and submits final exams to Exams clerk; maintains electronic final exam files; tracks and boxes graded exams sent to Records for storage
- Enters and updates individual photocopier/scanner access codes and email addresses using equipment software for 50+ individuals and assigns codes to new instructors and staff
- Arranges catering and assists with faculty/student events
- Assists with the distribution of faculty comp tickets for all ticketed performances
- Provides other secretarial and administrative support as required, in the absence of other office staff

### 3. Responsibility:
**Undergraduate program support (15%)**

**Duties:**
- Prepares CAPP reports for faculty advisors
- Adds and drops students at direction of department secretary and the Faculty of Fine Arts Undergraduate Advisor
- Processes student overrides and drops students missing pre-requisites under the direction of the Faculty of Fine Arts Undergraduate Advisor and School Administrative Officer
- Provides unofficial transcripts, contact information, academic history, and transfer credit information to program advisors
- Receives and reviews course outlines from instructors and posts on school website

### 4. Responsibility:
**Communications support (5%)**

**Duties:**
- Creates lunch time concert programs using InDesign

### REQUIRED QUALIFICATIONS:
**Skills:**
- Ability to act effectively and professionally under limited supervision
- Ability to provide excellent customer service and handle difficult interactions
- Strong communication skills in dealing with students whose first language is not English
- Ability to work in an environment with high noise volume
- Strong clerical skills, including word processing, spreadsheet creation and use of standard office technology
- Detail-oriented with extreme accuracy shown in preparation of documents and updating records
- Ability to multi-task, prioritize and work effectively in a busy team-oriented environment with frequent interruptions
- Comfortable in learning new computer software as required

### Specialized Knowledge/Education:
- Proficiency in Microsoft Office suite (Word, Excel, Outlook, PowerPoint) and Adobe InDesign
- Knowledge of BANNER and Connect required
- Knowledge of FAST, FMIS and Cascade an asset
- Familiarity with UVic programs, policies, procedures and business systems considered an asset
- Background in music and a working knowledge of music terminology (i.e., classical, jazz, new music) considered an asset.

### Experience:
- 1-2 years related experience in a general office environment
- Experience working in a post-secondary environment considered an asset

### Employee’s Signature:  

### Date:

### Supervisor’s Signature:  

### Date: