A. Summary Overview of Work Unit

The Office of Faculty Relations and Academic Administration (FRAA) is a resource committed to supporting the University’s mission by:

- facilitating a healthy work environment by building a collegial and inclusive community with and among faculty, librarians, the Faculty Association and university administration
- supporting academic leaders to achieve their objectives by providing timely, high-quality support and advice and professional development opportunities which reflect the priorities and values of the institution
- enabling administrative effectiveness by developing and administering clear policy, efficient processes and accurate data management

Our work is guided by:

- a principled approach which is reasoned, respectful, equitable, and without discrimination
- professionalism, which includes maintaining competence and taking accountability
- continuous improvement to ensure the service we provide is high-quality, efficient, and responsive to the needs of those we serve
- a recognition of the importance of effective communications and clarity of purpose
- a commitment to collaborative, cooperative and supportive teamwork

B. Summary of Position’s purpose/ function

This senior level administrative position provides executive-level support to the Associate Vice-President Faculty Relations and Academic Administration (AVPFRAA) and Director, Faculty Relations and Academic Administration (DFRAA), and coordinates administrative processes within the office of Faculty Relations. The incumbent keeps the AVPFRAA & DFRAA informed through ongoing communication, alerting them to any situations that require attention, often under strict timelines and ever changing priorities. This position requires knowledge of, and application of, the Faculty Collective Agreement, as well as of unit and university policies and procedures. This position represents the unit in ongoing communications and relations with senior internal and external stakeholders, often with regards to sensitive and highly confidential faculty relations matters. As such, the incumbent must demonstrate at all times the highest professional standards, discerning and independent judgment, and utmost discretion.
This position operates independently, under the direct supervision of the DFRAA, with an indirect reporting line to the AVPRAA. The position also works to coordinate administrative activities with all other members of the Faculty Relations and Academic Administration team. It is critical that there be a smooth flow between these positions for the effective management of the unit.

An employee in this classification is excluded from the bargaining unit as defined in the Labour Relations Code.

C. Primary Responsibilities & Accountabilities

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<thead>
<tr>
<th>Responsibility/Accountability</th>
<th>Duties:</th>
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<tbody>
<tr>
<td>Administrative support to Associate Vice-President Faculty Relations and Academic Administration (AVPFRAA) &amp; Director, Faculty Relations and Academic Administration (DFRAA)</td>
<td>Receives and screens visitors to the Office of Faculty Relations and Academic Administration, ensuring the maintenance of privacy and security of the office. Manages the calendars of the AVPFRAA &amp; DFRAA ensuring appointments are made based on availability and importance, manages and maintains a bring forward system, notifies of deadlines, arranges travel requirements and meeting logistics, ensures all required information is available prior to meetings, attends meetings to take notes as requested, and actions items for others involved in administrative process. Liaises with internal and external contacts on behalf of Office of Faculty Relations and Academic Administration; including redirecting or responding to inquiries and manages the flow of administrative process as a central intake point and file manager. Produces correspondence, agendas, minutes, administrative forms and other documents requiring high degrees of accuracy. Prepares in final format a variety of materials, some of which is sensitive and highly confidential. Attends to payment of expense claims and invoices; supports the AVP in budget preparation and management Participates in training and presentations under the direction of the AVPFRAA &amp; DFRAA. Ensures smooth and accurate flow of information between AVPFRAA &amp; DFRAA and other senior administrators. Maintains complex filing system, both current and archival for the FRAA office Maintains inventory of needed office supplies</td>
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<tr>
<th>Coordination of Administrative Process</th>
<th>Duties:</th>
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<td>Acts as central intake point and process coordinator for various administrative processes including, but not limited to, recruitment requests, offer requests, study leaves, reappointment, promotion and tenure applications, resignation and retirement requests, and other administrative process. Responsible to ensure submissions and requests are complete before coordinating file processing Responsible to follow up on file processing to ensure it is done in a timely and responsive way</td>
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- Responsible to field inquiries on the status of the file
- Data entry as required to track progress of files and make necessary entries into university databases
- Disseminates annual FRAA survey, collects data and prepares reports

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<tr>
<th>Responsibility/Accountability</th>
<th>10% of time spent</th>
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<tr>
<td>Maintenance of VPAC website and FRAA Connect sites</td>
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**Duties:**
- Responsible for ensuring content on sites is up to date and compliant with university policy
- Responsible to ensure access is granted to appropriate administrators on secure sites and access is reviewed and managed on a regular basis
- Responsible for posting of materials as requested

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<thead>
<tr>
<th>Responsibility/Accountability</th>
<th>20% of time spent</th>
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<tr>
<td>Committee Support</td>
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**Duties:**
- Provides support as needed to Committees operating through FRAA. Specifically is responsible for all administrative support to the Joint Committee on the Administration of the Agreement (JCAA) (meeting scheduling, agenda, minutes and follow ups required by AVPFRAA) and the University Academic Appointments Committee (UAAC) (annual election process, support to Chair, resource to leaders regarding the process, agenda and material distribution and case management)

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<tr>
<th>Responsibility/Accountability</th>
<th>5% of time spent</th>
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<tr>
<td>General VPAC Office Assistance</td>
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**Duties:**
- Provides assistance with respect to events hosted by VPAC office
- Provides front line reception coverage, addressing or redirecting face to face and electronic enquiries, monitoring electronic calendars, receiving and distributing incoming correspondence, dealing with incoming and outgoing couriers, and welcoming and screening visitors using tact and diplomacy to ensure that the professional image of the VPAC Office is maintained.

**D. Supervision**

**Supervisory Responsibilities (if applicable):**

n/a
E. Finance
Financial Responsibilities (if applicable):
- Assists AVP, FRAA with budget preparation and management
- Processes accounting forms (e.g. journal entries)
- Processes work-related expense and professional development claims for the FRAA team
- Attends to payment of invoices as approved by the AVPFRAA and DFRAA

F. Human Relations
Nature of service provided and contacts served:
- The FRAA office deals with internal and external contacts on a variety of challenging issues related to staff, faculty and students. Service must be provided with:
  - accuracy
  - timeliness
  - tact and sensitivity
  - discretion and respect for privacy
  - diplomacy
  - strict confidentiality
  - respect for cultural difference and diversity

G. Minimum qualifications

Skills: In order for the highest standard of quality to be achieved, the FRAA Coordinator must:
- have experience handling confidential and highly sensitive information
- have consistently met high standards of performance
- Present well and work effectively with faculty, staff, students and the general public
- Demonstrate strong interpersonal skills, including verbal and written communication, particularly in stressful and demanding situations
- be highly self-directed, with an ability to work well independently and as part of a team
- have strong organizational and file management skills, including the ability to develop and maintain strong processes and attend to detail and accuracy
- be able to think strategically and to exercise independent judgment within the parameters of the responsibilities of the role
- be able to multitask, work flexibly, and identify and meet priorities in an ever-changing and fast-paced work environment
- be an effective team player and collaborator with the ability to back up in other executive areas of responsibility as necessary
- be able to work efficiently and effectively, under pressure with constant interruptions, while remaining productive, positive and adhere to multiple deadlines
- be able to accurately gather, analyze and report data.

Specialized Knowledge/ Education:
- Completion of a related post-secondary certificate, diploma or degree (required). University education is preferred.
- Advanced calendaring, word processing, form making, database and spreadsheet skills (required)
- Survey methodology and data reporting
- Knowledge of the university structure, policy, processes is preferred.
Experience:
- Advanced calendaring, word processing, form making, database and spreadsheet skills
- Experience working with confidential information and sensitive issues.
- 3 or more years’ experience in an executive level administrative support role, including public facing responsibilities, administrative support and process coordination.
- Previous University experience preferred.

H. Organization Chart - REQUIRED

(Attach)

Job Holder’s Signature

Supervisor

Supervisor’s Signature