### Summary:

The Graduate Program Assistant acts as administrative and program support for the delivery of graduate programs by providing assistance and information regarding UVic policies and procedures to students currently enrolled in the program; liaising regularly with the Graduate Admissions and Records Office (GARO), the Faculty of Graduate Studies (FGS) and other departments on campus; assisting with class scheduling; creating courses on the Learning Management System (CourseSpaces); and, compiling course experience survey reports.

The Graduate Program Assistant is involved in the program recruitment and admission process by responding to information requests from potential applicants; entering and updating information relating to potential applicants in a CRM database; communicating with applicants regarding their application status; pre-screening and assessing applicants for the admissions committees, preparing offer letters and tracking the acceptance status of offers.

The Graduate Program Assistant provides program support for the preparation and delivery of graduate programs from creating course sites on the Learning Management System to conducting program and course evaluations. In addition, the position is responsible for a variety of general administrative duties including reconciling accounts, drafting correspondence, scheduling meetings, taking minutes, booking rooms, responding to phone, email and in person enquiries and other duties similar in scope and complexity as assigned.

### Major Responsibilities and Duties:

**1. Responsibility: Graduate Student Admissions and Recruitment 40%**

Duties:
- Receives and responds to inquiries, and refers calls and messages as appropriate regarding graduate program policies, procedures, and admission requirements, in person, on the telephone, and via e-mail.
- Enters information on program prospects and applicants into the unit’s CRM (Customer Relationship Management) system.
- In consultation with Graduate Admissions and Records, compiles applications and additional information for review by the Graduate Advisory Committee, and provides applicants with assistance, responding to applicant status inquiries, and requesting documents for incomplete applications.
• Ensures accurate tracking of applications for each term and program documenting offers, acceptances, etc., and maintains a system for offer letters, follow-up documentation and decisions
• Pre-screens, files and assesses incoming graduate applications using established rubrics to recommend candidates to admissions committee
• Prepares bi-weekly admissions reports
• Reviews academic background information provided by the applicant and determines the correct required documentation
• Follows up on admission files to ensure any conditional requirements are completed
• Supports incoming partner students (MGB) to complete admission process
• Adheres to ethical and confidentiality guidelines as indicated by Freedom of Information & Protection of Privacy (FOIPOP) act, and follow ethical and confidentiality guidelines of the institution

2. Responsibility: General Office Support 30%
• Liaises with Faculty of Graduate Studies and Graduate Admissions and Records Office (GARO)
• Updates information and maintains student records and prepares reports on applicant and student progress and course experience by running queries on FAST and the program’s database
• Processes payments for scholarships, awards and other program related fees
• Prepares and processes expense claims
• Prepares and reviews financial paperwork such as Acitivity Fund awards and reimbursements, ensuring accuracy, completeness, and compliance with policies prior to submission
• Completes monthly reconciliation for program accounts
• Completes other accounting processes such as journal vouchers, expense forms, and requisitions
• Prepares letters, administrative forms and memos
• Books meetings and takes meeting minutes as required
• Provides administrative support to the Graduate Program Committee
• Opens, sorts and distributes mail; arranges courier service; orders office supplies; maintains servicing of office equipment
• Orders program supplies, teaching materials, etc., as required
• Assists in maintenance of program website Other duties as assigned

3. Responsibility: Program Support 30%
• Creates and maintains courses spaces sites on the Learning Management System (CourseSpaces)
• Inputs program timetable in DCU and manages room bookings for programs
• Registers partner students for courses (MGB)
• Assists students with program related questions and matters
• Conducts instructor/course evaluations and updates CES report
• Creates course schedule documents for instructors (MGB)
• Communicates with partner insitutions (MGB) regarding instructor information and MGB candidates
• Prepares award nomination information sheets (MBA), compiles nominations, forwards nominations to the awards committee
• Manages Program Director’s calendar (MBA)
• Prepares Workflow documents related to student progress (grade below B)
• Books oral exam defenses (MBA, PhD)

REQUIRED QUALIFICATIONS:
Skills:
• Advanced secretarial and administrative skills
- Strong interpersonal, verbal and written communication skills
- Awareness of and sensitivity to diverse cultures
- Ability to maintain confidentiality
- Strong work ethic and service excellence values
- Strong organizational and time management skills with advanced attention to detail
- Ability to exercise independent judgment within the parameters of the responsibilities of the office
- High level of self-direction, with an ability to work both independently and as part of a team
- Demonstrated ability to learn, interpret and explain relevant policies and procedures from multiple sources
- Flexible in adapting to changing work priorities and able to work in an environment with constant interruptions
- Ability to work under pressure, processing a large volume of work and adhering to multiple deadlines

**Specialized Knowledge/Education:**
- Knowledge or office and business administration and relevant best practices
- Advanced calendaring, word processing, database, spreadsheet skills; advanced knowledge of MS Office applications (Outlook, Word, Excel, Powerpoint, SharePoint)
- Advanced writing, proof reading and editing knowledge

**Experience:**
- A minimum of two years in an administrative position preferably in a post-secondary academic environment
- Working experience with Microsoft Office and Microsoft Windows platforms, Student Information Systems such as Banner and FAST, as well as online information systems such as the UVic website and My page is considered an asset
- Knowledge of university graduate program policies and procedures would be an asset

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