**University of Victoria**  
_Cupe Local 951 Position Description_

<table>
<thead>
<tr>
<th>JOB:</th>
<th>Secretary/PB6</th>
</tr>
</thead>
<tbody>
<tr>
<td>TITLE:</td>
<td>Program Assistant</td>
</tr>
<tr>
<td>DEPARTMENT:</td>
<td>Curriculum and Instruction</td>
</tr>
<tr>
<td>POSITION NO:</td>
<td>997613</td>
</tr>
<tr>
<td>SUPERVISOR:</td>
<td>Manager, Teacher Education</td>
</tr>
<tr>
<td>LAST UPDATED:</td>
<td>December 2018</td>
</tr>
</tbody>
</table>

**SUMMARY:**

The University of Victoria Teacher Education Program is committed to providing exemplary programs for teacher certification in BC. Located within the Department of Curriculum and Instruction, the Teacher Education Program offers the following degree programs: B.Ed. Elementary, B.Ed. Elementary Post-Degree and Secondary PDP. The team in the Teacher Education Office is part of the 12 CUPE and PEA staff that work collaboratively to facilitate the administration of the courses, seminar and practica across the programs.

Reporting to the Manager, Teacher Education, the successful applicant will provide secretarial, administrative and clerical support to the Teacher Education Office personnel, assist in the updating and management of the Teacher Education database; provide support for practicum requests locally, nationally and internationally; act as receptionist and front line support for the 450 students in Teacher Education Programs; schedule interviews and meetings with prospective and current students; prepare and process a variety of administrative forms; maintain and update the teacher education website; communicate with school districts and schools around program, practicum information, Criminal Record Checks and other confidential materials.

In addition this position will provide general administrative support including responding to inquiries, maintaining databases, producing statistical spreadsheets, preparing and editing correspondence and other program materials.

**MAJOR RESPONSIBILITIES AND DUTIES:**

1. **Administrative Support to the Teacher Education Office (70%)**
   - Manage large databases (APEX-based and Excel spreadsheets) to ensure accurate and up-to-date student documentation and placement information for the 450 enrolled students
   - Contact outside agencies (e.g., Ministry of Justice, Teacher Regulation Branch and Teacher Qualification Service) as needed, as part of the certification process
   - Monitor and follow up with students regarding pre-requisites for practica requirements as set out by practicum agencies (i.e., Criminal Record Checks, waivers, and other supporting documents)
Prepare and/or edit correspondence, administrative forms, handbooks, course outlines, confirmation packages, and other program-related materials

- Recording minutes at instructor and supervisor meetings
- Help coordinate and organize meetings, interviews, and other teacher education-related events, including casual room bookings and arranging catering services (e.g. annual events such as program launches, orientations, and supervisor meetings)
- Electronic filing and file maintenance (according to university retention and destruction guidelines)
- Address student, university and field inquires via phone, email and in-person
- Manage appointments and schedules for the Teacher Education Program personnel
- Administrative support relief and work overflow for other program areas
- Update and maintain Teacher Education website
- Maintaining a graduate database to draw contact information for the purposes of notification of professional development opportunities, career information, and advertising continuing educational opportunities (certificate programs, institutes, graduate programs)
- Creating, distributing and organizing online forms and sending to all teacher education students
- Checking practicum profile forms, waivers and other documents to ensure accuracy and communicating with students to ensure correctly completed forms are received
- Assisting with the development and organization of various conferences when it is UVic’s turn to host (e.g. WestCAST, CSSE, Roundtable)
- Communicating with school district personnel to initiate and follow up with securing provincial and national placements

2. Responsibility: Program Technical Support and Administration (15%)

Duties
- Build and organize content within CourseSpaces sites for supervisors and students
- Edit and format course materials including print and upload of web components (including course syllabi and converting to html booklet)
- Make course revisions in CourseSpaces, including checking and updating course hyperlinks
- Monitor enrolments and withdrawals of Teacher Education students and produce statistical spreadsheets for the Manager of Teacher Education and Chair of the Department
- Ensure all program-related materials are sent to students, instructors, supervisors, school mentors and school administrators as required
- Liaise with University Systems regarding databases as required
- Manipulating databases to ensure they include specific information regarding student progression, practicum information, mentor and administrative contacts
- Creating a variety of reports from databases for specific purposes, such as practicum placements, supervisor lists, checklists, progression lists
3. Responsibility: Supervisor and Instructor Support (15%)

Duties:
- Maintain, back up and import CourseSpaces content throughout the year as required
- Provide support to supervisors to resolve CourseSpaces issues and/or work with Technology Integrated Learning (TIL) until resolved
- Prepare appointment forms for practicum supervisors
- Coordinating appropriate forms (letters, previous reports, etc.) for current supervisors
- Communicate with supervisors around needs, materials, documentation, and paperwork
- Provide formatting and documentation support for supervisors
- Maintaining updated information on supervisors (approximately 160 potential supervisors), school district contacts, directories, and school contacts
- Assisting supervisors and seminar leaders with casual room bookings
- Preparing and distributing practicum and supporting documents to mentor teachers, school administrators and supervisors

Required Qualifications:

Skills:
- Strong organizational and advanced administrative skills
- Strong technical support skills and knowledge
- Flexibility, adaptability, and comfort with procedural and technical change
- Ability to problem solve, multi-task and meet competing operational and departmental requirements and maintain a high degree of accuracy in their work
- Excellent verbal and written communication skills
- Demonstrated ability to consistently display professionalism, courtesy and empathy, and maintain confidentiality
- Demonstrated ability to work independently, as well as in a team, and to organize a very heavy and varied workload efficiently in order to meet competing critical deadlines is required
- Abilities to utilize all MS Office applications, including Word, Outlook, Excel, PowerPoint and content management systems for web updating
- The ability to apply various computer programs in the development of new administrative forms

Experience and Specialized Knowledge/Education
- Three to five years administrative experience preferred, preferably within post-secondary environment or comparably large and complex organization
- Extensive experience with word processing, database, and spreadsheet applications

Knowledge and experience of the following programs is considered an asset:
- UVic systems including Banner, FAST, AIRS, CourseSpaces
- UVic policies, procedures and regulations regarding students
- CourseSpaces or other online course delivery platforms
- Adobe Acrobat DC (including Adobe Creative Suite: Dreamweaver, Fireworks, InDesign, Acrobat Reader)
- Web site management and other social media platforms
<table>
<thead>
<tr>
<th>Employee’s Signature:</th>
<th>Date:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Supervisor’s Signature:</td>
<td>Date:</td>
</tr>
</tbody>
</table>