### Job Description: Program Assistant

**Position Title:** Program Assistant  
**Position No:** 993350  
**Department:** Division of Continuing Studies

**Summary:**
Reporting to the Program Director, Arts, Science, Education & Technology Programs and receiving day to day direction from the Program Coordinator, the Program Assistant provides secretarial and administrative support to program areas within the Division of Continuing Studies (DCS), Arts, Science, Education & Technology program area. Responsibilities include: Reception, registration, assistance with program delivery, processing and maintenance of financial records, and general office administration and clerical duties. Due to the diversity of this program area, the Program Assistant must work independently and possess an excellent understanding of the Division and University of Victoria policies and procedures.

While assignments to program areas can change based on operational needs, the current position will be responsible for the following program areas:
- Certificate in Business Information Systems
- Business Intelligence Data Analysis program

### Major Responsibilities and Duties:

#### 1. Receptionist and registration responsibility: (25%)

**Duties:**
- responding to inquiries regarding registrations, programs, courses, course materials, and general policies and procedures;
- providing specific information to students regarding upcoming course dates, registration process, outstanding fees, graduation application process, other services available and other student related information as approved by the Program Coordinator or designate;
- notifying students of changes e.g., class scheduling, class cancellations, textbook issues and exams;
- working with the Program Coordinator and other unit staff as appropriate to ensure program and student records are accurate and up to date;
- assisting with the managing of the registration process for the portfolio in consultation with the Program Coordinator;
- as required, processing course registrations and forwarding information to the appropriate units (i.e. DCS Registration, Office of the Registrar) for processing as appropriate;
- tracking student registration in FAST and the DCS Student Registration System (SRS)

#### 2. Program delivery responsibility: (40%)

Provides administrative support to program areas on program delivery and projects including:
**Duties:**
- preparing course request forms,
- typing and formatting a variety of documents, correspondence and materials, instructor contracts, appointment forms, timesheets and administrative forms, including budget documents;
- contacting scheduling and room bookings for arranging classrooms;
- preparing and arranging textbook adoption and book order forms;
- arranging advisory committee meetings and setting up other meetings as required;
- recording minutes for meetings as required and sending out reports and information;
- consulting with the Program Coordinator to obtain direction in researching, gathering and analyzing data;
- presenting data in a variety of formats which may include spreadsheets or databases;
- liaising with academic departments about course-related matters (i.e. Course Experience Survey).
- implementing and administering a tracking system for the status of instructor contracts and appointment forms, and course delivery dates;
- consulting with the Program Coordinator to obtain direction in the creation, implementation or improvement of office procedures;
- providing secretarial support for special projects and contracts.

**3. Clerical responsibility: (25%)**
Performs a variety of clerical duties to include:

**Duties:**
- developing and maintaining telephone and email distribution lists of multiple groups and committees;
- developing and maintaining a filing system of departmental correspondence, budgets, committees, personnel, special projects, etc.;
- inputting information into the SRS regarding course descriptions for publication in the DCS Calendar and on the DCS website;
- assisting with proofing process for calendar copy;
- managing the flow of incoming and outgoing mail;
- assembly and preparation of course materials provided by instructors and staff;
- production of lists, reports, labels and other documents;
- processing and tracking of supply and printing requests;
- printing, photocopying and faxing as required;
- assisting with arranging travel itineraries for instructors and program staff for work related travel;
- liaising with Division Marketing Services regarding website maintenance, print marketing and social media marketing as directed by the Program Coordinator.

**4. Financial responsibility: (10%)**
Performs a variety of tasks related to maintenance of financial records and budgets:

**Duties:**
- preparing web requisitions using the UVic financial management system (FAST);
- calculating, preparing and submitting expense reimbursement requests for the portfolio;
- invoicing individuals and agencies regarding their accounts and notifying those with outstanding or overdue invoices;
- assisting the Program Coordinator with reconciliation of expenses using the UVic financial management system (FAST);
- assisting the Program Coordinator with preparation of stipends and payment forms for instructors, guest speakers, and others involved in program delivery;
- assisting the Program Coordinator with and submitting vendor invoices for payment; maintaining a filing system relating to all financial transactions and budgets;
- assisting the Program Coordinator with the distribution and processes related to bursaries.
REQUIRED QUALIFICATIONS:

Skills and Abilities:
• ability to work under pressure in a fast-paced environment with ease and confidence;
• ability to use good judgment, resourcefulness, diplomacy, sensitivity and discretion while managing workflow;
• ability to provide exceptional customer-service;
• aptitude for being a team player and for working collaboratively with multiple stakeholders in a complex organization;
• ability to develop and maintain positive relationships;
• ability to undertake and maintain exceptional organizational skills;
• ability for multi-tasking and managing shifting priorities;
• aptitude for openness to new ideas/concepts, and willingness to learn new systems, processes or programs;
• ability to use various software packages, including Microsoft Office;
• ability to take initiative and to problem-solve.

Specialized Knowledge/Education:
• knowledge, training or relevant post-secondary coursework or certification relating to office administration process and procedures;
• knowledge of and an aptitude for technology including software knowledge and training in basic accounting principles.

Experience:
• at least three years of practical experience in a professional office environment;
• proficiency in using a software suite such as Microsoft Office (Word, Excel, PowerPoint);
• proficiency in the use of Banner and the Student Registration System (SRS) would be considered an asset.

Note that equivalent combinations of education and experience may be considered.

Employee’s Signature: Date:

Supervisor’s Signature: Date: