UNIVERSITY OF VICTORIA
CUPE LOCAL 951 POSITION DESCRIPTION

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<th>JOB:</th>
<th>Secretary/PB7</th>
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<tr>
<td>TITLE:</td>
<td>Graduate Program Assistant</td>
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<td>DEPARTMENT:</td>
<td>Biochemistry and Microbiology</td>
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<td>POSITION NO:</td>
<td>997542</td>
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<td>SUPERVISOR:</td>
<td>Chair’s Assistant</td>
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<td>LAST UPDATED:</td>
<td>July 2019</td>
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**SUMMARY:**

This position serves the Department of Biochemistry and Microbiology (BCMB) as Graduate Program Assistant and provides administrative assistance to the Department Graduate Advisor, the BCMB department and students, as well as general department reception. Working closely with Graduate Admissions and Records and the Faculty of Graduate Studies, the Graduate Program Assistant handles all work related to graduate students and their programs. This includes: processing and distributing graduate applications; admitting graduate students; advising current and prospective graduate students on department and university regulations; setting up and maintaining graduate files, lists, reports and spreadsheets; processing all graduate awards and nominations; preparing statistical information on various aspects of graduate programs in the department; tracking and scheduling of candidacy and oral exams; monitoring graduate student progress; and processing graduate support payments. This position also organizes visits for potential graduate students, assists with graduate student travel claims, administers the Department seminar program and provides administrative assistance to the Chair’s Assistant and the Administrative Officer. The position is responsible for other duties of similar scope and complexity as required.

**MAJOR RESPONSIBILITIES AND DUTIES:**

1. **Responsibility: Graduate Student Support and Program Administration  40%**

   **Duties:**
   - Provide ongoing help and advice to students on individual program requirements, from the application process through to candidacy exam, thesis preparation defense and convocation.
   - Ensure that all inquiries from graduate students and prospective students are handled with speed, efficiency, accuracy, professionalism and friendliness.
   - Provide advice on tuition fees, stipend schedules and award payment schedules to BCMB students and supervisors.
   - Monitor and support the flow of information among supervisors, BCMB Graduate Advisor and Graduate Committee, Faculty of Graduate Studies and Graduate Admissions and Records.
   - Monitor graduate students registration status each term to ensure alignment with academic programs, ensure eligibility for awards, and maintenance of full-time registration status. Provide information and assistance with course registration and timetable issues.
   - Understand, interpret and explain university, faculty and program regulations and policies to students and supervisors.
   - Communicate all relevant program deadlines and requirements to graduate students and their supervisors.
• Create and maintain a variety of template documents (e.g., letters confirming registration and stipend, etc.) to
  be used for study permit and visa application purposes, etc.
• Ensure consistent graduate student funding including support, scholarships, fellowships, specific awards and
  other payments. Prepare and submit forms for all types of payment.
• Arrange all administrative details, maintain and prepare records pertaining to committee meetings, MSc-PhD
  program transfer, PhD candidacy exams and MSc and PhD oral defenses including advising students on relevant
  deadlines. Create and submit degree completion paperwork.
• Track timing of graduate student seminar presentations, prepare and submit seminar evaluation documents.
• Update and edit the Biochemistry Graduate Student handbook to reflect the ongoing policy and procedure
  changes in the department’s graduate program.
• Maintain graduate content on the department website using web authoring platform.
• Consult regularly with Graduate Admissions and Records and Faculty of Graduate Studies to provide applicant
  decisions, current student registration information and progress reports, and ensuring all program
  requirements are met and necessary documentation for degree completion and convocation are prepared and
  submitted.
• Compose, edit and distribute routine correspondence, reports, and other documents between the department
  (supervisors, department Chair, Graduate Committee, or Graduate Advisor) and Graduate Admissions and
  Records/Faculty of Graduate Studies.
• Work with the graduate students, Graduate Advisor and Administrative Officer to organize and participate in
  graduate social events.
• Maintain compliance with university and department graduate program policies, procedures and requirements.
• Create and maintain procedures manual for the position and instruction manuals for Banner, FAST, and other
  programs specific to the position.

2. Responsibility: Graduate Admissions and Awards Support 30%

Duties:
• Act as primary program contact for all internal and external users. This includes Graduate Admissions and
  Records, Faculty of Graduate Students, prospective students, faculty and staff.
• Guide prospective students through the entire application and admissions processes with a client focus and as
  a representative of the department. This includes clear communication and appropriate follow-up such as
  responding to applicant status inquiries, and requesting documents for incomplete applications.
• Communicate, interpret and explain Graduate Admissions and Records and Faculty of Graduate Studies
  policies, procedures and processes to applicants, students, faculty and staff. Act with initiative, as appropriate.
• Compile applications for review by the BCMB Graduate Committee, in consultation with Graduate Admissions
  and Records. Follow up on graduate committee requests for additional information from applicants, Graduate
  Admissions and Records, or referees.
• Update records, Banner and Connect sites with relevant and accurate information from BCMB Graduate
  committee, admission decisions, awards application process, correspondences and other relevant processes.
• Assist with new student acceptance and registration.
• Update and edit the Biochemistry Graduate Student handbook as required. This includes updates to reflect the
  ongoing policy and procedure changes in the department’s graduate program.
• Assist with organization of annual BCMB graduate orientation including updating/editing the graduate
  orientation presentation materials.
• Draft, edit or prepare memos and correspondence for the Graduate Advisor related to grad students and the
  graduate program (i.e. awards, appeals, admission letters, grade-below-B memos, extensions, convocation
  check lists, leave requests etc.).
• Assist the BCMB graduate committee with graduate student award decisions by tracking annual award budgets
  and decisions, calculating student gpa’s, and compiling current student CV’s.
### 3. Responsibility: Department support and records management  30%

**Duties:**
- Work as a team with the Chair’s Assistant and Administrative Officer to ensure smooth office and department operations.
- Provide receptionist duties including answering phones, front counter inquiries, mail/courier delivery, assign keys, room bookings, order supplies, troubleshoot office equipment, and provide meeting/interview/event support.
- Provide support to all members of the department including faculty, students and staff in all academic and administrative aspects.
- Complete travel claims and cheque requisitions as required.
- Maintain database for department keys.
- Compile departmental chargebacks and submit using the university Journal Vouchers system.
- Submit requests for general department/building maintenance using the university FMIS system.
- Produce monthly purchasing card statements.
- Assume overall responsibility for the set up and management of electronic and hard copy filing systems. Maintain and destroy records as per Records Management Guidelines.
- Create and maintain record management systems for programs and to maintain statistics.
- Create and maintain policy documents and form templates.
- Organize speaker visits for the department seminar program including: reserve accommodations, assist speaker host with visitor itinerary, prepare, submit and follow-up on reimbursement claims after visits. Prepare electronic and paper seminar promotion materials and distribute them throughout the department and to other members of the University.
- Post seminar information and schedule on the department website.
- Meeting minutes as required.
- Act as floor emergency co-ordinator.
- Other duties of similar scope as assigned.

### REQUIRED QUALIFICATIONS:

**Skills:**
- Excellent oral and written communication skills to deal effectively with all levels of the university community with tact and diplomacy, including the ability to use discretion and maintain confidentiality when required.
- Demonstrated organizational skills.
- The willingness to learn department and university policies and procedures, and the ability to accurately interpret and clearly explain these policies and procedures.
- Flexibility in working styles: working as part of the department team while also being able to work independently, with minimal supervision, when necessary.
- The ability to establish and maintain effective working relationships with other staff, faculty, administrators and students.
- Ability to use interpersonal skills to support and communicate with students in a post-secondary environment.
- Attention to detail and deadlines.
- Strong interpersonal skills and ability to establish and maintain effective working relations in a multi-cultural environment.

**Specialized Knowledge/Education:**
- Secondary school graduation or equivalent

**Experience:**
- At least three years of relevant office experience or an equivalent combination of education, training and experience.
• Preference will be given to applicants with experience with:
  o UVic systems (i.e. FAST, FMIS, Banner, Connect, CAPP, Cascade)
  o Graduate Admissions and Records and Faculty of Graduate Studies policies and procedures

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<th>Employee’s Signature:</th>
<th>Date:</th>
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| Supervisor’s Signature: | Date: |