SUMMARY:
The School of Public Administration is an interdisciplinary unit that contributes to the development of effective societal actors who have a positive impact on government, communities, and the environment by demonstrating values of democracy, engaged and courageous scholarship, sustainability, and inclusivity. The School offers multiple undergraduate and graduate programs, delivered on campus and online, each centred on offering transformative learning opportunities to its students. We are committed to providing excellent service to the diversity of groups we serve.

The Programs Assistant (PA) works closely with the graduate and undergraduate advisors to provide essential student and administrative support for all aspects of the programs within the School. The PA also provides extensive advice and support for the delivery of online courses. Primary responsibilities involve (a) working collaboratively with advisers and other staff within the unit and across campus to attend appropriately to student-related matters; and (b) supporting the delivery of courses through preparing course materials for delivery online, on campus, or a combination of the two.

The PA handles complex administrative process, procedures, schedules, and logistics, and provides recommendations based on experience. Extensive knowledge of University procedures, processes, and systems is required, as well as a high level of accuracy. Effective prioritisation of a complex workload, accuracy, and efficiency despite frequent interruptions, are essential for success. This position reports to the Academic Administrative Officer and receives formal supervision and guidance to determine priorities and meet objectives to achieve agreed upon goals.

MAJOR RESPONSIBILITIES AND DUTIES:

1. Responsibility:
   Program Support and Administration – 50%

   Duties:
   - Shares responsibility as primary contact for inquiries regarding the School’s undergraduate and graduate programs and continues to be the main contact for the duration of a student’s program
   - Provides front-line advising on all programs to prospective and current students
   - Monitors and responds to inquiries regarding programs, ensuring all inquiries are handled with accuracy, efficiency, and professionalism at all times; coordinates with colleagues to avoid duplication of work
   - Creates and catalogues a wide variety of customizable template email messages
   - Administers undergraduate and graduate application processes:
     - Create and maintain admissions tracking files, records, and databases, ensuring accurate tracking
- Arrange, co-ordinate, and record the work of the admissions committee and train new committee members in use of system to permit off-campus access
- Ensure accurate and timely processing of applications, offers, acceptances, liaising with undergraduate or graduate admissions and records offices throughout
- Draft e-mails of acceptance or rejection; format and mail formal notices of acceptance or rejection.
- Assist with production and distribution of undergraduate and graduate orientation packages

- Coordinates scholarship processes:
- Compose, edit, and post scholarship and award news to social media, class lists, departments as needed
- Process online student scholarship and award applications within deadlines
- Set up and maintain scholarship and award files
- Review and verify candidates have met scholarship and award eligibility requirements and, as needed, identify and resolve anomalies of the terms of the scholarship/award and the nominees
- Oversee and manage Graduate Studies’ yearly budget allocation for student awards/fellowships
- Maintain student funding spreadsheet; undertake preliminary analysis of trends in response to data requests
- Advises students on payment of acceptance deposits and deferral fees, monitor receipt of deposits, and liaise with UVic accounting for proper allocation of these funds.
- Assists with arrangement, co-ordination, and delivery of all aspects of the new graduate student orientation, including: creating the agenda, jointly facilitating the meeting, arranging guest presenters, and co-ordinating faculty and in-program student participation.
- Maintains accurate and up-to-date records of current and past graduate students’ individual program information
- Monitors and supports the flow of information among supervisors, faculty, School committees, undergraduate and graduate admissions and records offices
- Manages Banner-related student administration: implement course overrides, update committee structures, admit/defer/refuse graduate applications
- Consults and liaises with faculty, Graduate Advisor, FGS, and GARO, as appropriate, in order to process actions related to academic standing
- Assists with communication of relevant deadlines and requirements to students and sends out advisories via FAST to class lists and social media, as required
- Updates, maintains, and monitors student listserve
- Provides support to Graduate Advisor, as needed, including completing necessary administrative paperwork on behalf of students
- Assesses likely consequences and recommends actions to the graduate advisor and program manager on student-related matters (e.g., consequence of program transfers, deferrals, program changes)
- Manages sensitive, difficult, and confidential student disclosures and situations with tact, privacy, professionalism. Escalates extraordinary situation to the appropriate next contact
- Works with the Graduate Advisor to ensure that graduate program policies and procedures are in compliance with Faculty of Graduate Studies guidelines
- Drafts memos and correspondence for the Graduate Advisor
- Disseminates procedures, policies, and deadlines to faculty, staff, and students in a timely manner
- Arranges administrative details pertaining to oral defenses (Master’s and PhD students)
- Advises students, faculty, and graduate advisor regarding regular grading procedures, extensions, and submissions, and submits grades on behalf of instructors when needed
- Maintains departmental and student records, both paper and electronic, within UVic’s filing structure (Directory of Records, DOR), including arranging for secure destruction according to the timelines dictated in the DOR and consistent with FOIPPA regulations
- Schedules, supports, and participates in School committee meetings, including: preparing and updating student information, drafting reports, and supporting new curriculum implementation
- Provides initial verification of convocation lists
- Communicates with students regarding access to course sites and materials, including students registered through partner institutions [e.g., Thompson Rivers University (TRU), Justice Institute of BC (JIBC)]
- Updates and communicates TRU and JIBC student registrations and withdrawals
- Creates grading sheet for TRU and JIBC registrants for courses and submits completed sheets to appropriate institution for their records
- Monitors enrolments and withdrawals and produces statistical spreadsheets
- Requests and logs course syllabi for each term, uploads/ maintains electronic files on shared drive
- Performs reception duties in conjunction with other administrative staff and shares responsibility for responding to public inquiries regarding any and all of the programs, referring the individual to the appropriate staff or faculty member or University service if the matter is of an unusually serious nature
- Represents the School at functions with the external community

### 2. Responsibility:
**Instructor and Course Content Support – 40%**

**Duties:**
- Orders, builds, and maintains on-line course sites for various courses (campus, online, hybrid)
- Assists faculty and sessional instructors in creating effective learning experiences in CourseSpaces (CS). This includes evaluating learning objectives, recommending preferred tools within CS, and then implementing the optimal solution
- Creates, edits, and formats course materials including print and web components
- Shares knowledge of educational technology - such as CS, WordPress, Google Apps, iClickers, and how each platform can be used in different scenarios - with faculty, staff, and sessional instructors
- Creates and assists instructors in the creation of video content and edits, converts, and posts files
- Liaises and problem-solves with students, instructors, and teaching assistants related to their use of CS or other adopted educational technology
- Observes information security and privacy policies to maintain the confidentiality of faculty and students and their interactions
- Participates in committees, working groups, and projects related to educational or technology initiatives
- Orders textbooks, course materials, and supplies, and liaises with Library and publishers regarding online readings, ARES database, and copyright clearance
- Schedules room bookings for classes (including break out rooms), exams, and meetings, as needed
- Provides orientation to other staff, faculty, and program managers on related work

### 3. Responsibility:
**Administrative Support to the School – 10%**

**Duties:**
- Assists with creation and delivery of departmental communications through online media channels
- Participates in School website maintenance and recommends website changes
- Prepares a wide variety of forms including web requisitions, accounting, and FAST reports
- Prepares and/or edits correspondence, administrative forms, and other types of written materials
- Performs filing and file maintenance and provides support for use of standard office equipment
- Submits requests to Facilities Management (FMIS) for both cost and non-cost maintenance
- Provides back-up coverage and work overflow support for other administrative positions in the School as required
- Attends meetings as required to provide and obtain relevant information
- Provides accurate statistical and student progress information that contribute to decision making and reporting required by the School (e.g., on-time FTEs, graduates)
- Assists with planning, co-ordination, and delivery of School events, which includes logistics, room booking, catering, and special requirements
- Supports special projects and initiatives in the School, as assigned by Director
• Contributes to the creation, implementation, and improvement of office procedures
• Participates and collaborates in decision-making to ensure the smooth and effective operation of the School

REQUIRED QUALIFICATIONS:

Skills:
• Excellent analytical, critical thinking, and problem solving skills, with ability to identify problems accurately and readily. Interprets complex University, faculty, and program regulations and policies to implement effective solutions
• Excellent verbal and written communication skills
• Ability to provide excellent support services when responding to in-person, telephone, and e-mail enquiries
• Ability to cultivate positive relationships with members of a variety of client groups, including students and prospective students, faculty members, and other colleagues within the unit, the Faculty of Human and Social Development, across the University, and externally
• Excellent administrative and organizational skills, including ability to manage multiple priorities and meet competing operational and departmental requirements with a high degree of accuracy within deadlines and in spite of frequent interruptions
• Demonstrated good judgment and discretion
• Ability to manage continuous high volume of email and telephone correspondence involving complex and occasionally difficult student situations
• Uses initiative to acquire new information and accomplish required tasks
• Accepts and provides constructive feedback to colleagues to improve departmental and faculty-wide processes
• Takes responsibility to develop fluency and maintain currency with processes and rules related to student administration as well as technological changes
• Flexible, adaptable, and comfortable with procedural and technological change
• Demonstrated ability to work independently as well as part of a team, including collaborating effectively on projects and assisting others in completing work in support of the goals of the School
• Ability to pay close attention to detail at all times to maintain accuracy of work, including record-keeping
• Strong computer skills

Specialized Knowledge/Education:
• Excellent knowledge of, or ability to rapidly become proficient with, UVic systems such as FAST, Banner Advisor and Student (including BDM Xtender), CourseSpaces (Moodle), Self Service Banner (SSB, including Advisor services), Facilities Management request system (FMIS), Connect (SharePoint 2013), Cascade (web content management system), Applicant Information Review Systems (AIRS), UVicSpace, Online Learning Systems Access (OLSA), degree audit system (CAPP) and other systems the University may adopt
• Excellent knowledge of Microsoft Office products such as Outlook, Word, Excel
• Knowledge of technologies used in educational settings, such as Camtasia and Snagit, would be an asset
• Knowledge of University systems, policies, and/or procedures would be an asset

Experience:
• Minimum of three years of client service/ administrative support experience in a professional office environment, including working with and providing service to a diverse range of clients
• High school graduation; some post-secondary education/ experience would be an asset

Employee’s Signature:                   Date:

Supervisor’s Signature:               Date: