SUMMARY:

The Academic Writing Program delivers UVic’s undergraduate academic writing requirement (AWR) and related courses to approximately 4000 students each year. The program typically offers approximately 135 course sections each year. Instructors include Assistant Teaching Professors, Continuing Sessional Instructors, Term Sessional Instructors, and Graduate Students as well as faculty with appointments in Humanities.

Working under the supervision of the Program Director, the Program Assistant is dedicated to supporting the program. The position will work closely with the Director but may need to work independently with minimal supervision to manage the day-to-day operations. The position has key administrative support responsibilities in a wide variety of academic, administrative, and financial tasks, including those related to sessional instructor and Teaching Assistant appointments.

The Program Assistant is a frontline position and provides accurate information, advice and guidance regarding standard University, faculty, and program policies and procedures to students, faculty, instructors, and the Director. This staff member contributes to an excellent working environment by being welcoming, knowledgeable, and socially and culturally sensitive, and by maintaining privacy and confidentiality.

MAJOR RESPONSIBILITIES AND DUTIES:

1. Responsibility: Administrative support for the program 65%

Duties:

Communications:
- Liaises with multiple departments and programs within Humanities and with external units as needed, e.g. HR, Accounting, Engineering, LTSI
- Responds to general counter, email, and telephone inquiries from faculty, staff, students, and others regarding program
- Following standard/known procedures, provides information to students, sessional instructors, and faculty to assist in addressing concerns and issues
- Maintains and updates the program website and assists with social media
- Periodically updates the AWR instructor listserv
Teaching Appointments:
- Assists the Director in annual allocation of teaching to instructors (ATPs, Continuing Sessionals, and Term Sessionals) though the annual Defined Teaching Capacity process and updates as necessary.
- Works with the English Department to coordinate the teaching allocation and scheduling for faculty and continuing instructors teaching across English and the AWR Program.
- Administers sessional recruitment processes including advertising, tracking and circulating application materials, collecting letters of reference, preparing information for selection committees and scheduling interviews.
- Completes sessional instructor appointment forms and ensures they are processed in a timely manner.
- Supports the onboarding of newly hired sessional instructors by allocating them office space and mailboxes and ensures they have name plates, keys, and appropriate system access.
- Maintains a list of potential instructors who can be called upon on short notice, if required.
- Develops and seeks approval from the Director for the course timetable and schedules AWR courses through the DCU. Liaises with other departments offering AWR courses to ensure coordination.

Monitor Enrolments:
- Monitors class waitlists, pro-actively contacts students on waitlists at the beginning of each term with options for registering in other sections and adds/drops students as appropriate.
- Prepares weekly reports for the Director and Associate Dean Academic on waitlists for all AWR courses during the registration and add/drop period.
- Recommends enrolment management sections as needed subject to availability of instructors, classroom and other necessary resources.
- Assists with add and drops of students at opening of each term.

Course/Instructor Support:
- Responds to requests for administrative support from instructors.
- Orders textbooks, course packs, and desk copies for courses.
- Supports the production of the ENGL 135 course textbook.
- Supports the production and dissemination of the instructor handbook.
- As needed, assists in the set up of Coursespace sites for courses.
- Provides class lists to all instructors at the beginning of each term.
- Schedules end of term exams, gathers relevant material from instructors, and ensures that materials are sent in a timely manner to “examinations”.
- Schedules “diagnostic” examinations for students as needed in the beginning of each term and make-up exams at end of term for multi-section courses.
- Supports course coordinators in carrying out their assigned duties.

2. Responsibility: Support to the Director 20%

Duties:
- Provides the Director with information on a variety of University and Faculty policies and procedures that intersect with the day-to-day operations of the AWR.
- Coordinates the Director’s calendar of meetings and events.
- Sets-up and maintains a filing system according to the UVIC Directory of Records and determines appropriate handling and storage of documents according to Freedom of Information and Protection of Privacy Act regulations.
- Establishes office administrative procedures and makes recommendations for changes to office and departmental processes when appropriate.
- Assists Director in completion of Enhanced Planning Template (if relevant).
- Provides the Director with copies of Course Evaluation Surveys following each term.
- Receives, requests and/or completes various forms for the Director’s signature and processes/forwards as appropriate, eg. academic concessions, grade change forms.
- Assists the Director in processing academic calendar changes
- Organizes and calendars program meetings (such as steering committee and advisory committee meetings), and prepares agendas, attends meetings, and records official minutes
- Assists with events and public talks; advertises, books rooms, orders catering, orders tables/chairs/AV equipment, and support staff; sends invitations and collects RSVPs
- Assists with organizing Pro-d and training events for the program
- Tracks current and historical data on various aspects of the AWR including but not limited to enrolments, numbers of course sections, waitlists, and grading patterns
- Supports the Work Study process including submission of proposals, applications, tracking of hours, and ensuring timesheets are submitted within deadlines

### 3. Responsibility: General office and financial responsibilities 15%

**Duties:**
- Administers the program budget, monitors transactions and makes recommendations to the Director on annual budget carryover submissions
- Prepares and submits web requisitions, business expense requisitions and FMIS requests for routine building maintenance and repairs
- Oversees the tracking, inventory and purchase of office supplies and equipment
- Provides support to faculty members in preparation of financial reimbursements from a variety of sources, including professional development and travel claims
- Liaises with accounting for inquiries from faculty and students
- Manages petty cash
- Prepares travel expense reports for the Director and visitors to the Department
- Makes PCard purchases as required
- Creates and maintains an annual schedule of tasks for the position

### REQUIRED QUALIFICATIONS:

**Skills:**
- Excellent organizational and administrative support skills including the ability to work independently and collaboratively in a team environment.
- Ability to process and interpret written policies and guidelines.
- Excellent communication skills, both written and verbal.
- Excellent interpersonal skills; ability to work effectively and build relationships with all levels of university personnel, and community, exercising tact, diplomacy and good judgment.
- Ability to resolve tasks and/or problems with a high degree of independence by exercising judgment, initiative, innovation, and employing critical thinking and/or analysis.
- Ability to work under pressure, be flexible and consistently meet deadlines.
- Skills to research and assess information, quickly identify problems or issues, and recommend solutions.
- Demonstrated ability to coordinate activities, manage multiple projects, and prioritize.
- Advanced proficiency with computer applications (i.e. MS-Office Suite, content management systems).

**Specialized Knowledge/Education:**
- Secondary school graduation or equivalent and some related post-secondary course work
- Coursework in some aspect of office administration is considered an asset
- Knowledge of basic accounting principles and systems
Experience:
The position requires a minimum of three (3) years of recent experience in a similar position, preferably in a post-secondary or institutional environment or an equivalent combination of education, training and experience.

Having experience with the following would be considered an asset:
- Various UVic web applications and forms including DCU, FAST Student, FAST Finance, BANNER, UVic registration processes, Student Administration, Human Resources and Accounting.
- UVic academic regulations, Collective Agreements (Cupe 951, CUPE 4163 and Faculty) and the University's Freedom of Information Guidelines and Records Retention Guidelines.

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