SUMMARY:
The Division of Learning and Teaching Support and Innovation (LTSI) is an academic support Division in the University, which reports to the Office of the Vice President Academic and Provost. The division has five portfolios of responsibility. The portfolio areas are: Teaching Excellence, Technology Integrated Learning, Student Academic Success, Curriculum Renewal & Strategic Priorities and Community-Engaged Learning. The Division is focused on enhancing student learning and teaching excellence in academic programs across the University in alignment with the UVic Strategic Framework and Priorities.

Reporting to the Administrative Assistant to the Executive Director, this position provides administrative support for the Division of LTSI. The Administrative Assistant is the first point of contact for faculty, staff and visitors, and is responsible for the day to day operations of the Division office including clerical support for the Division Program Directors, providing communications support, and event coordination for the many workshops, programs and award events hosted by LTSI.

MAJOR RESPONSIBILITIES AND DUTIES:

1. Responsibility:
Reception and Office Administration 40%

Duties:
- Acts as a first point of contact for students, faculty and visitors to the Division, answering queries in person, by phone or online, providing accurate information on supports and services available across the Division, and directing inquiries to appropriate people or portfolios
- Receives, opens, distributes, and redirects mail as required.
- Sends and receives courier packages.
- Assists with maintenance of filing system, according to UVic Directory of Records Management System.
- Takes responsibility for the day to day functions of the Division Office, which includes equipment maintenance and maintaining inventory of office and workshop/program hosting supplies and ordering supplies, as needed
- Assists with financial activities for the Division including preparing and reconciling payment requisitions, expense and travel reimbursements, payroll time sheets, web reqs and FAMIS requests
- Provides clerical and administrative support to Program Directors, assisting with document preparation, calendaring events, data compilation and correspondence
- Manages the Division library, ordering and cataloguing reading materials and managing loans and returns
- Maintains bulletin boards and the Division directory
- Manages the booking calendars for the LTSI meeting rooms as well as reserving other classrooms for LTSI events
- Provides and organizes snacks and beverages for small uncatered meetings and events held in the Division office

### 2. Responsibility:
**Communications Support 30%**

**Duties:**
- Maintains Division data and manages communication distribution lists and information going out from the Division to various constituents as directed by Division leadership or administrators
- Maintains Division website, ensuring website content is up to date, and conducting regular site maintenance (i.e. - repairing broken links, updating information and removing outdated materials, etc.).
- Develops a social media presence for LTSI which includes managing Facebook, Twitter or other accounts
- Develops and distributes newsletters through list serves, campaigner and other marketing tools
- Manages and updates material on the LTSI Digicaster as directed by Division leadership
- Edits and proofreads materials for distribution

### 3. Responsibility:
**Event Coordination 30%**

**Duties:**
- Coordinates and supports the development and organization of workshops, programs and award events hosted by the Division, monitoring logistics and assisting with troubleshooting to ensure events run smoothly. This includes:
  - Creating and distributing event related promotional materials and communications
  - Booking facilities, catering, supplies, materials, equipment, and audiovisual /technology
  - Managing registration—excel data for events
  - Assisting with set up and take down
  - Preparing, printing, and collating workshop or course materials
  - Preparing any necessary signage
  - Greeting, liaising with and assisting program and workshop registrants
  - Utilizing a database effectively to provide reports on attendance, participation, and completion of workshop requirements
  - Organizing and distributing completion certificates if required
  - Monitoring events and workshop resources and supplies
  - Creating event related power point presentations
  - Assisting with event follow-up, including creating, distributing and tabulating experience Surveys, issuing thank you notes and creating reports or proposals related to the event
  - Maintaining schedules for events and workshops/programs
### REQUIRED QUALIFICATIONS:

#### Skills:
- Advanced administrative and strong organizational skills
- Excellent verbal and written communications skills, with a proven ability to create, compose and edit a variety of written material
- Ability to act effectively and professionally with limited supervision
- Ability to work independently and as a team member in a professional and conscientious manner
- Ability to prioritize responsibilities with a multi-faceted workload and provide accurate results with minimal direct supervision
- Demonstrated ability to effectively manage large volumes of work and meet tight deadlines in a work environment that experiences frequent interruptions
- Ability to handle difficult interactions with tact and diplomacy, exercise independence, initiative and good judgement
- Cultural awareness of the Indigenous Peoples and an understanding of UVic’s commitment to our Indigenous Communities and the cultural impact on our programming
- Resourceful and able to adapt to a changing environment with a positive attitude
- Advanced proficiency with computer applications (i.e. MS-Office Suite, Adobe Create Suite, content management systems).

#### Specialized Knowledge/Education:
- Secondary school graduation or equivalent and some related post-secondary course work

#### Experience:
- 1-2 years related experience in a professional office environment or an equivalent combination of education, training and experience.
- Work experience in a post-secondary environment
- Related work experience should include:
  - Experience in an event planning, communications and marketing role
  - Social media platforms and presentation software
- Preference will be given to applicants with experience with:
  - BANNER, FAST, Cascade and Connect
  - Learning Central, ePly, and databases and coordinating videoconferenced meetings
  - UVic policies, procedures and business systems

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