UNIVERSITY OF VICTORIA
CUPE LOCAL 951 POSITION DESCRIPTION

<table>
<thead>
<tr>
<th>JOB: Secretary/PB5</th>
<th>TITLE: Receptionist/Undergraduate Secretary</th>
</tr>
</thead>
<tbody>
<tr>
<td>DEPARTMENT: English</td>
<td>POSITION NO: 995815</td>
</tr>
<tr>
<td>SUPERVISOR: Administrative Officer</td>
<td>LAST UPDATED: February 2017</td>
</tr>
</tbody>
</table>

SUMMARY:
The Secretary is the first point of contact for the English department. This position provides front-line receptionist duties, undergraduate program support and administrative support to students, faculty, staff and the Chair.

MAJOR RESPONSIBILITIES AND DUTIES:

1. Responsibility: Receptionist duties – 10%
   
   Duties:
   - Receive and respond to in-person, telephone and email inquiries from students, faculty, staff and the public, answering questions and redirecting as appropriate
   - Receive, sort and distribute incoming and outgoing mail and courier parcels
   - Submit FMIS requests and prepare web requisitions for department as required
   - Maintain several bulletin boards ensuring up to date information is posted
   - Maintain various departmental lists and files
   - Order and maintain stationery and office supplies
   - Manage assignment of mailboxes for faculty and sessional instructors
   - Ensure office equipment is in working order and arrange for repairs as necessary
   - Manage photocopy access codes, including assigning codes to new faculty and staff
   - Organize printing and photocopying to support undergraduate programs

2. Responsibility: English Undergraduate Program Support – 60%
   
   Duties:
   - Responds to inquiries from faculty, staff and students regarding undergraduate programs
   - Investigates and resolves student registration issues: completes student course overrides, adds and drops and check student records as directed in Banner and FAST
   - Completes enrollment/timetable updates
   - Works with Examinations Office to schedule end of term Final Examinations
   - AWR assistance; printing of classlists
- Prepares Course guides in printed and web format for undergraduate programs and recruitment
- Prepares schedule of English lectures each term and distribute
- Oversees course outlines
- Updates Undergraduate Handbook
- Investigates and resolves student registration issues
- Assists instructors with course-related requests
- Schedules English Equivalency Exams

### 4. Responsibility: General English Department support – 25%

#### Duties:
- Completes enrollment/timetable updates
- Tracks grade submissions
- Assists instructors with course-related requests
- Supports English Literary Studies publications
- Assist Makerlab
- Assist with timesheets for Work Study appointments
- Assists with reimbursements, travel claims as required
- Updates English Department website and Sharepoint sites as required

### 5. Responsibility: Honours Program support – 5%

#### Duties:
- Assists Honours advisor in determining eligibility for honours program
- Tracks incoming and graduating honours students
- Maintains contact lists of Honours students
- Arranges binding of honours thesis
- Schedules Honours oral exams
- Recruitment & Registration of Honours students
- Arrange Honours Student Workshops

### REQUIRED QUALIFICATIONS:

#### Skills:
- Ability to deal effectively with faculty, staff, students and the general public, practicing discretion and good judgment while maintaining confidentiality
- Excellent organizational skills including attention to detail, time management, and ability to multitask in a fast-paced environment
- Strong computer skills
- Ability to work with frequent interruptions
- Demonstrated strong interpersonal, planning and organizational competencies
- Ability to work under pressure and with deadlines
- Tact, diplomacy and good judgment

#### Specialized Knowledge/Education:
- BANNER, FAST, MSWord, Excel, Sharepoint