The Faculty of Human and Social Development (FHSD) is committed to the UVIC Indigenous Plan (2017-2022) and the Truth and Reconciliation Commission's Calls to Action. Our commitment is grounded in the rights of Indigenous students to the dignity and diversity of their cultures, traditions, histories and aspirations. The staff of the Indigenous Student Support Centre (ISSC) works closely with Indigenous and non-Indigenous students, faculty and staff in FHSD to facilitate intercultural understanding, collaboration and mutually respectful relationships.

ISSC staff are closely aligned with First Peoples House colleagues and other Indigenous services on campus and are culturally grounded ambassadors at UVic and local Indigenous communities.

Reporting to the Indigenous Academic Coordinator and working closely with the ISSC’s Faculty Lead and staff, the Administrative Assistant is expected to work collaboratively, as well as independently. Primary functions include acting as the first point of contact for the Centre, responding to students’ inquiries, and providing a wide variety of administrative and secretarial services to ensure the effective administration of the Centre.

Responsibility: Front-line Reception (50%)

Duties:
- Greets and obtains relevant information from prospective and registered Indigenous students, in order to assess students' requests and direct them to appropriate resources and personnel within the Faculty and the University.
- Receives and responds to a broad range of in-person, telephone and email inquiries from students, faculty, campus offices, visitors and Indigenous community partners, and redirects or refers as appropriate.
- Responds with sensitivity and respect to students in crisis, who present in person, by telephone, or email and refers them to appropriate ISSC advisor or campus resource if advisor is not available.
- Maintains strict student confidentiality according to relevant professional, ethical, and legal standards.
- Maintains a log of students accessing the Centre for support/advise.
1. Responsibility: Administrative Support (50%)

Duties:
- Assists Indigenous Academic Coordinator and Advisor with planning cultural ceremonies provided for HSD Indigenous students in the Centre.
- Manages mail and composes general correspondence and information requests.
- Updates and maintains Centre’s website.
- Completes on-line forms including purchase requisitions, web requisitions, service requests, Printing Services, Graphics Services, and others as indicated.
- Provides Centre’s basic bookkeeping activities including; revenue transactions, petty cash tracking and reconciliation, processing financial transactions, checking invoices for accuracy, verifying delivery of goods, and related records (purchase requisitions, travel expenses, etc.).
- Assists with the arrangements for Indigenous students’ community events and liaising with the First People’s house as required.
- Maintains correspondence files (paper or e-file).
- Manages filing systems (paper and e-file) by determining appropriate handling and storage of documents according to Directory of Student Records.
- Monitors and maintains office supplies and arranges for equipment services when required.
- Maintains organization of physical office areas.
- Photocopies, scans and faxes documents as required.
- Records and files minutes of team meetings.

REQUIRED QUALIFICATIONS:

Skills:
- Strong clerical skills, including the ability to learn new systems and procedures.
- Ability to process documentation with accuracy and attention to detail.
- Ability to work independently and foster respect and trust with team members that contributes to a cooperative team spirit.
- Highly service oriented with a willingness to assist in maintaining a student-focused environment.
- Ability to work in an environment with constant interruptions.
- Display initiative, good organizational and time management skills, and ability to work with deadlines by prioritizing accordingly.
- Strong written, oral and interpersonal skills that convey appropriate use of grammar, professionalism and language.
- Communications skills that foster effective team communication to ensure sharing of relevant and timely information.
- Ability to engage with and work effectively with students, co-workers and all members of the UVic community in a respectful and sensitive manner, practicing discretion and good judgment while maintaining confidentiality.
- Participates in learning and professional development opportunities, contributes to knowledge exchange and quality improvement initiatives.

Specialized Knowledge/Education:
- Knowledge of Indigenous histories, ceremonies and protocols.
- Knowledge of Indigenous cultures and communities.
- Microsoft Word, Excel, Outlook, SharePoint, FMIS, Banner.
- Considered assets:
  - Familiarity with navigating the web
- General knowledge of UVic Administration and the Faculty of Human and Social Development

**Experience:**
- Two+ years related experience providing administrative support in a professional office.
- Experience dealing with personal, confidential and sensitive information.
- Experience effectively navigating and using a variety of office equipment, software and programs including (MS Office, databases, spreadsheets, etc.), and using large, complex systems (e.g. FAST, FMIS,).
- Experience working with Indigenous peoples and communities/organizations
- Experience working in a post-secondary environment would be a definite asset.

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