UNIVERSITY OF VICTORIA
CUPE LOCAL 951 POSITION DESCRIPTION

JOB: Secretary/PB5
TITLE: Receptionist/Undergraduate Secretary

DEPARTMENT: Economics
POSITION NO: 997654

SUPERVISOR: Assistant to the Chair
LAST UPDATED: January 2020

SUMMARY:
The Department of Economics is an academic department in the Faculty of Social Sciences and has a wide variety of programs for undergraduate and graduate students. In particular, it has a large international enrolment in its undergraduate programs.

This position provides support for the Department as the first point of contact for students, faculty and visitors to the university. This position is responsible for answering and directing inquiries, providing general office support to instructors and staff, and detailed administrative support to the undergraduate program, undergraduate adviser and assistant to the chair, and distributing information via the web and social media.

MAJOR RESPONSIBILITIES AND DUTIES: (In order of importance to a maximum of 8)

1. Responsibility: Reception (30%)

Duties:
- Welcomes visitors and responds to general inquiries from students, faculty, staff and members of the public by phone, email and in person, directing inquiries to appropriate individuals or departments
- Receives, sorts and distributes incoming and outgoing mail and courier parcels
- Distributes student cheques
- Maintains department notice boards
- Maintains inventory and orders supplies; completes web requisitions for various purchases using UVic Financial Management System
- Updates and maintains inventory of student brochures and program guides
- Co-ordinates confidential shredding for pick-up
- Ensures office equipment is in working order and arranges for repairs as necessary; troubleshoots printer/photocopier issues
2. **Responsibility**: *Administrative support for staff and faculty (35%)*

**Duties**:  
- Maintains various departmental lists and manages assignment of mailboxes for faculty, sessional instructors and graduate students  
- Co-ordinates and maintains assignment drop-boxes for 35-40 lab/lecture sections each term  
- Handles room bookings for midterms, review sessions and events  
- Assists with coordination of visitors and departmental speakers: makes hotel reservations, floatplane bookings, and communicates with visitors extensively regarding travel plans and expenses  
- Assists seminar committee by preparing seminar posters and updating the seminar listings on the website using Cascade  
- Signs out and receives departmental keys, collects key deposit money, and maintains key records  
- Co-ordinates bookstore adoption forms for textbook orders  
- Processes and reconciles printing orders  
- Assists assistant to the chair with faculty recruitment process  
- Receives, reviews and submits final exams to exams clerk; maintains electronic final exam files; tracks and boxes graded exams sent to Records for storage  
- Enters and updates individual photocopier/scanner access codes and email addresses using equipment software for 50+ individuals and assigns codes to new instructors and staff  
- Processes FMIS requests  
- Tracks the University Club charges and attendees for lunches with visiting speakers  
- Arranges catering and assists with faculty/student events  
- Provides other secretarial and administrative support as required, in the absence of other office staff

3. **Responsibility**: *Undergraduate program support (20%)*

**Duties**:  
- Assists students with registration, providing information on prerequisites and waivers  
- Sorts students into correct labs for multi-section courses  
- Adds and drops students at direction of assistant to chair and undergraduate adviser  
- Processes student overrides and drops students missing pre-requisites under the direction of the undergraduate advisor and assistant to the chair.  
- Provides unofficial transcripts, contact information, academic history, and transfer credit information to undergraduate adviser  
- Assists assistant to chair with multi-step complex process related to missing prerequisite reports for numerous courses  
- Receives and reviews course outlines from instructors and posts on department website  
- Assists with the coordination of career events for students  
- Handles administrative details for undergraduate information sessions
### 4. Responsibility: *Communication and Website/Social Media Management*(15%)

**Duties:**
- Maintains the department’s undergraduate courses web content via Cascade
- Manages Econstudent Mailing Listserv with 6000+ members and sends out departmental newsletters
- Administers departmental social media
- Assists with publicity (digital signage, posters, and advertising of events)
- Liases with the Economics Course Union (ECU)

### REQUIRED QUALIFICATIONS:
*(Identify the qualifications required to perform the job. These should be directly related to the work and not to the education and experience level of the current incumbent.)*

**Skills:**
- Ability to act effectively and professionally in a receptionist capacity and under limited supervision
- Ability to provide excellent customer service and handle difficult interactions
- Strong communication skills in dealing with students whose first language is not English
- Strong clerical skills, including word processing, excel and use of standard office technology
- Detail-oriented with extreme accuracy shown in preparation of documents, updating records and website
- Ability to multi-task, prioritize and work effectively in a busy team oriented environment with frequent interruptions

**Specialized Knowledge/Education:**
- Proficiency in Microsoft Office suite (Word, Excel, Outlook, PowerPoint), Adobe Acrobat
- Knowledge of BANNER, FAST, Cascade and Connect considered an asset
- Familiarity with U Vic programs, policies, procedures and business systems considered an asset

**Experience:**
- 1-2 years related experience in a general office environment
- Experience working in a post-secondary environment considered an asset