University of Victoria
Cupe Local 951 Position Description

**JOB:**
Secretary/PB7

**TITLE:**
Program Assistant

**DEPARTMENT:**
Gustavson School of Business

**POSITION NO:**
995218, 997605, 997955

**SUPERVISOR:**
Director of Administration

**LAST UPDATED:**
March 2018

**SUMMARY:**

Our primary BCom degree is a four-year baccalaureate program, combining non-Business courses in the first two years, with the final two years devoted completely to business coursework in a cohort-based core, integrating co-op experience, international exchange, and a wide range of value-added activities. We also provide a set of undergraduate courses that allow students in other disciplines to complete a Business Minor or Master in Management (new) degree.

Reporting to the Director, Undergraduate Programs Administration, this position acts as administrative and program support for the various undergraduate programs. The Program Assistant is one of a team, working collaboratively to provide exceptional front line customer service for 1000+ students, as well as advanced secretarial support and diversified administrative duties for classroom and instructional support.

This position requires a strongly motivated and organized individual to work in a flexible setting where workflow is assigned based on functional needs, such as:

- Program and course registration support for admissions and recruitment
- Undergraduate database content management for reporting purposes
- General accounting and reconciliation for maintaining program budgets
- Administrative and human resources processes
- Logistics and support for program committees and special events
- Maintenance of and improvements to office procedures for efficient operation

**MAJOR RESPONSIBILITIES AND DUTIES:**

1. **Responsibility:**
   Program Support – 40%

   **Duties:**
   - Support recruitment activities as directed by BCom Admissions and Recruitment officers
   - Maintain incoming exchange student status information
   - Assist with classroom material preparation including seating charts, photo class lists, final exam invigilating and scheduling, final grade processing and posting deferred exams, and COM 405 schedules
- Create instructor CourseSpace sites each term, post events, and archive information each term
- Production of admission and program package materials, and manage direct mail outs
- Receive responses and handle payments for orientation and other program related fees
- Support internal case competition including coordinating and scheduling internal and external judges, hosting judges on competition days, logistics and general support for the annual competition
- Provide all logistics and support for committee meetings (agendas, minutes), guest speaker presentations, special events, etc. including location, RSVPs, catering and technology requirements

2. Responsibility:
Admissions & Appointments – 30%

Duties:
- Data input of student applications and status change information, such as probation, authorization, letters of permission, grade changes, leaves of absence, waivers, withdrawals, and transfer credit evaluation as directed by Program Advisors
- Liaise with UVic Records and Admissions Offices to monitor and ensure student records are updated and accurate
- Work closely with Admissions teams to ensure targets and deadlines are met
- Prepare, merge and distribute decision letters, and record and monitor responses
- Process and maintain sessional and marking assistant appointments, such as updating CVs, monitoring marking hours and processing time sheets

3. Responsibility:
Administrative Support – 30%

Duties:
- Export data to develop and create statistical, analytical, informational, and other types of reports, such as course evaluations per instructor, and grade comparison pivot tables
- Coordinate coaching schedules, email listservs, Facebook groups, and Coursespace announcements and events
- Monitor seminar registrations, update advisor appointment calendars
- Prepare and review financial paperwork such as Activity Fund awards and reimbursements to ensure accuracy, completeness, and compliance with policies prior to submission
- Complete monthly reconciliation for COM 405 and all program accounts
- Other accounting processes such as journal vouchers, expense forms, and requisitions (using FAST)
- Update and maintain internal wiki with office policy, procedures and best practices
- First point of contact duties as required, and process human resource forms including appointments, status change, advice of separation, and timesheets for sessionals, staff and co-op employees

REQUIRED QUALIFICATIONS:

Skills:
- Advanced secretarial and administrative skills
- Multicultural awareness, sensitivity and professionalism in dealing with a wide variety of stakeholders (current and potential students, faculty, sessional instructors, and the business community)
- Advanced organizational and time management skills with advanced attention to detail
- Excellent clerical skills including the ability to accurately input data, etc. using word processing, spreadsheets and databases
- Ability to manage a large volume of work, and to take initiative, prioritize and problem-solve in order to meet deadlines
- Strong sense of teamwork and customer service in assisting faculty, staff, students, the general public, and other university departments
- Demonstrated ability to learn, interpret, and explain relevant policies and procedures from multiple sources
- Able to produce accurate results and work effectively under pressure with minimal supervision
- Willingness to learn new systems and procedures, and flexible in adapting to changing work priorities in an environment with constant interruptions
- Ability to maintain confidentiality and handle highly sensitive material
- Strong written and verbal communication skills

**Specialized Knowledge/Education:**
- Knowledge of office and business administration and relevant best practices, obtained through experience, training, or coursework towards a certificate or diploma
- Knowledge of UVic Admissions, Course Calendars, Finance and/or other program-related policies and procedures would be considered an asset

**Experience:**
- At least two years recent experience required in providing administrative support within a professional office environment
- Advanced experience effectively navigating and using a variety of office equipment, software and programs including MS Office, Sharepoint, databases, spreadsheets, etc. required
- Experience and proficiency with student records management systems (Banner), and other UVic online and computerized systems (FAST, Coursespaces) preferred
- Experience working in a post-secondary educational environment preferred

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