

YUKON UNIVERSITY POSITION DESCRIPTION

PART I - IDENTIFYING DATA

Position Number: YC1351

Headquarters: Dawson City | Yuhkè Zho

Position Title: Administrative Officer

Supervisor's Name:

Aubyn O'Grady

Division: Applied Arts Division
Yukon

Supervisor's Title: Program Director,

Date Description Completed: December 2003 School of Visual Arts (SOVA)

Revised: October 2022

PART II - SUMMARY (broad statement of why position exists)

Reporting to the SOVA Program Director, this position provides a broad range of administrative support and reception to staff and faculty, to ensure the delivery of responsive, accurate information. The Administrative Officer supervises (non-instructional) administrative support staff, including the Studio Technician, the Library Technician, and student positions. This position also assists with student recruitment, enrolment, and program supports. Other related duties are performed as required.

A. Duties and Responsibilities

1. Major Function - the most important activity or responsibility required (describe what is done, why it is done, and how it is done):

This position is responsible for reception and administrative support duties to be carried out in the following ways:

- a) Providing reception by directing staff, students and members of the public; receiving and transferring telephone inquiries to the appropriate area; receiving, responding to and redirecting email inquiries; providing students, staff and the public with general up to date University/University/SOVA information; assist with communications to staff, faculty, students and the public regarding program-related activities (special projects, activities/events, meetings, etc.)
- b) Assisting with student recruitment and enrolment by: maintaining and building contact lists; coordinating the acquisition and distribution of recruitment information, marketing materials and application packages; advising students on the program application process and tracking student application processes; working closely with Admissions office to coordinate the receipt of application documents and portfolios. review portfolios Providing a system for division information storage and dissemination by collecting and assembling an up-to-date inventory of current information, including handouts, forms, brochures, and schedules; marketing and recruitment materials, student and personnel documentation, budget and financial records, etc.; updating and maintaining filing systems; maintaining program planning cycles and providing action item updates to staff and faculty.
- c) Maintaining security of the office area and: implementing and maintaining systems for receiving and distributing division mail/deliveries as required and a secure system for

divisional staff to access up-to-date info and forms, e.g. travel and leave forms; assist with maintaining security of the facility and program assets by: coordinating the contract and delivery of security services; assisting with policy development and implementation; coordinating public use of the facility; creating and monitoring systems for storing and accessing keys, program equipment/assets, supply inventories, etc.

- d) Supervising the administrative support and student hires, developing work schedules and plans on a monthly basis and supervising the effectiveness of their performance and managing the recruitment and selection of administrative support staff by preparing personnel documentation such as producing employment agreements, time sheets, and participating in the interview and selection process:
- e) Providing orientation and administrative supports to division staff by: generating and processing staff documentation such as casual hires, time sheets, and honoraria; outlining University policies and procedures regarding purchasing, photocopying; administering accounts receivable and payable; arranging staff and program-related travel including flight reservations, rental vehicles and accommodation; assisting with field trip planning and arrangements (as required) including bookings, itineraries, and processing forms/waivers, assisting with program/course scheduling and coordinating distributed learning/videoconference sessions;
- f) Providing orientation and training to support staff on general administrative system policies and procedures and supervising and advising on workloads, priorities and effectiveness of their performance;
- g) Word processing, spreadsheets, email, and desktop publishing; forms, calendar submissions, booklets, handbooks, posters, and brochures, advertisements, invitations/announcements, reports, publications, correspondence, contracts, policies, minutes and agendas, or memos and letters, as required.
- h) Confirming that course CRNS are completed and course and program information/outlines are submitted in a timely fashion for the smooth delivery of courses/programs and that the program's calendar submission is accurate and course cancellations are communicated to the appropriate offices (ie. provided to the admissions office, applied arts division, distributed learning, etc.)

Providing articulation process support and ensuring, in collaboration with Admissions, that transferability of courses to other institutions is current and up to date in University Calendars;

- i) Referring student complaints/concerns/appeals to Program Director and/or appropriate person; provide student support and guidance (forms, process, policy, referral to counselling services).
- j) Reporting information and problems to the Program Director as required, to ensure high quality programming and recommending action or policy to improve function;

Approximate percentage of job time above functions are performed: 75%

2. Other Principal Activities, in order of importance (describing for each what, why and how, and approximate percentage of job time required, rounded off to the nearest 5%);

Provide administrative support to the Program Director, Yukon SOVA by:

- a) Providing budget information to the Program Director to forecast salary, benefits and O & M information;
- b) Monitoring the budget by regularly reviewing financial statements through Banner and checking for errors and correct coding use, and ensuring corrections are made through journal vouchers, and alerting Program Director to potential problems;
- c) Completing reporting for YG/3rd Party funders as necessary, special projects, Governance Council, variance reporting. Provide support to funding applications and other applications as requested;
- d) Coordinating and administering purchase orders, accounts payable/receivable, petty cash, etc. as required, providing staff with University guidelines and ensuring staff follow established financial procedures; sourcing and communicating with suppliers; researching and securing pricing information to assist with budget planning and purchasing decisions; assembling, ordering and receiving program materials, supplies, and retail product;
- e) Overseeing the operation of the SOVA Art Supply Store; setting up systems for ordering, maintaining, and storing product inventory, and monitoring financial procedures for the operation of the SOVA Art Supply Store, and the SOVA Library;
- f) Conducting research for marketing information and reference materials; assisting with the production and distribution of advertising and marketing materials; coordinating the assembly and distribution of program publications for circulation to media, public, local trade/business fairs, and current or potential students; assisting with marketing initiatives, website development/updating (as required).
- g) Organizing, attending and taking minutes as required for School meetings, special events, workshops and seminars; assisting with agenda preparation, room/video/teleconference booking, arrange room logistics, catering, and workshop materials; and complete follow up actions, as required.
- g) Providing relief coverage for the Program Director and ensuring relief coverage is in place for other School support positions during absences, as required;

Approximate percentage of job time above functions are performed: 15%

3. Examples of Additional Divisional Activities which may be performed:

- a) Coordinating student housing needs by maintaining list of student housing availability;
- b) Maintaining current data on SOVA alumni, assisting with student recruitment and marketing initiatives;
- c) Participating in available training activities to ensure currency of job related skills;
- d) Other related duties.

Approximate percentage of job time above functions are performed: 10%

4. Approximately how long will it take for a fully qualified employee from outside the work unit to reach the full working level of the position:

Approximately 1 year.

B. Problem-solving and decision-making

- 1. a) **List any sections of Acts, Regulations, and Policies or Procedures the incumbent must be fully familiar with in order to perform the position's functions:**

Yukon University Policy and Procedures; Yukon University Calendar; Yukon University Academic Regulations and Procedures; Canada Copyright Act, Health & Safety Regulations; SOVA Partnership Agreement; SOVA facility and asset management policies

- b) Is the position responsible for interpreting, administering, or enforcing any of the above? If yes, explain.**

Yes, interpreting policies and procedures for staff and administering the correct procedures.

- 2. a) Describe the kinds of recommendations the incumbent is regularly required to make and to whom:**

Supervisor – workload matters; changes to administrative policy and procedures.

- b) Who normally makes the final decisions with respect to those recommendations?**

Supervisor- respectively, as required.

- 3. a) Describe the kinds of final decisions regularly made for which the incumbent is held accountable.**

Purchases within delegated limit, and administrative procedures as per University policy.

- b) What is the direct impact of those decisions?**

Responsible use of administrative and program funds.

C. Freedom to Act

- 1. Describe the way in which this position receives direction:**

Supervisor, Applied Arts/SOVA staff and University Administration staff for related policies and procedures, although incumbent must demonstrate independence in prioritizing day-to-day workload duties.

- 2. What legislation, regulations, procedures, or established practices guide, constrain, or limit the activities of this position?**

B1 (a)

- 3. How is the work of the position normally checked or evaluated?**

Through formal evaluations by Supervisor; daily informal feedback from Supervisor, colleagues, students, client groups and public.

- 4. What types of decisions are normally referred to the supervisor? (Give examples)**

Expenditures beyond delegated limits; unprecedented queries or changes to work procedures; work priority or human resource conflicts beyond authority.

D. Financial Accountability

- 1. a) Annual Budget (for unit under the direct control of the position): N/A**

Fiscal year:	\$
Annual payroll:	\$
O/M Budget (excluding payroll):	\$
Capital Budget (excluding payroll):	\$
Revenues:	\$
Recoveries:	\$

b) **Who prepares** this budget? Assists Program Director by providing information.

c) **What is this position's accountability for budget once allotted?**

Delegated signing authority.

d) **Does position have authority/ability to reallocate resources?** No.

e) **Signing authority levels:**

Cost centre level \$1000 - division administration and all program areas

2. **Other expenditures or revenues influenced by this position and how.**

Performance of duties associated with this position will directly affect the reputation and viability of University programs.

E. Management Supervision of Human Resources

 1. **No direct supervisory duties.**

 X 2. **Supervisory duties.**

a) **Number of positions supervised directly:** Permanent 1-2
Aux/Casual 3-4

b) **Nature of supervision: (check any of the following supervisory tasks that are to be performed on a regular basis):**

- X a) show colleagues how to do tasks
- X b) train other employees in work procedures
- X c) assign work and review for quality/quantity
- X d) establish work priorities and schedules
- e) change duties and responsibilities
- X f) participate with supervisor in employees' performance evaluations, or formally appraise employees' work performance and discuss appraisal with them, making a final recommendation to advance or withhold merit increments
- X g) recommend appointment or rejection upon completion of probationary period
- h) interview employees with attendance or performance problems
- i) act as first formal step in the grievance procedure
- X j) interview candidates for vacant positions in the unit
- k) give opinion to supervisor on selection of new employees, or make final decision on selection of new employees
- l) other (describe)

F. Key Personal Contacts

<u>Who (what positions or groups)</u>	<u>Purpose</u>	<u>Frequency</u>
1. Supervisor	Work assignment	Daily
2. Colleagues	Exchange information and advice	Daily

3. Students/public	Course Information	Daily
4. Admin/Support staff	Supervision/Advice	Daily
5. Faculty	Program support/advice	Daily
6. Dawson Campus	Information	Daily
7. Admissions	Program/Course information	Monthly
8. Other Universities/Colleges	Course/program information	Monthly

G. Tools, Equipment, or Machinery Used

<u>Name</u>	<u>Purpose</u>	<u>Percentage</u>
Computer/Internet//Banner/Email	Word processing/communication	60%
Phone	Communications	5%
Photocopiers (various)	Reproducing written material	2%
Fax machines	Communications	1%
Calculators	Computations	1%
A/V equipment	Classrooms/meetings	As required
Teleconference equipment	Classrooms/meetings	As required

H. Working Conditions

Describe any adverse conditions that are normal and expected in the job.

a) Describe weights lifted:

<u>Type</u>	<u>How Heavy</u>	<u>Percentage of time</u>
Course equipment or material	up to 10 kg	5%

b) What working conditions (sitting, standing, bending, reaching) or types of physical effort (hiking, walking, driving) are required?

<u>Type</u>	<u>Percentage of time</u>
Sitting	70%
Standing/walking	25%
Lifting	5%

c) Describe any physical hazards present:

<u>Type</u>	<u>Percentage of time</u>
VDT	70%

d) Describe special physical conditions leading to discomfort:

<u>Type</u>	<u>Percentage of time</u>
Working at keyboard and repetitive movements	70%

e) Interpersonal Conditions: Check any of the following conditions, which are normal and expected in the job and give examples:

- high level of dissatisfied clients
- high level of emotional clients
- potential physical abuse from clients
- constant interruptions for program information to public/employees/students
- regular critical deadlines
- high level of irregular critical deadlines
- instructions from more than one source
- students or staff under work related stress
- other

-e.g., provides administrative services to many program areas, constant interruptions for program information to public/employees/students, regular course and financial deadlines.

f) Travel Required

- a) average number of trips annually – 1
- b) average number of days per trip -- 3
- c) average distance per trip – 1076 km
- d) most frequent mode of transportation – Vehicle

I. Organization Chart

- Complete portion **above** dashed line whether the position supervises or not.
- Complete portion **below** dashed line if this position supervises others.

IMMEDIATE SUPERVISOR'S POSITION

Title: Program Director, Yukon SOVA

Classification: Level BU10

PEER POSITIONS: (all those reporting to the same immediate supervisor)

Title: Instructor(s)
Classification: BU09

Title:
Classification:

SUBJECT POSITION TITLE: Administrative Officer

SUBORDINATE POSITIONS:

Title: Casual Support Staff
Classification Level: Student
No. of Employees: 3

Title: Studio Technician
Classification Level: BU05
No. of Employees: 1

Title: Library Technician
Classification Level: BU05
No. of Employees: 1

+ Life Models and casual AA coverage – casual – Level 3 – 3 – 6 employees

PART III – SIGNATURES

I confirm that this describes the duties and responsibilities I require of an incumbent in this position and have reviewed the description with the incumbent (where applicable).

I have read the foregoing position description and understand that it is a general description of the duties assigned to the position that I occupy.

Immediate Supervisor

Incumbent

.....
Date

.....
Date

.....
Dean/Director or Designate

.....
Date

PART IV - QUALIFICATIONS

To be completed by the Dean/Director or designate

A. Minimum Knowledge, Skills and Abilities Required

- Completed undergraduate diploma or degree in Office Administration, Business Administration, or relevant subject matter
- Broad range of administrative skills
- Good knowledge of office practices and procedures
- Excellent customer service and interpersonal skills
- Strong ability to analyze and solve problems systematically
- Strong Computer skills (Word, Excel, email, internet) and the ability to utilize administrative information systems
- Basic Bookkeeping experience or coursework
- Ability to provide exceptional customer service
- Strong organizational skills
- Supervisory experience and skills in an administrative role
- Awareness of systems and behaviors ensuring confidentiality and discretion in interpersonal dealings with students and student records
- Ability to communicate both orally and in writing
- Ability to coordinate and organize activities
- Sensitivity to cross-cultural and gender issues
- Ability to work effectively in a team environment
- Excellent communication skills

B. Licenses, Certificates Required - Give title and section of any legislation, regulations, or other authority where applicable. N/A

C. Other skills and/or knowledge which may be desirable, but not necessarily essential to the performance of the position's duties.

Visual Arts background/experience would be an asset
Previous experience and knowledge of the Yukon arts community

PART V – UNIVERSITY SIGNOFF

Comments:
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I approve this position description as being representative of the work I require to be performed and that the responsibility levels identified have been delegated to this position.

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Director, Human Resources Services

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University Vice-President

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Date:

.....
Date:

FOR HUMAN RESOURCE SERVICES USE ONLY:

Evaluation Point Results:	
Knowledge and Skills:	...106.....
Accountability:	... 35.....
Mental Demands:	... 26....
Working Conditions:
Total Points:	167.....
Pay Level:	...BU06.....