

POSITION DESCRIPTION

PART I – IDENTIFYING DATA

Position No.: YC
Working Title: Admin Assistant,
Incumbent:
Supervisor Title:

Department: Yukon University
Branch/Unit:
Location: Whitehorse
Date Position Description Completed:
December 2008

Date Revised: July 2021

PART II – SUMMARY (broad statement of why position exists):

The Administrative Assistant position is responsible for providing and monitoring a broad range of support services, primarily administrative and realtional in nature. This includes human resources, finance, communications (students, division team, YukonU) administrative services and other related duties to enable the division to serve its clients effectively and fulfil its mandate within Yukon University.

A. Duties and Responsibilities

1. **Major function – the single most important activity or responsibility required:**

This position is responsible for administrative program support in the following ways:

- a) Facilitating the delivery of programs through: processing of casual hires, time sheets, scheduling; booking facilities and audio-visual equipment; arranging instructor travel, including booking accommodations and rental vehicles; facilitating the acquisition and delivery of course material and supplies;
- b) Liaising with partnered post-secondary institutional departments as required and including: processing forms, reports, and correspondence for facilitation of program delivery;
- c) Providing orientation to instructors, particularly itinerant and casual by: outlining options and recommending procedures for purchasing, photocopying and other processes; advising on Division and University policies; resolving conflicts in bookings and scheduling;
- d) Responding to student and public inquiries regarding courses and programs, and application processes;
- e) Assisting and directing staff, students and members of the public to the appropriate departments; receiving and transferring telephone inquiries to the appropriate area of the University;
- f) Providing mail pick up and distribution as required;

- g) Initiating course creates and revisions; accessing and inputting course information on the Banner system;
- h) Maintaining systems for central program records and information;
- i) Maintaining security of office area and records including: exams, student records and appeals, evaluations, financial data, and other confidential information;
- j) Implementing systems to collect and retain Faculty/Program Evaluation data and ensuring evaluations are carried out;
- k) Maintaining basic bookkeeping records to monitor budgetary status; initiating required accounts receivable and payable through Finance; processing various financial documents on the Banner system where appropriate;
- l) Providing Division Reception coverage as needed;
- m) Referring students to Student Services and other agencies regarding funding and student sponsorship matters;
- n) Maintaining relevant Divisional sections of the University website as directed.

Approximate time above functions is performed: 80%

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%):

- a) Organizing and taking minutes for advisory committees, Presidents Committees on Programming and other University committees as required;
- b) Collecting and assembling program information for the purpose of program marketing and advertising; drafting handbooks for orientation of public, staff and students;
- c) Providing administrative support for divisional meetings, special events or classes, workshops and conferences, and faculty travel and workshop materials;
- d) Providing relief coverage for peer administrative positions as required.

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

3. Other principal activities, in order of importance:

- a) Contributing to University as a whole through participation on University committees and at general meetings;
- b) Performing other related duties as related;

Approximate percentage of job time above functions are performed: 5%

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

Approximately twelve (12) months.

B. Problem-solving and decision-making

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

Yukon University's Policy & Procedures Manual
University Calendar
Copyright Act
Academic Regulations
Student Information Handbook
Partnered post-secondary institutional calendars and applicable policies (i.e. University of Regina)

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

Interpreting policies and procedures for staff and administering the correct procedures.

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

Supervisor, Dean, Chair, Instructor/Coordinators – changes to office procedures, general administrative procedures, and policy matters.

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

Supervisor, Dean, Chair, Instructor/Coordinators,- respectively, as required.

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

Purchases within delegated amount \$1,000.00

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

Commitment of funds and integrity of the programs.

C. Freedom to Act

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

Supervisor, although incumbent must demonstrate independence on day-to-day workload including setting work priorities.

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?

Regular feedback from supervisor, meetings with Instructor/Coordinators/Chair/peers, and formal periodic evaluation.

4. What types of decisions are normally referred to the supervisor? Give example:

Expenditures beyond delegated limits; unprecedented changes to work procedures; work priority or human resource conflicts beyond authority; and unusual queries from students or public.

D. Financial Accountability

1. Program Dimensions:

a) Annual Budget (for unit under the direct control of the position):

Fiscal year:

Annual Payroll:

O/M Budget (excluding payroll):

Capital Budget (excluding payroll):

Revenues:

Recoveries:

Who prepares the budget?

Dean

What is this position's accountability for budget once allocated? N/A

b) Does this position have authority/ability to reallocate resources? N/A

c) Signing authority levels: delegated spending authority (what section and for what amount)

Requisition for purchases within amount approved under University policy.

E. Management Supervision of Human Resources

 X 1. No direct supervisory duties.

 2. Supervisory duties.

a) Number of position supervised directly: Perm/term:
 Casual/Sessional:

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
- c) assign work and review for quality/quantity
- d) establish work priorities and schedules
- e) change duties and responsibilities
- f) participate with supervisor in employees' performance evaluations, or formally appraise employees' work performance and discuss appraisal with them
- 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
- 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

Who (what positions or groups) Purpose
Frequency

1. Supervisor	Work assignment	Daily
2. Instructor/Coordinators/Chair	Assist with administrative duties	Daily
3. University service departments	Exchange information and advise	Daily
4. Colleagues	Exchange information and advise	Weekly
5. General public	Disseminate info/recommend options	Daily
6. Students	Assistance/information	Daily
7. Other Universities/Institutions/ Agencies	Exchange Information	Monthly

G. Tools, Equipment, or Machinery Used

<u>Name</u>	<u>Purpose</u>	<u>Frequency</u>
Computer		
- Word Processing	Administrative Duties	20%
- E-mail, Spread Sheet, Database	Administrative Duties	15%
- Banner	Administrative Duties	20%
- Internet	Communications	2%
Telephone	Communications	5%
Photocopier	Copying	2%
FAX	Information Transmission	1%

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>
Equipment, materials & supplies	Up to 10 kg.	05%

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>
Standing	15%
Sitting operating office equipment	80%
Lifting	05%

Describe any physical hazards present:

<u>Type</u>	<u>Percentage of time</u>
Nil	

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
✓	Regular critical deadlines i.e. variance reports
	High level of irregular critical deadlines
✓	Constant interruptions – i.e. phone, students requesting information, etc.
✓	Instructions from more than one source – Dean, Chairs and instructors
	Students or staff under work related stress
	other

f) Travel Required

a)	Average number of trips annually	None
b)	Average number of days per trip	
c)	Average distance per trip	
d)	Most frequent mode of transportation	

I. Organizational 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: Administrative Officer,
Classification Level: BU07

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

Title: Administrative Assistant
Classification Level: BU05
No. of Employees:

Title:
Classification Level:

Title:
Classification Level:

SUBJECT POSITION TITLE: Administrative Assistant,

SUBORDINATE POSITIONS: N/A

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 and responsibilities assigned to the position I occupy.

.....
Dean/Director or Designate

.....
Incumbent

Date:

Date:

PART IV – QUALIFICATIONS

(to be completed by the Dean/Director or designate)

A. Minimum Knowledge, Skills and Abilities Required

- Knowledge of administrative procedures and practices, including minute taking;
- Excellent written and oral communication skills
- Strong ability to analyse and solve problems systematically
- Proficiency in computer application software (MS based, i.e., Word, Excel, Outlook)
- Ability to utilize administrative information systems within the program
- Excellent customer service and interpersonal skills
- Excellent organizational skills
- Ability to work independently and under pressure
- Basic bookkeeping experience or coursework
- Awareness of systems and behaviors ensuring confidentiality and discretion, required to ensure effective interpersonal dealings with students and student records
- Sensitivity to cross-cultural and gender issues

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 are desirable but not necessarily essential to the performance of the position’s duties

- Experience and understanding of adult education environment
- Experience in planning/organizing the delivery of training courses, workshops, etc.

PART V – UNIVERSITY SIGNOFF

Comments:

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.

.....
Director, Human Resources Services

.....
University President/Vice President

Date:

Date:

FOR HUMAN RESOURCE SERVICES USE ONLY:

Evaluation Point Results:	
Knowledge and Skills:
Accountability:
Mental Demands:
Working Conditions:
 Total Points:	
Pay Level: