

## Job Description

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<b>Job Title:</b>	Administrative Assistant/Advisor
<b>Department:</b>	Undergraduate Admissions and Outreach
<b>Reports To:</b>	Associate Dean, Undergraduate Admissions and Outreach
<b>Jobs Reporting:</b>	None
<b>Salary Grade:</b>	USG 7
<b>Effective Date:</b>	January 1, 2018

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### **Primary Purpose**

This position is responsible for overseeing the Undergraduate Scholarships and Awards processes, undergraduate admissions, and domestic / international student recruitment. The position is also responsible for providing advising to the Mathematics/Teaching program.

### **Key Accountabilities**

**Manage all aspects – communications, payments and processes – of the Undergraduate Scholarships and Awards for the Faculty, including but not limited to the following activities:**

- Maintaining a repository of all scholarships and awards within the Faculty.
- Budget, monitor and reconcile all scholarship and award accounts
- Communicate availability of awards through postings, websites
- Manage applications for the awards and scholarships
- Respond to queries and provide advice to applicants
- Communicate logistics to students, Student Awards, individual departments/schools/programs
- Ensure payments are processed
- Coordinate upper year scholarship selection

**Advising:**

- Provides knowledgeable advice to students concerning their choice of program and course selections within the context of their educational and career goals related to the Mathematics/Teaching program
- Monitors, evaluates, and communicates academic standing and progression to fulfillment of degree requirements
- Approves, exemptions and waivers to degree requirements, changes to academic standing, (Academic Advisement process)
- Provide advice to prospective students, parents, teachers and guidance counselors about admission requirements across all programs in the Faculty
- Coordinate the flow of Admission Information Forms and balance workload among evaluators

**Organize outreach events including, but not limited to the following activities:**

- Arrange all aspects (venue, invitations) for events involving off-campus attendees such as the Society of Descartes Medalists dinner,
- Assist with arrangements for on-campus recruitment events such as Fall Open House and Spring Open House.
- Recruit and manage volunteers for recruitment activities such as Phonathon and special projects such as attrition study, program reviews
- Assist with preparation for the Grand Valley Mathematics Associate (GVMA) annual conference.

**Financial planning and support for activities associated with the office including, but not limited to the following:**

- Prepare annual activity budget to support strategic direction of the unit;
- Coordinate all financial aspects of the UAO office including international recruitment, outreach, and scholarships
- Monitor and reconcile operating budget
- Has signing authority on non-salary operating accounts
- Review domestic Concur claims

**General Administrative support for outreach activities including, but not limited to the following:**

- Maintain and monitor calendar of events for the Associate Dean's office
- Provide support as needed to the UAO Team
- Attendance tracking for all UAO staff

### Required Qualifications

**Education**

- University degree; equivalent combination of education and experience will be considered

**Experience**

- 3+ years experience in an academic environment
- 3 to 5 years of progressive experience performing duties related to the above-mentioned key accountabilities, including demonstrated experience providing sound academic advice and interpreting academic policy

**Knowledge/Skills/Abilities**

- Client Service
  - Ability to respond to customer needs in a timely, professional, helpful and courteous manner regardless of customer attitude.
  - Ability to meet and communicate service standards, and track client satisfaction
  - Ability to provide crisis support to customers
- Teamwork and Relationship Building
  - Resolve conflict actively and constructively, engaging in difficult conversations to find collaborative solutions.
- Communication
  - Proven business-appropriate oral and written communications skills
  - Maintains confidentiality and demonstrates a sensitivity to diversity
- Managing Change
  - Demonstrated ability to use technological solutions to improve processes and communication.
  - Demonstrated ability to undergo continual training in matters of changing policy, as well as changing cultural trends
- Problem Solving
  - Able to approach a complex task by breaking it down into component parts, and to use technology to assist breakdown and tracking
  - Consults multiple sources for accurate information; notices inconsistencies in available information.
- Planning and Organization
  - Ability to take ownership for projects of duration of several months; use good independent judgment when priorities are challenged.
  - Ability to make reasonable estimates of resource needs to complete projects.

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- Technical
  - General knowledge of post-secondary curriculum, academic requirements and admission regulations; knowledge of the Faculty of Math undergraduate curriculum, academic requirements, and admission regulations is preferred
  - Intermediate experience with Microsoft Excel including features such as databases and pivot tables
  - Basic experience with web content management software
  - Basic experience with database software including data entry and report generation
  - Basic experience with student registration systems
  - Basic experience with financial reporting systems

### **Nature and Scope**

#### **Contacts:**

Internally, makes contacts to present, discuss information and problems:

- current Math/Teaching students
- current scholarship holders
- Communications Team (recruitment events)
- Development Team (scholarships, annual awards banquet)
- Registrar's Office (admissions, scholarships, student awards and financial aid)

Internally, makes contacts to obtain, clarify and discuss information

- Graphic Services
- Food Services
- Finance
- Central Stores

Externally, makes contacts with partner or potential partner organizations to obtain, clarify and discuss information

- Prospective students, teachers and parents for answers to questions on admissions and scholarships
- Executive of GVMA
- Members of the Descartes Society of Medalists

**Level of Responsibility:** The job has specialized work with minimal supervision and provides guidance to others.

#### **Decision-Making Authority:**

- Makes decisions on current scholarship holders; discontinues scholarships if criteria no longer met
- Makes decisions about courses and advice given to students; refers students to others when appropriate
- Makes proposal for allocation of budget to scholarships
- Makes proposals for overall budget allocation for operating funds.
- Independently resolve event-specific decisions, subject to available budgetary constraints.
- Makes decisions about details of events (time, location, etc.) subject to overall plans and budget.

**Physical and Sensory Demands:** Minimal demands typical of an administrative position within an office environment.

**Working Environment:** Regular working hours, weekend/evening work required on average 3 days/year