

Job Description



Job Title:	Assistant Coordinator
Department:	Mathematics Business and Accounting
Reports To:	Business Manager
Jobs Reporting:	None
Salary Grade:	4
Effective Date:	January 19 th 2021

Primary Purpose

The Assistant Coordinator provides administrative support to all members of the unit (both faculty and staff) for general administrative duties, including assisting with course scheduling, the maintenance of Web-based and print publications, and organizing meetings and various social events

Key Accountabilities

Provide front-line office support for the main Math Business Office, including but not limited to the following:

- Respond to inquiries related to undergraduate teaching in person, over the telephone, and via email or other electronic means, making appropriate referrals as necessary;
- Assist new incoming students with processes associated with course selection and general procedures
- Ensure that all information posted and available for students is up-to-date.
- Distribute communications to appropriate audiences, which may include print, mass emails, web pages, and social media
- Manage workflows of documents (paper and electronic) between the office and other University departments;
- Maintain student records associated with various aspects of the student's career (e.g., plan modification, internal transfer, petition, illness) in accordance with established records management and retention policies

Implement course timetables for courses associated with the Mathematics Business programs according to instructions provided by the Director or Business Manager, including, but not limited to the following activities:

- Ensure that course offerings are accurately reflected each term.
- Monitor the Schedule of Classes, including reserve caps, course enrolments, classroom size vs enrolment total, course time conflicts.
- Coordinate with instructors and the Bookstore to orders textbooks.
- Contact the Scheduling office regarding the midterm room requirements.

Provide general administrative support of undergraduate teaching including, but not limited to:

- Book rooms, prepare course handouts and manage records and documents pertaining to undergraduate courses including secure document disposal according to University policies.
- Coordinate midterm exam timetable and room bookings including liaison with AccessAbility Services.
- Provide assistance to Lecturers related to assignment/exam preparation, online posting, distribution and collection;

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- Provide administrative and secretarial support for one or more committees, including minute-taking and record retention
- Organize meetings and events including speaker invitations, travel arrangements, bookings, preparing advertisements, audio-visual equipment, and ordering refreshments
- Assist the Director with space allocation, including provision of furnishings, equipment, renovations, and telephone and computing services for incoming faculty, staff and visitors
- Review and reconcile financial statements as directed;
- Manage travel arrangements for faculty and other staff;
- Monitor office equipment and supplies, placing orders and service requests as needed
- Maintain mailboxes; distribute incoming mail; arrange deliveries
- Maintain the office to ensure it remains in a state appropriate for visitors

Organize Special events, including but not limited to orientation and information sessions:

- select a venue
- plan refreshments
- request and supervise volunteers
- assist with publicity as directed
- attend events as directed

**All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.*

Required Qualifications

Education

- Some post-secondary education in business administration and customer service preferred or equivalent work experience.

Experience

- Administrative experience; familiarity with policies and procedures relating to undergraduate students and cooperative education. Well-developed organizational, interpersonal and analytical skills, and communication skills (written and oral) are required. Proven ability to deal with confidential issues and interact tactfully with others. Proven ability to maintain a high level of accuracy and attention to detail, and to handle confidential information with discretion. Demonstrated ability to work independently and in a team atmosphere in a busy and varied environment with deadlines and changing priorities.

Knowledge/Skills/Abilities

- Computer proficiency in the use of standard office software is required. Additional knowledge of academic-related software such as Quest preferred.

Nature and Scope

- **Contacts:** Faculty of Math Undergraduate Office, AccessAbility Services and WLU undergraduate office
- **Level of Responsibility:** The job has defined specialized or routine tasks and receives specific guidance
- **Physical and Sensory Demands:** Minimal demands typical of an administrative position within an office environment.
- **Working Environment:** Minimal exposure to disagreeable conditions typical of a client service position.