

POSITION SUMMARY
QUEEN'S UNIVERSITY - GENERAL STAFF

POSITION TITLE: Office Assistant
DEPARTMENT: Enrichment Studies unit
POSITION NUMBER: 00501832
GRADE: 5

EFFECTIVE DATE: August 29, 2014

JOB SUMMARY:

The Enrichment Studies Unit (ESU) is an academic outreach unit within the Division of Student Affairs that offers enrichment opportunities and programs to above average and gifted students in Grades 7 through 12.

Reporting to the Manager, the Office Assistant is the front-line face of the Enrichment Studies Unit, performing reception duties such as greeting visitors, responding to telephone and email inquiries, and redirecting questions as appropriate. The incumbent administers the online registration system and is the first point of contact for users of the system. The incumbent works closely with the Manager and the Program Coordinator to provide a range of clerical support for the unit.

KEY RESPONSIBILITIES:

- Performs reception duties including screening calls and emails, greeting visitors and liaising with many individuals in a polite and professional manner, providing general information and directing queries to appropriate staff.
- Serves as first point of contact for general inquiries and responds directly to students, participants, parents, course instructors, and school/school board contacts regarding registration, mailing, lost items, etc.
- Administers the program registration process and monitors all on-line registration activity for academic and social activity programming. This includes initiating program registration, adjusting participant requests, and addressing and resolving technological and administrative problems. This also includes making recommendations to the database programmer, as well as following up to ensure changes have been made accurately and in a timely manner.
- Prepares invoices for individual and school/board clients, monitors registration accounts, tracks payments and follows up to ensure payments are made. Processes credit card payments, refunds and adjustments and monitors for accuracy and completion.
- Updates the Unit's website content regularly as required to keep information current using content management system (CMS) software (WordPress). Liaises with website programmer for any structural changes required to the website, and follows up to ensure that changes have been made accurately and in a timely manner.
- Provides secretarial and clerical support to staff within the ESU such as preparing and initiating correspondence, word processing, faxing, photocopying, mail sorting and distribution, preparing information and/or course packages, and data management.

- Responsible for creating reports, lists and other documentation required to facilitate registration, room placements and other administrative processes.
- When the ESU experiences high volume during registration and during the programs' operational times, the incumbent assists the Program Coordinator with any tasks that require support.
- Gathers, processes and distributes information as appropriate. This includes compiling background information, recording and processing minutes, and completing post-meeting correspondence.
- Sets up and maintains electronic and hard-copy filing systems. Utilizes and refines computer databases and/or filing systems in order to maintain accurate and organized data. Ensures information is filed in an accurate and timely manner and is easily accessible.
- Maintains office inventory and orders supplies for office and program use. Plans ahead and forecasts supply needs of enrichment programs.
- Schedules meetings and appointments for ESU staff; schedules interviews for instructors and student supervisor candidates, and assists with travel/ conference arrangements as required.
- Assists with special projects and undertakes others duties as assigned.

REQUIRED QUALIFICATIONS:

- Two years post-secondary education in business or office administration with previous relevant experience in an office/client service environment and dealing with the public in a professional manner.
- Proficiency with office technology and software including word processing, spreadsheets, databases, email and the internet.
- Satisfactory Criminal Records Check and Vulnerable Sector Screening required
- Knowledge of university structure, policies and procedures, and administrative systems considered an asset.
- Consideration will be given to an equivalent combination of education and experience.

SPECIAL SKILLS:

- Service-oriented perspective with excellent interpersonal and communication skills to interact with a wide variety of people in many different contexts with tact and diplomacy.
- Ability to adhere to and maintain strict confidentiality.
- Strong organizational and time-management skills with the ability to handle multiple demands in stressful situations and meet competing deadlines.
- Problem-solving skills and good judgement with an ability to know when to refer problems/issues to others.
- Writing, basic editing, grammar and proofreading skills with an ability to pay attention to detail and accuracy.
- Ability to work independently and as part of a team.

DECISION MAKING:

- Prioritizes workload and competing requests to ensure deadlines are met.
- Responds to general inquiries and provides reasonable answers, or a means to find an answer if necessary. Determines whom visitors or callers should be re-directed to.
- Determines filing methodology and where to file correspondence, reports and documents.
- Decides what office supplies to order and when. Determines the most economical options.
- Decides how to distribute information, what method to use and who to send it to.
- Determines formatting for simple to complex documents.
- Determines when to direct matters to the Manager or Program Coordinator.

SIGNATURES:

Date

_____	_____
Incumbent	
_____	_____
Manager	
_____	_____
Department Head/Director or Designate	