



BCGEU POSITION DESCRIPTION

POSITION TITLE: Department Assistant - Arts

JOB NUMBER: 536

REPORTS TO: Business Manager, Faculty of Arts

INCUMBENT:

DEPARTMENT: Faculty of Arts

DATE CREATED: May 2009

JOB CLASS: 10

DATE REVISED: December 2020

PRIMARY FUNCTION

Provides administrative support for functions related to the Faculty of Arts and its associated departments while maintaining confidentiality and discretion. A high degree of attention to detail and accuracy is required as the Department Assistant's record keeping and recommendations are relied upon when the DBM, Chair(s), Associate Deans, and Dean are making decisions.

JOB DUTIES AND TASKS

1. Point of contact for students, employees, and visitors. Respond to and/or direct inquiries to appropriate internal personnel daily.
2. Ensure proper function of all equipment and adequate supplies for established department spaces. Troubleshoot problems and arrange for service and repair as needed. Equipment is evaluated as needed (at times daily).
3. Provide administrative support for course scheduling processes (e.g., ed planning, timetabling). This includes liaising with individual faculty members and internal departments, preparing and maintaining accurate documentation, analyzing and resolving discrepancies, and recommending solutions for the chair. Department Assistants will work on 3 to 4 different semesters at all times.
4. Provide administrative support for department-wide meetings, events, committees, and advisory boards. Prepare, record, and distribute department meeting materials, follow up on action items, maintain email lists, book rooms, and arrange catering services. Meeting support is provided each month or as requested by the department chair.
5. Create administrative materials for department programs such as Honours, Awards, and Field Schools. This is done monthly.
6. Order, maintain inventory, and canvass for requests for supplies, along with assessing needs of the department. Ensure the supplies/equipment comply with university standards/budget, etc. Supply management is done at least once each semester and at times monthly.
7. Assess and report space and mail delivery needs for faculty members. Liaise with internal personnel to ensure appropriate allocations have been made. Update Banner. Mailroom administration is done each semester, more frequently when there are issues to resolve.
8. Troubleshoot, resolve, and implement solutions with the chair on a daily basis.
9. Track and communicate key deadlines with departments and the chair weekly.
10. Compose and distribute departmental correspondence on behalf of chair throughout the year.



11. Initiate, prepare, process, and maintain documentation such as reports, contracts, forms, letters, and memos. Proofread for grammatical and informational accuracy, and distribute to appropriate internal and external personnel. This is done on a daily basis.
12. Develop, coordinate, reconcile, and maintain tracking systems for various administrative processes such as faculty work contracts and timetable changes. Actively follow up to meet deadlines. This is done on a daily basis.
13. Monitor and manage faculty workload to ensure compliance with the Collective Agreement, instructors teach the appropriate number of sections, paperwork is accurate, and instructors are paid correctly and on time. This is done on a daily basis.
14. Advise faculty, students, and others of current policies and practices. This is done frequently.
15. Provide administrative support for established Faculty committees. This is done on a monthly basis.
16. Onboard new faculty such as/but not limited to providing campus tours, orientation, ensuring proper office space, and assisting with various paperwork. This is done each semester.
17. Select, supervise, direct, and evaluate student assistants (2-5). This cycle starts each September and ends the following August and may be repeated as needed.
18. Biweekly approve timesheets for department student assistants and casual service contract hires.
19. Participate in the recruitment, hiring, and training of new staff and student assistants.
20. Conduct orientation and training for new faculty, staff, and student assistants. This is done several times throughout the year.
21. Provide demonstrations of audiovisual equipment and use of materials to students each semester and as needed.
22. Track casual service contract hires, work study students, and student assistant hours biweekly.
23. Monitor expenses to ensure that budget limits are maintained, bringing problematic areas to the attention of the chair and/or supervisor. This is done monthly with a meeting with the chair at least once each semester.
24. Research and recommend purchase of equipment and materials for capital requests and annual non-salary budget allocations. This is done throughout the year.
25. Organize and/or provide administrative support for established recurring department events such as annual conferences, student information sessions, department retreats, and field trips. This is done multiple times each semester.
26. Setup and maintain public displays as needed throughout the year. Carry marketing materials up to 40 lbs.
27. Ensure annual evaluation and revision takes place of key departmental material such as student information material, department handbooks, marketing materials, and departmental correspondence. This is ongoing to ensure our key marketing materials are kept current.
28. Design and maintain departmental website and external links. Ensure annual evaluation and revision takes place in real time as needed.
29. Draft, edit, and organize content for use in marketing posters, brochures, and website. This is done throughout the year.
30. Liaise and coordinate with the Marketing department, Facilities, IT Services, and Catering Services. This is done ongoing.
31. Contributes to and promotes a safe, respectful, and inclusive work environment by adhering to University policies and procedures and completing mandatory training programs.

**SUPERVISION RECEIVED:**

This position reports to the Business Manager, Faculty of Arts.

SUPERVISION/DIRECTION EXERCISED:

This position supervises 2-5 student assistants.

PHYSICAL ASSETS/INFORMATION MANAGEMENT:

Set up and maintain departmental files and office filing systems, operate various office equipment such as computer, photocopier, scanner, camera and video camera. Carry marketing materials up to 40 lbs.

FINANCIAL RESOURCES:

Analyze and monitor departmental expenditure budget. Recommend annual department budget allocations for non- salary expenditures as well as capital budget expenses. Sign off on Student Assistant and Casual Service Contract timesheets biweekly.

The above statements reflect the general details considered necessary to describe and evaluate the principal functions of the job identified, and shall not be construed as a detailed description of all the work requirements that may be inherent in the job.

EMPLOYER REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- Excellent working knowledge of English, both oral and written. Proven excellence in communication skills, both oral and written, exhibiting a high level of tact, professionalism and diplomacy.
- Proven ability to comprehend, communicate and comply with established policies, practices and procedures.
- Proven ability to compose standard forms of business communication such as memoranda, business correspondence, minutes of meetings, etc.
- Superior accuracy and attention to detail, particularly in editing documents.
- Superior interpersonal skills, with the ability to patiently and effectively deal with a diverse range of people in a respectful and professional manner.
- Superior organizational and time-management skills in coordinating projects and meeting multiple overlapping deadlines.
- Proven ability to effectively prioritize work and manage time in an administrative environment with multiple demands and frequent interruptions.
- Proven ability to develop effective multi-person administrative procedures in a systematic, organized fashion.
- Proven ability to take direction and complete assigned tasks on time.
- Experience managing the multiple demands within a large and complex organization.
- Proven ability to successfully recognize, analyze and resolve problems.
- Proven excellence in quantitative reasoning.
- Proven ability to handle confidential matters and materials with tact and discretion.
- Proven ability to work independently under minimal supervision, exercising good judgment and initiative.
- Proven ability to work constructively and cooperatively with an administrative team.



- Proven ability to adapt quickly to new technologies and rapidly changing work environments.
- Proven ability with integrated computer technologies including MS Word, MS Excel, MS Access, MS SharePoint, Outlook software, electronic calendars, website maintenance and internet. Familiarity with Banner information system, FAST, and Access is an asset.
- Working knowledge of routine office systems and procedures, including standard filing systems, clerical control systems, record-keeping, etc.
- Familiarity with Collective Agreements.
- Experience with financial budgets. Experience in data analysis is an asset

EMPLOYER REQUIRED EDUCATION & EXPERIENCE

- Completion of four-year baccalaureate degree from a publically accredited post-secondary institution. Experience working within highly complex administrative environments is an asset as is supervisory experience.
- Three years recent related experience that demonstrates increasing levels of responsibility.
- Typing speed of 50 wpm.

Knowledge Skills & Abilities revised: December 2020
