JOB DESCRIPTION

KWANTLEN POLYTECHNIC UNIVERSITY

Dept: School of Business	**Working Title:** Administrative Assistant – (646)
	School of Business
Date: August 2018	**Job Class:** 9

PRIMARY FUNCTION:

Provides administrative support for functions related to the School of Business and its associated departments.

JOB DUTIES AND TASKS:

1. Perform administrative functions in support of event planning and marketing.
   a. Organize and provide administrative support for established recurring department events such as annual conferences, student information sessions, and work practicum placements.
   b. Assist students and faculty with registration, travel & accommodations for special events (ie. International case competitions). Prepare travel documents and other required materials for attendees. Ensure all expenses are processed and required forms submitted.
   c. Setup displays and actively promote the School of Business at various on and /or offsite events, such as trade shows, open houses, etc.
   d. Create, plan, and revise key department materials such as student information material, faculty handbooks, Kwantlen Calendar, marketing materials and departmental correspondence.
   e. Design and maintain departmental website and external links.
   f. Work collaboratively on events and marketing with various departments, such as Future Student's Office, KPU International, Marketing Services, etc; as well as, external organizations (ie. Professional business associations.
   g. Manage and update the School of Business social media accounts (Facebook, Twitter, Instagram, etc) to build awareness, attract subscribers, promote KPU events/activities, etc.

2. Perform administrative functions in support of cyclical departmental-wide processes:
   a. Provide administrative support for course scheduling processes (e.g., ed planning, timetabling). This includes liaising with individual faculty Chairs and internal departments, maintaining accurate documentation, analyzing discrepancies and recommending solutions for appropriate action by chair.
   b. Organize & provide administrative support for department-wide meetings, established department committees, advisory boards, program reviews, and external reviews. Prepare and distribute meeting materials, recording and distributing minutes, maintaining mailing lists, booking rooms, and arranging catering services, etc.
   c. In consultation with the Dean & Associate Deans, create reporting documents to ensure the activities of the Advisory Committee are officially reported to KPU senior management
   d. Assess and report space and mail delivery needs for faculty members. Liaise with internal personnel to ensure appropriate allocations have been made. Update contact and office information in Banner.
   e. Ensure proper functioning of all equipment and adequate supplies for established department spaces. Troubleshoot problems and arrange for service and repair as needed.
   f. Assist faculty members with travel arrangements for Faculty-supported functions.
   g. Order testing credits for courses that require them (ie. MFT, MBTI, etc) and ensure that labs are booked and exams are setup, if necessary
   h. Inform the bookstore of the sections that require proof of purchase for testing
   i. Provide updates to the Dean's Office and Chairs on registration data for the upcoming semester
   j. Maintain a database of faculty office info, schedules, and contact information. Ensure they align in Banner.
   k. Attend various committees and working groups to provide guidance and input in decisions

l. Determine faculty office assignments and coordinate office moves.

m. Contact students in the event that sections are cancelled.

3. Exercise supervision and direction.
   a. Select, supervise, direct and evaluate student assistants.
   b. Participate in the recruitment and training of new staff.
   c. Conduct orientation for staff and student assistants.
   d. Assist in the orientation of new faculty. This includes updating the orientation package, campus tours, providing keys, answering faculty inquires, etc.
   e. Delegate duties to faculty and volunteers at KPU events

4. Perform administrative functions for budget allocations and proposals.
   a. Research and recommend purchase of equipment and materials for capital requests and annual non-salary budget allocations.
   b. Monitor expenses to ensure that budget limits are maintained, bringing problematic areas to the attention of the Chair and/or supervisor.
   c. Collect and track payments for special projects and events.

5. Perform administrative support functions in support of curriculum development
   a. Guide faculty in the approval process for curriculum development and updates. Make updates in the Course Outline development site.
   b. Troubleshoot course outline development site issues with faculty & other internal departments
   c. Understand and interpret policies related to Curriculum
   d. Liaise with faculty departments, Vice-Chair of Senate, internal departments, and various committees to collaboratively move updates through and provide continued feedback to stakeholders for continuous improvement on the approval process.
   e. Ensure new or updated course outline/program submissions are checked for accuracy, completion, and that they are proofed.
   f. Communicate course outline issues that arise to Curriculum Chair.
   g. Assist Administrative Coordinators with the calendar updates process. Inform Curriculum Chair of calendar update deadlines.
   h. Provide support on the development of articulation agreements with other institutions.

6. Other Duties:
   a. In support of the Dean Assistant & Associate Dean's Assistant, maintain electronic and paper meeting schedule for the Associate Deans & Dean preparing and collecting all relevant information for meeting preparation.
   b. Greet students and visitors and direct inquiries to appropriate internal personnel.
   c. Maintain a high level of confidentiality in regards to student and faculty information
   d. Advise faculty, students, and others of current policies, procedures, and practices
   e. Create & maintain SOPs as requested by the Administrative Coordinators
   f. Manage the storage, accuracy, and completeness of course presentations
   g. Special projects and tasks as requested
   h. Assist the Administrative Coordinator on Cheating & Plagiarism cases when requested
   i. Create and maintain SharePoint pages on the School of Business SharePoint site.
   j. Provide recommendations and implement new processes and procedures
   k. 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:
Reports to Administrative Coordinator

SUPERVISION/DIRECTION   EXERCISED:
Select, supervise, direct and evaluate student assistants.

PHYSICAL ASSETS/INFORMATION MANAGEMENT:
Set up and maintain departmental files and filing systems; create and maintain electronic databases and filing systems; operate office equipment such as computer, fax, copier, and scanner.
FINANCIAL RESOURCES:
Analyze and monitor departmental budget expenditures. Recommend annual departmental budget allocations for operational expenditures and capital requests.
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:

1. Completion of four-year baccalaureate degree from a publically accredited post-secondary institution or equivalent combination of education and experience.
2. Five years recent related experience in an administrative support capacity that demonstrates increasing levels of responsibility. Preference will be given to candidates who have gained such experience working in an academic post-secondary environment (i.e., Dean's office and/or supporting academic departments).
3. Ability to work flexible hours (as events and/or meetings may take place before or after hours, or on weekends).
4. Ability to travel (events and meetings are held at all campuses, and, from time to time, off-site venues).
5. Ability to lift, push, pull (can be upwards of 50lbs) – required to travel to events with materials, swag, handouts, photo-booth, displays, etc.
6. Demonstrated familiarity with the principles of how web log files capture data, and what data is available.
7. Demonstrated ability to be able to measure site performance, analyze user behavior and trends, and propose areas to improve.
8. Ability to create dashboards and reports.
9. Demonstrated ability to provide leadership and supervision.
10. Typing speed of 50 wpm.
11. Excellent working knowledge of English, both verbal and written.
12. Working knowledge of routine office systems and procedures, including standard filing systems, clerical control systems, record-keeping, etc.
13. Superior accuracy and attention to detail, particularly in editing documents.
14. Superior time-management skills in coordinating projects and meeting multiple overlapping deadlines.
15. Superior organizational skills with ability to effectively prioritize tasks in an office environment with changing demands and frequent interruptions.
16. Superior communication skills, both spoken and written, exhibiting a high level of tact, professionalism and diplomacy.

17. Superior interpersonal skills, with the ability to patiently and effectively deal with a diverse range of people in a respectful and professional manner.
18. Proven ability to take direction and complete assigned tasks on time.
19. Proven ability to work independently under minimal supervision, exercising good judgment and initiative.
20. Proven ability to develop effective multi-person administrative procedures in a systematic, organized fashion. Technical report writing experience is an asset.
21. Proven ability to handle confidential matters and materials with tact and discretion.
22. Proven ability to compose standard forms of business communication such as memoranda, business correspondence, minutes of meetings, etc.
23. Proven excellence in quantitative reasoning.
24. Proven ability to work constructively and cooperatively with an administrative team.
25. Proven ability to successfully recognize, analyze and resolve problems.
26. Proven ability to comprehend, communicate and comply with established policies, practices and procedures.
27. Supervisory experience that includes providing clear direction and conducting performance evaluations.
28. Proven ability with integrated computer technologies including MS Word, MS Excel, MS Access, email, website maintenance and internet.
29. Proven ability to adapt quickly to new technologies and rapidly changing work environments.
30. Experience with financial budgets.
31. Familiarity with Collective Agreements, preferred.
32. Ability to work with BANNER, Drupal, SharePoint, FAST, Payment Sites (ie. Eventbrite), & Astral is an asset.

Knowledge Skills & Abilities revised: August 2018