



JOB DESCRIPTION

Dept.: KPU International

Working Title: Administrative Assistant-International
(729)

Date: October 2016

Job Class: 8

PRIMARY FUNCTION:

To provide administrative support for the office of KPU International at the Surrey and Richmond campuses. To perform administrative support tasks for the KPU International office including first point of contact reception duties. Ensure effective admissions and advising support and effective daily operations. To provide administrative support for the Divisional Business Manager, KPU International.

JOB DUTIES AND TASKS:

1. Perform administrative support tasks:

- a. Review and transcribe Director's confidential email and voice mail, following up on issues when appropriate.
- b. Maintain electronic meeting schedule for the Directors preparing and collecting all relevant information for meeting preparation.
- c. Co-ordinate and formulate agendas, attend meetings, record, transcribe and distribute minutes. Follow up on action items as required.
- d. Coordinate and maintain schedules for KPU International.
- e. Create and maintain KPU International distribution lists.
- j. Track new position applications, distributing information to search committees and ensuring all final paperwork is completed and sent to Human Resources.
- k. Assist with orientation to new staff. Review administrative procedures including office key assignment, obtaining voice mail and email accounts. Complete all relevant paperwork and forward to Human Resources for processing.
- l. Set up and maintain databases for KPU International.
- o. Compile information, prepare and produce various documents such as draft reports, forms, promotional material and correspondence.
- q. Draft and prepare routine correspondence such as letters and memos from a variety of mediums for the Director's signature.
- r. Greet internal personnel and external clients and respond to inquiries including directing to appropriate resources, as required.
- s. Arrange meetings and events, request food services and other supplies as required.
- u. Process various forms, applications and contracts, verify calculations for accuracy and completeness and distribute to appropriate person/department.
- v. Set up and maintain divisional manuals, binders and lists.
- w. Set up and maintain divisional personnel files.
- x. Assist other KPU International staff when required.

JOB DUTIES AND TASKS(con't):

2. First point of contact and reception functions:

- a. Greet external and internal clients in person and by phone, respond to inquiries and direct to appropriate resources.
- b. Provide first point of contact to eligible international applicants and current students, providing advice and support with the aim to attract and retain students to KPU.
- c. Ensure that the reception area in KPU International is organized and has a welcoming appearance.
- d. Pre-screen and assist current students with needs related to course planning and registration, guiding students in making appointments with International Education Advisors or Counsellors as needed.
- e. Maintain, order and/or purchase stock of office supplies and forms, brochures and promotional materials.
- f. Receive, record and distribute various documentation for processing such as enrolment forms, student appeals, and course approvals.

3. Prepare financial documentation and information:

- a. Develop spreadsheets using Excel to assist with budget tracking.
- b. Check coding, accuracy and completeness of various documentation.
- c. Process and track Director's expense reports and PCard reconciliation..

4. Related duties:

- a. Operate and troubleshoot office equipment such as photocopier, fax machine and laser printer and arrange for maintenance and repairs, as required.
- b. Assist with planning coordinating special events (information sessions, committee meetings, workshops and conferences).
- c. Organize travel arrangements on behalf of the Director
- d. Arrange for courier service and sign for receipt of deliveries.
- e. Open, sort and distribute incoming department mail and prepare outgoing mail.
- f. Perform other related duties as required.
- g. 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 the Manager, KPU International.

SUPERVISION/DIRECTION EXERCISED:

Provides training and orientation to new staff

PHYSICAL ASSETS/INFORMATION MANAGEMENT:

Set up, update and maintain departmental records and databases, operate various office equipment including computers and photocopiers.

FINANCIAL RESOURCES:

Order office supplies and sign for receipt of goods. Make travel arrangements on behalf of Director and charge to PCard.

The above statement reflects 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:

MUST HAVE:

1. Bachelor degree required. Combination of education and working experience will be considered.
2. Fluency in one of KPU International's target languages.
3. Minimum three years previous administrative experience in a post-secondary environment is recommended.
4. Minimum one year experience working with international clients and an understanding of the needs of international students
5. Successful experience working in a confidential environment.
6. Must be able to travel and/or work at various campuses; valid driver's licence is recommended.
7. Have a general knowledge of post-secondary education with particular reference to organization, terms and titles in common use.
8. Demonstrated ability to work both independently and as a member of a team.
9. Proven ability to meet changing priorities, multitasking, work to deadlines and make responsible decisions while maintaining high levels of customer service.
10. Demonstrated ability to communicate effectively in English, both verbally and in writing.
11. Demonstrated awareness and sensitivity to the cross-cultural communication requirements of international students.
12. Demonstrated ability to respond to inquiries and complaints and resolve issues in a timely and appropriate manner.
13. Excellent interpersonal, organizational, planning, coordination, problem-solving and follow-up skills.
14. Be able to meet and deal effectively with people of all ages and backgrounds in an information-exchanging situation.
15. Demonstrated ability to manage the multiple demands of a large division.
16. Ability to establish priorities for work assigned or accepted on knowledge of policy and practices and/or understanding of the nature of the work of the Division.
17. Demonstrated ability with integrated computer technologies including MS Word, MS Excel, MS Access, email (Outlook preferred), and internet.
18. Demonstrated ability to independently draft correspondence and reports of a routine nature based on knowledge of established style and practices.
19. Demonstrated ability to create and maintain tracking systems.
20. Demonstrated ability to create agendas, record and distribute minutes.
21. Experience with effectively maintaining electronic calendars, including creating and maintaining appointments, reminders of commitments and tasks as well as preparing and organizing materials for such.
22. Demonstrated ability to type 50 wpm.
23. Have a basic understanding of KPU structure and programs.
24. Experience with preparing and organizing meetings.
25. Must be able to lift and carry materials in the range of 30 to 50 lbs.