

**Nipissing University**  
**JOB DESCRIPTION**

<b>JOB TITLE:</b>	Secretary, Academic Advising
<b>DEPARTMENT:</b>	Office of the Registrar
<b>CLASSIFICATION:</b>	Secretary A
<b>WAGE GRADE:</b>	20
<b>EMPLOYMENT DEFINITION (STATUS):</b>	Full-time Support
<b>SUPERVISOR (POSITION TITLE):</b>	Associate Registrar, Academic Policy and Advising

**SUMMARY OF FUNCTIONS:**

Reporting to the Associate Registrar, Academic Policy and Advising, the Secretary, Academic Advising will be responsible for providing support to the Academic Advising department. The Secretary acts as the first contact for the Academic Advising Department and provides a variety of services. These duties include: assessing student needs; responding to inquiries by students, faculty and the general public; referring clients to an Academic Advisor or other services within the university; data and file management; web development; and correspondence for the Academic Advising Department. The Academic Advising Office is a very fast-paced, high demand service, and the incumbent must be able to manage a variety of tasks at one time while maintaining a high level of service.

**DUTIES & RESPONSIBILITIES:**

**General Office Coordination**

**(70%)**

- Triaging workflow for advisors, which includes in person, on the telephone and multiple email accounts
- Process and finalize letters of permission, second degrees and course overload requests, once approved by Academic Advisors Coordinate and communicate with Canadian Universities regarding letter of permission requests
- Adjust students' academic standing in the student information system (SIS) if approved for a course overload by an Academic Advisor
- Create and maintain a number of databases including, but not limited to: letter of permission equivalences; international exchange course assessments, providing information to other departments as necessary
- Develop, update, and refine the Academic Advising website; including posting relevant forms online for download in PDF format
- Develop and maintain major resource documents (both in print and online), including, but not limited to, Partnerships for Academic Student Success (booklets and any other handouts), office brochures and pamphlets
- Coordinate multiple communications for Academic Advising Department (e.g. letters to probationary students, letters to students identified through the Academic Progress Review process, letters to potential graduates, etc.) and ensure that a copy is placed in the students file within the student information system
- Coordinate the Academic Advising outreach programs which include coordinating social media communications, mass emails, scheduling information sessions, interdepartmental communications, reminder calls, promotion and posting sign-up sheets
- Prepare database, query and files for the graduate audit process including identifying potential graduates
- Provide support for major projects (e.g. Academic Progress Review, New Student Orientation and the Academic Support Program)

- Coordinate the hiring of student assistants within the Academic Advising Department (complete form for funding and assist in the hiring process)
- Train, coordinate and provide guidance to student employees to perform clerical duties
- Assist the Academic Advisors in obtaining and reviewing class lists and waiting lists with respect to prerequisites and managing course enrolments
- Update the academic audit forms
- Coordinate and arrange travel and booking (including flights, car rentals, hotels) for outreach advising and professional development activities
- Compose and type correspondence on behalf of the Academic Advising Department
- Prepare reports and queries from the student information system
- Coordinate publication of all necessary office forms, including electronic and print (e.g. LOP and overload forms) to potential and current students
- Coordinate and schedule meetings for the Academic Advisors and Associate Registrar – Curriculum & Advising and where necessary act as the recording secretary by maintaining and distributing the meetings' minutes, as well as the creation of agendas
- Book classrooms and equipment for meetings, workshops and seminars
- Prepare and maintain procedural manuals
- Maintain the Academic Advising bulletin board
- Maintain adequate amounts of office supplies
- Provide clerical assistance (e.g. typing, photocopying) to the Academic Advising Department as required

#### **Reception/Liaison**

**(25%)**

- Assess the students' needs by asking pertinent questions. Refer to general information, policies and procedures as outlined in the Academic Calendar, and other services provided by the university to meet their needs
- Respond to inquiries in-person, by mail, fax, email or telephone with prospective students, students, high school guidance counselors, parents, Canadian colleges and universities
- Receive inquiries and defer as necessary to an Academic Advisor or to other services within the university
- Prioritize the flow of traffic in the office to ensure the efficient and timely response to inquiries and appointments as well as the flow of drop-in appointments
- Contact students with any necessary follow-up information as required
- Provide students with copies of their academic progress (audit) forms
- Consult with the admissions/registration staff concerning admission and advanced standing of students
- Maintain computer based data for statistical purposes

#### **Budget Responsibilities**

**(5%)**

- Prepare requisition forms for supplies and travel expenses on behalf of the Academic Advising Department
- Track the unit's budget accounts and monitor variances and if necessary, notify Supervisor and assist with investigation into discrepancies
- Make recommendations to Supervisor based on the previous fiscal year (purchases and money saving ideas)

#### **Other duties as assigned**

#### **QUALIFICATIONS:**

**Education:** Two-year office administration diploma from a recognized college

*Training and/or experience may be substituted for formal academic training at the discretion of the University.*

### **Training, Experience, Knowledge & Skills Required:**

- One to three years of relevant experience
- Experience in a post-secondary educational setting would be an asset
- Experience with computer applications (i.e., MS Office, Ellucian, SharePoint, Adobe , Internet)
- Tact, diplomacy and good decision-making skills
- Excellent interpersonal skills
- Excellent organizational, prioritization and time management skills
- Ability to judge situations and determine appropriate responses
- Knowledge of post-secondary policies/procedures
- Excellent oral and written communication and problem solving skills
- Ability to work independently and demonstrate initiative with minimal supervision
- Ability to use discretion and maintain confidentiality
- Able to adapt to respond to changing priorities and urgent requests
- Capacity to maintain accuracy and attention to detail
- Sound knowledge of administrative practices/procedures
- Windows Operating System
- Microsoft Office Suite (includes Word, Excel, PowerPoint, Access, Publisher and Outlook)
- Ellucian (includes WebAdvisor)
- Other Database/Data Management software systems
- Adobe Acrobat / Adobe Photoshop
- Web Editing Software (includes SharePoint)
- Web Browsing and General Email Systems
- Telephone Voice Information Systems
- Digital filing systems

### **RELATIONSHIPS/CONTACTS:**

**Supervised by:** Associate Registrar Associate Registrar, Academic Policy and Advising

**Internal Contacts:** Faculty, staff and students

#### **External Contacts:**

- Prospective Students
- General Public
- National Academic Advising Association (NACADA)
- Canadian Colleges and Universities
- High School Counselors

### **MATERIALS UTILIZED:**

- General office equipment
- Academic Calendar

### **PHYSICAL DEMANDS & WORKING CONDITIONS:**

- Visual and mental concentration
- Frequent and unexpected interruptions

- Fast-paced environment with tight deadlines
- Some “peak times”

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**I have read my position description and it has been reviewed with my supervisor. I understand what my duties and functions are, and I will carry out all of my responsibilities as herein described.**

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Employee Name (Please Print)

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Employee Signature

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Date

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**Approvals**

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Supervisor

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Date

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Director, Human Resources

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Date