

Nipissing University
JOB DESCRIPTION

JOB TITLE:	Secretary, Student Accessibility Services
DEPARTMENT:	Student Development and Services
CLASSIFICATION:	Secretary B
WAGE GRADE:	30
EMPLOYMENT DEFINITION (STATUS):	Full-time Support
SUPERVISOR:	Manager, Student Accessibility Services

SUMMARY OF FUNCTIONS:

Reporting to the Manager, Student Accessibility Services, the Secretary is responsible for administrative support for the Manager, Student Accessibility Services and all secretarial support required for the effective and efficient operation of Student Accessibility Services. Responsibilities include preparing caseload and activity reports, reception, general communication and public relations responsibilities to promote academic access for the client population seeking these services.

DUTIES & RESPONSIBILITIES:

SECRETARIAL SUPPORT – STUDENT ACCESSIBILITY SERVICES

(70%)

- Responsible for being able to adapt and respond quickly to depending on arising situation (low vision, deaf, hard of hearing) general inquiries regarding accommodations made in-person, by phone, TEXTNET, or by email, including Student Accessibility Services email account
- Responsible for distributing intake packages and assist with orientation regarding intake package for students
- Assist students as needed with completing the forms within the package
- Receive and retain confidential intake packages
- Responsible for scheduling appointments for Accessibility Consultant and Adaptive Technician gauging the priority of students needs when booking intakes and subsequent appointments
- Cancel and re-schedule appointments as necessary
- Ensure urgent requests for disability supports are responded to immediately and brought to the attention of a Accessibility Consultant or the Manager
- Provide secretarial support to the Accessibility Consultant, Student Accessibility Officers and Adaptive Technology Technician
- Provide temporary coverage for accommodated testing services in the absence of the Student Accessibility Officer(s)
- Responsible for the design, formatting and updating forms within intake packages
- Responsible for drafting and sending group emails to students registered with Student Accessibility Services
- Ensure all forms are current and available for use by Student Accessibility Services staff
- Set up a hard-copy file client folder and organize its contents, based on the intake information provided by the Accessibility Consultant as per Legal and Departmental standards
- Organize, maintain, and store confidential client records using a variety of filing systems (hard copy, electronic, file sharing, archives)

- Purge and eliminate out-dated files on an annual basis
- Enter and update client data and other service-tracking information in Clockwork and other designated databases and perform queries to produce monthly, annual caseload reports as well as other reports based on the information from the databases when required
- Maintain and update the administrative functions of ClockWork software program for the Office of Student Development and Services and set up, update and maintain program on OSDS staff computers.
- Maintain and update student records and tracking and administrative functions
- Prepare and proofread confidential reports and correspondence
- Design labels, charts, forms, posters, invitations, overheads, Power point presentations etc. when required for Accessibility Consultant for presentations and workshops using a range of computer programs
- Assist with coordination for placement of AODA furniture and supports (wheelchairs) and identifying with reserved signage for students and guests at special events
- Update and organize bulk printing of various brochures, forms and letters used for mass mail-outs (e.g. Self-Identification Form, student evaluations)
- Collect endorsed cheques for OSAP Bursary for Students with Disabilities and prepare deposit for Finance Department
- Maintain the filing system for Student Accessibility Services
- Assist and participate in the Accessibility Transitions program events
- Book classrooms, Wellness Room, meeting rooms and equipment for meetings, workshops and seminars, both on campus and in the community
- Photocopy, scan and fax documents
- Process, scan, and maintain records of Student Accessibility expenditures
- Maintain inventory of, and order office supplies, stationary, and equipment
- Request quotes and arrange hospitality services for meetings and special functions
- Receive, obtain approval signature, scan and submit all timesheets for students and staff within Student Accessibility Services
- Maintain and monitor records for request to work overtime, requests for leave and annual vacation for Student Accessibility Services staff
- Process, scan and maintain records of Student Accessibility Services team members
- Organize and track mass mail-out operations, as needed
- Deliver information to mailboxes as well as to other university departments and professors
- Maintain and update Student Accessibility Services bulletin board.
- Arrange for courier services

ADMINISTRATIVE SUPPORT TO THE MANAGER, STUDENT ACCESSIBILITY SERVICES

(20%)

- Maintain the Manager's schedule, prioritizing and scheduling on a daily basis and coordinating changes as required
- Schedule appointments and set up meetings with various groups as necessary
- Plan and prepare travel arrangements, conference registrations for the Manager as required
- Search for and locate files for particular correspondence, documents and general information
- Collect student evaluations and responses from electronic surveys
- Compile summative program evaluation reports based on survey responses and distribute to the Manager
- Coordinate website updates for Student Accessibility Services website
- Prepare and type agendas, minutes, action plans and related meeting records, as requested
- Coordinate, prepare and compile appropriate agendas, materials, reports for meetings and special events logistics (scheduling, teleconferencing, room booking, venue, audio visual requirements, catering, agendas, minutes, etc.).
- Maintain a filing system for records relating to programs that are supervised by the Manager

- Act as recording secretary for committees and meetings where the Manager is involved, including transcription – i.e. Accessibility Planning Committee and process action items for follow up.
- Maintain databases related to program activities
- Update and organize bulk printing of program brochures
- Prepare and update forms and letters used for mass mail-outs (e.g. surveys, student evaluations);
- Organize and track mass mail-out operations
- Maintain an inventory of, and order office supplies, stationary, and equipment
- Prepare correspondence and other program-related documents, as requested
- Prepare final copies of annual program reports for internal and external distribution
- Maintain master copies of all program policies and procedures and update these as changes are made
- Arrange for courier services

RECEPTION

(10%)

- Greet students, faculty, staff and guests who arrive for appointments with the Accessibility Consultant, Adaptive Technology Technician and Student Accessibility Officers and for other staff in the Student Development and Services Division
- Ensure new students receive and complete the appropriate intake form(s) for the services they are seeking
- Provide coverage and support for reception services when the other SDS secretaries are not available
- Assist in maintaining a welcoming, responsive and respectful office environment for employees and students

Any other duties as assigned

QUALIFICATIONS:

EDUCATION:

Two-year office administration diploma from a recognized college

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

Training, Experience, Knowledge & Skills Required:

- One year of relevant work experience preferably in a post-secondary setting
- MS Office Suite (Word, Excel, PowerPoint, Publisher, Access)
- ClockWork
- DATATEL
- TEXTNET/TTY
- SharePoint
- Microsoft Office Suite
- Ability to maintain confidentiality of all student information
- Ability to protect the confidentiality of verbal and written communication concerning students
- Excellent customer service, adaptability and problem-solving skills
- Ability to work with minimal supervision
- Excellent written and oral communication skills
- Excellent telephone, organizational and interpersonal skills
- Tact, initiative, diplomacy, sensitive to needs of those presenting with disabilities
- Ability to organize workload according to various requests in a deadline-oriented environment
- Ability to work in an open-office concept with ongoing interruptions

- Knowledge of brochure layout, production and design
- Knowledge of university policies and procedures
- Knowledge of Accessibility for Ontarians with Disabilities Act (AODA)
- Knowledge of the Freedom of Information and Protection of Privacy Act
- Knowledge of the Personal Information Protection and Electronic Documents Act (PIPEDA)
- Knowledge of services available to students from both internal and external sources
- Knowledge of assistive technology used by persons with a disability

RELATIONSHIPS/CONTACTS:

Supervised by: Manager, Student Accessibility Services

INTERPERSONAL RELATIONSHIPS/PERSONAL CONTACTS:

Internal: Students, staff, faculty

External:

- Parents
- General public
- Community agencies, including Northern Ontario Assessment and Resource Centre (NOARC)
- Government agencies
- Catering services
- Canadore Staff
- Non-Profit organizations
- Travel and car rental agencies, hotels, motels

MATERIALS UTILIZED:

- Computers, laptops, laser printers, ink-jet colour printers
- Telephone and voicemail
- Fax machine, scanner, photocopiers, shredder

PHYSICAL DEMANDS & WORKING CONDITIONS:

- High degree of visual attention and mental concentration as requires as well as ability to respond to deadlines and work under pressure
- Light to moderate demands
- Audio/visual concentration
- Little physical effort – some standing, lifting, sitting walking
- Open office, high traffic, constant interruptions

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.

Employee Name (Please Print)

Employee Signature

Date

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Approvals

Supervisor

Date

Director, Human Resources

Date