

## Nipissing University

### JOB DESCRIPTION

**JOB TITLE:** Secretary, Student Learning and Transitions

**DEPARTMENT:** Student Development and Services

**CLASSIFICATION:** Secretary A

**WAGE GRADE:** 20

**EMPLOYMENT DEFINITION (STATUS):** Full-time Support Contract

**SUPERVISOR:** Manager, Student Learning and Transitions

#### SUMMARY OF FUNCTIONS:

Reporting to the Manager, Student Learning and Transitions, the Secretary is responsible for providing secretarial support to the Director as well as to members of the Student Learning and Transitions team. The Secretary will be responsible for the booking, intake, and screening of student and alumni appointments for Student Learning and Transitions; collecting consultation, program, and service utilization rates; assembling policy and procedure manuals for the department, providing administrative support for all departmental programming, and supporting the Manager in tracking departmental budgets.

#### DUTIES & RESPONSIBILITIES:

##### Secretarial Support to the Academic Skills and Transition Services Program

(60%)

##### Academic Skills and Transition Services

- Schedule appointments with members of the Academic Skills and Transition Services team via e-mail, phone, and in-person
- Perform appropriate intake and screening procedures for each appointment to determine the level of support required (self-help, brief staff-assisted, or individual consultation)
- Determine the appropriate team member for each appointment (virtual and in-person) and ensure that mediums are communicated to ensure highest level of student support (timing, service, etc.)
- Prepare, design, print, and maintain all departmental forms
- Enter information into departmental databases as required, ensure data entry for automated databases is up-to-date and effective
- Organize, store, and maintain confidential student records using a variety of filing systems (hard copy, electronic, file sharing, archives, etc.) including automated databases
- Shred outdated files on an annual basis (as outlined by departmental policy and FIPPA legislation)
- Design, maintain, and update departmental bulletin boards and displays
- Book classrooms and meeting rooms, equipment, and assist with promotion of workshops and seminars as requested
- Request quotes and arrange for hospitality services for meetings and special functions as required
- Prepare and distribute notices and promotional materials for student-focused activities, including making arrangements with Marketing and External Relations to post messages on the University Information System
- Assist in reporting appropriate data for reports as requested by the Director (collecting consultation, program, and service utilization rates; satisfaction surveys; other assessments as related to learning and development outcomes)
- Record and submit office attendance spreadsheet. As well as update the vacation schedule in google calendar
- Maintain inventory of, and order office supplies, stationary, and equipment
- Update the Student Learning and Transitions webpages

- Arrange for courier services; organize and track mass mail-out operations, as requested
- Compile summative program assessment and evaluation reports based on learning and development outcomes, and related assessments
- Assist in development and maintenance of master copies of all program policies and procedures, including sharing appropriate information with the Student Development and Services reception team to ensure appropriate service level coverage for breaks, lunches, and holidays

#### **Peer Tutoring Program**

- Provide administrative support to peer tutoring program
- Respond to student inquiries in regard to the Peer Tutoring Program, assist Peer Tutors and Peer Tutees with the registration process, and support students with Nimbus app

#### **Career Education & Transition Services**

- Provide administrative support to orientation, transition, and retention initiatives
- Serve as recording secretary for Nipissing Orientation Committees
- Assist in liaising with campus and community partners to promote involvement opportunities specifically relating to the Record of Student Development program.

#### **Secretarial Support to Manager**

**(25%)**

- Arrange appointments for the Manager, Student Learning and Transitions
- Coordinate meetings, video and teleconferencing services
- Compile and prepare appropriate materials for meetings
- Prepare and distribute agendas, minutes, action plans, and related meeting records as requested
- Develop and maintain a filing system for records relating to programs that are supervised by the Director
- Prepare correspondence and other program-related documents as requested
- Assist the Director in tracking of departmental budgets and data.
- Prepare final copies of various reports for internal and external distribution

#### **STUDENT DEVELOPMENT & SERVICES RECEPTION**

**(15%)**

- Greet individuals who arrive for appointments with staff in the Student Development and Services Department
- Respond to general inquiries via telephone, e-mail, mail, and in person
- Perform clerical duties such as photocopying, faxing, laminating, scanning, and filing as requested
- Ensure new clients receive and complete the appropriate intake form for the services they are seeking
- Assist in maintaining a welcoming, responsive and respectful office environment for employees and students
- Communicate with other Secretaries to ensure adequate front line coverage at all times

#### **Any other duties as assigned**

#### **QUALIFICATIONS:**

**Education:** Two-year secretarial 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
- MS Office (Word, Excel, Access, PowerPoint, Publisher)
- E-mail, Internet, Clockwork, Datatel, Sharepoint

- Knowledge of regular office procedures
- Ability to work with minimal supervision
- Excellent communication, interpersonal, and organizational skills
- Time management skills
- Ability to use tact and diplomacy in dealing with students and staff
- FIPPA legislation and the ability to respect confidentiality
- Ability to multitask
- Critical and creative thinking

#### **RELATIONSHIPS/CONTACTS:**

**Supervised by:** Director, Student Success

**Internal Contacts:** Staff, students, faculty

**External Contacts:**

- School Board Administrators
- Business community
- Alumni
- Nipissing University Student Union
- Campus Food Services
- Canadore College Staff
- Multicultural Centre
- Other Post Secondary Education institutions
- General public

#### **MATERIALS UTILIZED:**

- General office equipment
- Computer

#### **PHYSICAL/MENTAL DEMANDS & WORKING CONDITIONS**

- Light to moderate demands
- Sitting and standing
- Mental concentration
- Visual concentration
- Walking
- Minimal lifting
- High traffic
- Open office
- 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.**

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Employee Name (please print)

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Employee Signature

Date

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**Approvals**

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Supervisor

\_\_\_\_\_  
Date

\_\_\_\_\_  
Human Resources

\_\_\_\_\_  
Date