

## Nipissing University

### JOB DESCRIPTION

|                                        |                                                                     |
|----------------------------------------|---------------------------------------------------------------------|
| <b>JOB TITLE:</b>                      | Frontline Support, Student Success                                  |
| <b>DEPARTMENT:</b>                     | Student Development and Services - Student Learning and Transitions |
| <b>CLASSIFICATION:</b>                 | Secretary B                                                         |
| <b>WAGE GRADE:</b>                     | WG 30                                                               |
| <b>EMPLOYMENT DEFINITION (STATUS):</b> | Full-time Support                                                   |
| <b>SUPERVISOR:</b>                     | Manager, Student Learning and Transitions                           |
| <b>DATE:</b>                           | August 2026                                                         |

#### SUMMARY OF FUNCTIONS:

Reporting to the Manager, Student Learning and Transitions, the Frontline Support, Student Success provides reception and secretarial support to the Student Learning and Transitions and Access and Belonging teams, and supports the effective and efficient operation of services within the Student Development and Services (SDS) Division.

The Frontline Support, Student Success Secretary is responsible for booking appointments; completing intake and screening for students and eligible alumni; collecting and tracking consultation, program, and service utilization data; maintaining departmental policy and procedure materials; supporting departmental programming; and assisting Managers with tracking departmental budgets.

#### DUTIES & RESPONSIBILITIES:

##### **Student Development and Services (SDS) Reception (55%)**

- Assist in maintaining a welcoming, responsive, and respectful office environment
- Respond to general inquiries regarding Student Development and Services (SDS) services made in-person, by phone, by email, or online
- Greet and check in students and visitors who arrive for appointments with programs in the Student Development and Services (SDS) division, including but not limited to Mental Health and Wellbeing, Student Accessibility Services, Access and Belonging, and Student Learning and Transitions
- Ensure urgent requests for supports are responded to and immediately triaged as per departmental procedures for each individual team
- Ensure students receive and complete the appropriate forms for the services they are seeking in SDS
- Deliver secure information and messages to staff in accordance with FIPPA and PHIPPA
- Arrange for courier services
- Provide coverage and reception support for reception services when other SDS frontline staff are not available

##### **Secretarial Support, Student Learning and Transitions and Access and Belonging (35%)**

- Monitor the departmental emails and faxes
- Photocopy, scan, and fax documents
- Schedule, cancel, and reschedule student appointments, determining the priority, nature, and urgency of student needs when booking intakes and follow-up appointments
- Input and maintain electronic departmental schedules (e.g. ClockWork, Microsoft Bookings, Outlook, and other technologies used by the department)

- Organize, maintain, and store confidential student records using a variety of filing systems (hard copy, electronic, file sharing, archives) as per FIPPA and PHIPA
- Purge outdated files on an annual basis in accordance with departmental policies, FIPPA, and PHIPA
- Proofread, edit, and format departmental documents and resources
- Design, format, and update departmental forms, letter templates, labels, posters, presentations, promotional materials, bulletin boards, and displays
- Update and organize bulk printing or purchasing of various brochures, training materials, swag, and outreach supplies, etc.
- Assist with preparing and distributing departmental communications, including mass emails.
- Maintain inventory and order office supplies, stationery, and equipment
- Update departmental webpages
- 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, and assist with sharing information through appropriate University departments and communication channels
- Serve as recording secretary for Nipissing Orientation Committees

#### **Secretarial Support to the Managers, Student Learning and Transitions and Access and Belonging**

**(10%)**

- Maintain the Manager's schedule, including prioritizing, scheduling, and coordinating appointments, meetings, and changes as required
- Plan and prepare travel arrangements, conference registrations, and memberships for Manager
- Maintain and update master copies of all departmental policies and procedures as changes are made
- Book classrooms, meeting rooms and equipment, when requested
- Prepare monthly service provider reports for the Manager
- Compile and prepare feedback survey reports
- Retrieve and prepare departmental analytics as requested by the Manager
- Assist in the preparation of ad-hoc and annual reports for Student Learning and Transitions programs, as needed
- Act as recording secretary for committees and meetings where the Manager is involved when required
- Maintain a filing system for records relating to programs that are supervised by the Manager
- Prepare and distribute agendas, minutes, action plans, and related meeting records as requested
- Prepare correspondence and other program-related documents as requested
- Assist in the tracking of departmental budgets and data

**Any 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, preferably in a post-secondary setting
- MS Office Suite (Word, Excel, PowerPoint, Bookings, Forms, etc.)
- E-mail, Internet, Clockwork, Datatel, Sharepoint, Telus CHR, and others
- Canva and AdobePro
- Knowledge of confidentiality procedures (i.e. FIPPA and PHIPA legislation) and ability to protect the confidentiality of verbal and written communication concerning students
- 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, staff, faculty, and general public
- Ability to multitask
- Critical and creative thinking

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

**Supervised by:** Manager, Student Learning and Transitions

**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
- Computers, laptops, laser printers, ink-jet colour printers
- Telephone and voicemail

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

- Pleasant work surroundings
- Light to moderate demands
- Sitting and standing
- Short mental and visual concentration
- Walking
- Minimal lifting
- High traffic
- Open workstations
- Noise and constant interruptions
- On-campus (5-days per week)

**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

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

\_\_\_\_\_  
Date