

Support Job Position Description

Section I: Position information

Effective date	2026-08-14	☒ Update only	☐ Classification review
Position title	Graduate Administrative Assistant		
Position number	A99519, 999519		
Classification level	R2 - Support		
Position affiliation	☒ AUPE ☐ Excluded		
Location	Virtual - Alberta		
Department	Faculty of Health Disciplines		
Reports to	APO, Student Administrative Services		

Position summary

Briefly describe the main purpose(s) of the position.

The Graduate Administrative Assistant is a front-line position responsible for a variety of administrative support tasks for all FHD Graduate Programs; including assisting with the development and maintenance of systems and processes as part of the administrative team, providing administrative support to FHD academics and professionals; and providing support to current students, as well as, all levels of university staff, external organizations/institutions, and regulatory bodies. This position requires an incumbent to provide excellent, respectful and confidential student services.

Duties and responsibilities

Organize by key responsibility area and include % of time spent where possible.

Inquiries

The incumbent responds to inquiries from current and prospective students, internal departments, and external organizations as required; referring/escalating to the appropriate university employee/department where appropriate. The incumbent also provides clarity and guidance to students with regard to processes, policies, forms and other information as presented online. This requires upkeep of current personal knowledge, as well as, aiding in the updating of the graduate program website when necessary.

Student Fees

This position is responsible for many fee-related activities as they relate to the admin team processes. The incumbent will remain in direct contact with the Finance department when processing fee payments, and refunds. They respond to student inquiries related to tax receipts, NSF cheques, and declined credit cards (or escalate to Finance as appropriate).

Course Maintenance and Registrations

Responsible for course registrations, the incumbent:

- Maintains open communication with internal departments to ensure that necessary steps are completed accurately and in a timely manner
- Orders, tracks and follows-up with course materials for both instructors and students
- Ensures that online course registration is available during the three registration windows, monitoring CRN creation and opening course registration—completing manual registrations as required
- Verifies course registration numbers with faculty and the Course Materials department
- Communicates with the Learning Services department, ensuring accurate class lists, and sectioning information is provided
- Processes all FHD graduate student withdrawal requests (program and non-program students), notifying all necessary parties of the withdrawal (i.e. instructor, advisor, and Director, and Clinical Placement Coordinators)
- Maintains and files necessary forms and paperwork related to the students record
- Provides class lists to the faculty as required
- Facilitates external to course communication between student and instructor

Final Grades

- Processes final grade information for submission—processing course extensions, late grades, grade changes or appeals as necessary

Awards and Scholarships

- Uses criteria provided to analyze student records and make recommendations for nominations for multiple awards throughout the year, tracking all submitted materials, answering student questions, and updating forms as needed

Graduation

- Provides information regarding graduands as requested by the Office of the Registrar
- Compiles information related to Convocation attendance, banquet and related fees
- Assists with mailouts, tracking and general convocation and banquet support

General Office Administration

- Provides timely and appropriate customer service to support both internal and external customers
- Provides written correspondence using forms, email, letters and reports as needed

- Assists with training and supervision of new or casual staff as needed
- Assists with maintaining and updating information and forms as posted online (graduate website and calendar)
- Assists with general operational coverage and Faculty support as needed

Occupational health and safety

Employees:

Responsible to participate in the AU OHS program as required.

Supervisors:

Responsible for awareness of one's OHS Responsibilities as an AU employee and supervisor, for participating in the AU OHS Program as required, and for ensuring the participation of employees in the AU OHS Program as required.

See: <https://ohs-pubstore.labour.alberta.ca/li008>

Classification factors

Context and complexity

1. Requires extensive knowledge of the FHD programs to respond to inquiries.
2. Requires extensive knowledge of University policies and procedures as they relate to the FHD programs.
3. Works on several diverse tasks at any given time, under restrictive timelines, routinely revising priorities.
4. Manages numerous tasks and delegates appropriate tasks to casual and temporary staff, supervising their work as needed
5. Works independently, while recognizing the need for keeping others informed, as required.
6. Assumes responsibility for all aspects of registration and withdrawal of students in courses for FHD programs.
7. Coordinates a variety of processes with multiple internal departments and staff
8. Assists in the development of graduate program procedures to facilitate the efficient operation of the FHD programs.
9. Must uphold the utmost degree of confidentiality and conform to the regulations and guidelines as outlined in the University policies. Confidential documents include student records, sessional teaching staff contracts for services, and other confidential documents.
10. Provides administrative support to full time faculty.
11. Assists the Learning Technology Team with web site revisions for FHD programs.

12. Prepares and maintains appropriate databases, filing systems, and procedure manual for all work-related tasks.

Work problems

The Administrative Assistant will be expected to:

1. analyze and resolve diverse problems and circumstances associated with the FHD programs.
2. analyze and resolve problems arising from student inquiries or concerns in a punctual and appropriate manner.
3. differentiate between providing information, advising and counseling, and when required, direct appropriate questions to academic staff.
4. organize work and set priorities on an hourly, daily, weekly, and monthly basis to ensure efficient and timely processing of documents and requests.
5. keep well organized, accurate, and complete student files and records.
6. develop and maintain forms for use in the FHD programs.

Authority

This position is responsible for the following:

1. Responds to information requests concerning the FHD programs; when required, consults with appropriate university and/or academic staff to respond to the request
2. Exercises independent judgement in the assessment of prospective student and program student needs; when required, consults with appropriate university and/or academic staff to complete the request
3. Takes responsibility for the accuracy and integrity of information entered into various databases as well as information given to students, prospective students and other organizations; error can have a detrimental impact on the University and the graduate programs
4. Releases information about student academic records in accordance with University policy and the procedures of the Office of the Registrar
5. Collects and processes all student fees
6. Supervises and trains casual and temporary staff
7. Organizes personal and casual/temporary staff workload in order to complete work efficiently and accurately while meeting important deadlines

Contacts and communications

The incumbent has access to confidential student information and is responsible for the integrity of that information. There is ongoing/high- volume contact with many individuals; such as, prospective and current students, all levels of university staff and external organizations, institutions, and regulating bodies.

Signatures for section I

Incumbent signature		Date Select a date.
Supervisor signature		Date Select a date.

Section II: Qualifications

Qualifications

Includes education, experience, skills, abilities, and any other special qualifications required. The qualifications relate to the position not the incumbent.

1. Post-secondary education in office administration and a minimum of 2 years work experience in a post-secondary educational institution, or an equivalent combination of post-secondary education and administrative experience. Baccalaureate preparation preferred.
2. Considerable experience in the AU environment and knowledge of AU departments (such as Registry, Learning Services Finance, Media, Course Materials), programs, policies, and procedures as they apply to the FHD programs.
3. A working knowledge of the University's computer systems and software including, , BANNER, Microsoft Office (Word, Excel), Moodle, Adobe, Internet, and electronic mail. Willingness and ability to learn to use additional software packages as needed to fulfill the responsibilities of the role.
4. Excellent administrative, interpersonal, time-management, verbal and written communication, and organizational skills.
5. The ability to manage several activities at once with conflicting agendas, prioritize and re-prioritize work routinely, work effectively under pressure, and maintain accuracy along with meeting strict deadlines.
6. The ability to delegate tasks and to show initiative with problem solving.
7. The ability to work independently, without supervision, and to recognize the need for keeping others informed, as required.

8. The ability to determine where areas of responsibility begin, end, and overlap with others in the Faculty and University and to act accordingly and appropriately.
9. The ability to handle mass and individual correspondence, including the utilization of a large number of templates for communication.

Signatures for sections I and II

Department Head signature		Date Select a date.
Executive Officer signature		Date Select a date.
Human Resources review		Date Select a date.