

# Athabasca University Support Position Description



## Section I

<b>Position Information</b>	Update Only <input checked="" type="checkbox"/> Classification Review <input type="checkbox"/>
<b>Position Title</b>	Academic Administrative Assistant
<b>Position #</b>	999642
<b>Department</b>	Faculty of Business
<b>Classification Level</b>	R-1
<b>Reports to</b>	Dean, Faculty of Business
<b>Effective Date</b>	September 26, 2018
<b>Position Summary</b>  Briefly describe the main purpose(s) of the position	Reporting to the Dean, Faculty of Business, this position provides administrative support to the dean, program directors, associate deans, and faculty in the Faculty of Business, coordinating and scheduling activities in the academic area; and independently handling specific administrative functions for the academic unit. This position supports the administration of the faculty's graduate course scheduling activities, recruitment of graduate academic coaches, graduate course evaluation support, coordination and planning of activities associated with the new graduate coach orientation, annual conferences such as the AUFB's accounting conference, graduate coaches conference, the DBA program annual orientation, AUFB senior management team and business leadership advisory council meetings. The incumbent also provides support in the organization of various student case competitions. Many of the AUFB's meetings and other support activities are planned and implemented by the incumbent.
<b>Duties and Responsibilities</b>  Organize by key responsibility area and include % of time spent where possible	Administers the Comprehensive Exams working with the Academic in charge of the exam. This position is responsible for administering the exams to the students. This includes sending the exam databases and questions to the students, monitoring the database and e-mail inquiries throughout the weekend, coordinating academic support, setting up marking schedules and contracts for payment, receiving and compiling students marks, preparing exam notification results and posting them to the students; coordinating exam feedback from the academics and any subsequent appeals. (15%)  Receives course and coaching evaluations ensuring anonymity of respondents and forwarding reports to academic area managers and coaches in appropriate summary formats. Prepares quarterly and annual reports on overall course and coaching evaluations, identifying trends

	<p>and patterns to be addressed by GMPC. (15%)</p> <p>Plans and coordinates the hiring of new academic coaches including preparation of advertising, responding to inquiries with information about the program and academic coaching, setting up orientation sessions, preparing contracts (using standard templates) and following through with the Contracts Administrator to ensure that contracts are in place and that payment schedules, invoicing procedures and contract commitments have been met. Prepares and updates orientation handbook which includes writing and organization of content. Provides updates on faculty to FOB's Marketing Unit for inclusion in promotional materials, Web site, etc. (10%)</p> <p>Coordinates and develops information materials, correspondence etc, in connection with special events and or project activities, involving the participation of MBA students and faculty. Ensures that Institutional Studies has access to student contact information for conducting surveys and drafting communications to students. (10%)</p> <p>Provides administrative support for the Strategic Operations Committee, GMPC, the MBA and the DBA Advisory Councils. This includes scheduling meetings, preparing corresponding documents, posting agendas, taking and preparing minutes. (20%)</p> <p>Coordinates the hiring of FOB staff, including full-time core faculty. Duties include preparation of advertising, - forwarding resumes and coordinating staff and faculty involvement on interview teams. Coordinates dates and external panel member's involvement for interviews; distributes interview plan; make arrangements for presentations to staff; arranges any lunch, travel and accommodation plans where necessary; communicates with the HR Department at Athabasca University. (5%).</p> <p>With Program Director, coordinates activities among FOB areas for seamless delivery of the leadership and management development program.</p> <p>Assists Dean, Program Directors and faculty with administrative tasks such as preparing letters, reports, travel arrangements, photocopying and distribution of materials, communications to students and coaching staff, preparation</p>
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	<p>of reports etc. (5%)</p> <p>The remaining 20% is allocated to the duties listed below:</p> <p>Produces and maintains a calendar of academic activities for GMPC members including commitments for teaching and residential schools, conferences, committee work, team meetings, information and program presentation sessions and other activities.</p> <p>Assists the Dean and Program Directors in organizing faculty support for independent study courses and transfer of credit courses from other institutions, following up to ensure contracts are in place for outside supervisors where necessary.</p> <p>Coordinates the activities of the Admissions Committee working with Registration and applications and appeals; tracks files between two areas.</p> <p>Keeps information updated on the Courses and Contracts, Applied Projects and other databases ensuring that information is accurate and notifying the academic team of any deficiencies.</p>
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<b>Classification Factors</b>	
<b>Context and Complexity</b>	<p>This position provides support to the Dean as well as a number of academics who are managing approximately 40-60 academic coaches. Some areas of responsibility are guided by established routines; however, a considerable amount of work is less well defined and processes are continually changing as the programs mature and develop. Administrative support to the academic team is becoming more complex as the University moves to restructure academic areas, and greater collaboration among Centres and Departments is planned. Administrative systems, then, are continually evolving and the individual in this position will be expected to provide ideas for improving current processes and implementing changes.</p>
<b>Work Problems</b>	<p>The work environment is hectic, as noted above primarily due to new initiatives, continuous evolution of systems for managing increased volume and complexity, and the addition of new staff and services. This is the key academic support position for FOB, and requires the incumbent to manage multiple priorities with members of the academic and non-academic staff. One of the challenges is working with a diverse team including academic coaches who work remotely. Another challenge is keeping up with the demand for supporting new programs and services and adapting to continual change.</p>
<b>Authority</b>	<p>Reporting to the Dean, FOB, the person in this position is expected to work independently with general supervision from the Dean, Program Directors and the GMPC team. The work is not closely supervised, and careful attention to detail is essential. The incumbent makes informed decisions about how to organize and prioritize the work and is expected to point out potential problems and issues as they arise, and to continuously bring forward pending items. There is no direct supervision of other staff members, although the incumbent is the key contact person between academic and other support units. There are occasions when supervision of temporary staff is required. There is considerable latitude to make recommendations about how to improve the administrative process and routines that support the activities of the academic team.</p>
<b>Contacts and Communication</b>	<p>The Academic Administrative Assistant must be able to communicate effectively with support, professional, and full and part-time academic staff at FOB and the University, students, graduates, applicants to the program, AU</p>

	Executive and Program Advisory Council members and contacts at other institutions. The individual must independently compose clear and well-written letters, reports and communication materials. The Academic Administrative Assistant is privy to confidential information; therefore there is a requirement for strict confidentiality, particularly in relation to assistance with staffing, performance reviews and other areas that are handled by the Dean.
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**Signatures for Section I**

Incumbent's Signature \_\_\_\_\_ Date \_\_\_\_\_

Supervisor's Signature \_\_\_\_\_ Date \_\_\_\_\_

## Section II

### Qualifications

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

#### Knowledge and Skills:

This position requires strong organizational and administrative skills with an attention to detail and the ability to plan and schedule work. In depth knowledge of the overall program (particularly academic/course delivery processes) is required for role in orientation of new academic coaches. A knowledge of examination and evaluation procedures, along with technical information required to maintain and revise appropriate on-line databases is required for other administrative functions. Proficiency with computer software is required due to the involvement in maintaining key database information and the need for extensive electronic communications. Effective written and verbal communications skills (including excellent grammar and composition) and the ability to develop and maintain co-operative working relationships are essential. Project management and multi tasking are essential to this position.

Two years of post-secondary education (preferably a related diploma), plus at least five years of related administrative experience or a high school diploma with an equivalent combination of education, training and experience. Must demonstrate proficiency in using the Microsoft 365 and other related products in a similar context. Experience with Lotus Notes is considered an asset.

### Signatures for Sections I and II

Department Head Signature \_\_\_\_\_ Date \_\_\_\_\_

Executive Officer Signature \_\_\_\_\_ Date \_\_\_\_\_

Human Resources Review \_\_\_\_\_ Date \_\_\_\_\_