

YUKON UNIVERSITY
POSITION DESCRIPTION

PART I - IDENTIFYING DATA

Position Number: YC1035

Position Title: Scheduling Administrative Assistant

Supervisor's Title: Administrative Coordinator

Division: Office of the Registrar

Revised: October 2022

PART II - SUMMARY (broad statement of why position exists)

Coordinates room scheduling/booking for internal and external users by organizing, promoting and allocating appropriate space for University courses, exams and external users. Provides administrative support to Office of the Registrar.

A. Duties and Responsibilities

1. Major Function - the most important activity or responsibility required (describe what is done, why it is done, and how it is done):

Scheduling:

Allocates appropriate classroom space for all internal users based on student and program needs;

- receiving the requests from each instructional Division via email;
- ensuring the accuracy of CRNs in computerized information system
- scheduling of final exams
- identifying the space in the scheduling software;
- liaising with the appropriate divisions when there is competing demand for the same space;
 - recommends ways to resolve the conflict (changing time slot, or room assignment)
- confirming and distributing schedule to the appropriate departments;
- making any necessary revisions, caused by changes in room requirements;
- communicating effectively with the Yukon University community where changes in room bookings are required
- Responding to last minute requests for space allocation changes

Allocates space for other University activities and for all external user groups by:

- receiving a request for space via phone or email;

- assessing the impact, the event may have on other activities in the University, and showing sensitivity to the customer's expectations while still maintaining priority to University classroom activities;
- meeting and touring with customers to view the facility and working out the logistics and details of their event and providing facility packages;
- informing the customer of the services and equipment the University can provide and who, in the private sector, may meet their other requirements;
- applying policy, regulations, etc. in a consistent and reasonable manner and explaining how these rules will affect their booking;
- liaising with the appropriate people in the University to help accommodate any unusual or special requests;
- negotiating and completing the agreement of use ensuring all aspects are considered including:
 - requirement for liquor license
 - requirement for other University services (AV, food, residence, and computer)
 - damage deposit, insurance
 - smoking
 - access required (keys)
 - conformance to code issues (fire, electrical, etc...)
- calculating the room rental on the Agreement of Use and distributing it to:
 - client
 - custodial, security, reception (AV, Residence, Computer labs, and Food services where applicable)
- ensuring it is returned appropriately signed prior to the event with any damage deposit and insurance requirements met; and any changes are noted and signed;
- coordinating larger events as University contact to address issues that arise during event;
- supplying Financial Services with a copy of the Rental Agreement and all other pertinent materials for invoicing, including Request for Billing documentation; and
- filing all documents for future reference.

Promoting and evaluating events by:

- presenting a competent, caring and community-oriented image of the University;
- contacting clients to ensure the event met with their expectations;
- investigating the cause of any mistakes or issues on the part of the University, to avoid any future occurrences;
- investigating and reporting, verbally or in writing, on an event which caused problems for the University staff and/or students; and

- denying future space to customers who are delinquent in paying their invoice or who have caused major damage or disruptions;

Approximate percentage of job time above functions are performed: 65%

2. Other Principal Activities, in order of importance (describing for each what, why, and how, and approximate percentage of job time required, rounded off to the nearest 5%):

Providing administrative support for the Office of the Registrar by:

- Coordinating various types of meetings, workshops, open houses, events such as convocation and information sessions by booking facilities and audio-visual equipment, inviting invitees, and managing responses.
- Organizing and attending meetings, preparing agenda, and recording minutes, preparing, organizing, and distributing documentation to members, and follow-up action(s).
- Word processing, drafting, editing and proofreading handouts, forms, reports, correspondence, contracts, minutes, or memoranda as required.
- Maintaining relevant sections of the University website as directed.
- Assisting in coordination of large-scale institutional events such as convocation by ordering gowns, attending committee meetings, and other duties as required.
- Utilizing Banner and FAST systems to create Purchase Orders, Requisitions and Journal Vouchers as required.
- Maintaining inventory and organization of supplies for all Office of the Registrar areas.
- Working at the front desk assisting and coordinating requests from students, staff and/or members of the public regarding information requests and directing inquiries to appropriate resource people as needed.
- Coordinating travel for staff through preparing (where required) and processing travel claims before and after travel, arrangement travel logistics including transportation and accommodation, completing insurance and Workers Compensation Health and Safety paperwork.
- Maintaining systems for central administrative records, including departmental SharePoint site, and information and archiving records as necessary. Maintaining storage areas, including disposal of unneeded records and supplies.
- Operating and maintaining office equipment such as desk and cellular phones, faxes, photocopiers, TVs, video conferencing, computer lab equipment, printers, etc. Arranging for repairs and servicing as required and scheduling for usage where necessary. Ordering office supplies as required.
- Assisting with the division publicity by coordinating arrangements with University Relations and suppliers for advertisements, brochures, flyers, etc.

- Managing systems for the management of digital paperwork (e.g., travel claims, requisitions, etc.) for access by staff, as appropriate.

Approximate percentage of job time above functions are performed: 25%

3. Examples of Additional Divisional Activities which may be performed:

- ensuring regular and responsive professional communications and knowledge transfer to necessary individuals, groups and departments.
- providing reception services by directing staff, students, and members of the public; receiving and transferring inquiries to the appropriate person; providing mail pick up and distribution as required.
- providing statistics on facility usage as requested;
- identifying, recommending and, when required, implementing changes in policy, procedure and processes;
- participating in University Committees when required (i.e.: committees and task groups regarding space allocation; and
- maintains facilities descriptions in scheduling software and with Student Infrastructure Support
- collects and maintains statistical data on Division programs and services

Approximate percentage of job time above functions are performed: 10%

4. Approximately how long will it take for a fully qualified employee from outside the work unit to reach the full working level of the position:

1 academic year.

B. Problem-solving and decision-making

1. a) List any sections of Acts, Regulations, and Policies or Procedures the incumbent must be fully familiar with to perform the position's functions:

Yukon University Policy and procedures (relevant sections) and other pertinent legal requirements related to space use (liquor permits, fire code issues, etc.)

b) Is the position responsible for interpreting, administering, or enforcing any of the above? If yes, explain.

Yes, must fully understand the above and their intent.

2. a) Describe the kinds of recommendations the incumbent is regularly required to make and to whom:

- how an activity might best be accommodated (to client and University personnel);
- advises client of University rental fee structure and recommends to client when a request to waive all or a portion of the rental fee might be appropriate;
- changes to policy and procedures to Supervisor;

b) Who normally makes the final decisions with respect to those recommendations?

Supervisor

3. a) Describe the kinds of final decisions regularly made for which the incumbent is held accountable.

- interpretation and application of policy and regulations
- how and when the University can commit to booking an event.
- allocation of rooms to internal and external client.
- resolution of booking conflicts including the decision as to when it is appropriate to
 - request one event moves to accommodate another.
 - providing accurate information to students and public
 - setting priorities among work tasks.

b) What is the direct impact of those decisions?

The efficient and orderly utilization of University space in the delivery of courses. Public perception as to the University meeting their space needs as a public facility. Smooth functioning of division, effective assistance to staff and students.

C. Freedom to Act

1. Describe the way in which this position receives direction:

The Administrative Coordinator, establishes goals and objectives, provides ongoing direction by verbal, written, through staff meetings and the incumbent performs day to day activities independently within established goals and objectives. As well, the position receives institutional direction through the Strategic Plan, Academic Plan, Values statements etc.

2. What legislation, regulations, procedures, or established practices guide, constrain, or limit the activities of this position?

As in B 1.

3. How is the work of the position normally checked or evaluated?

Checked by supervisor through scheduling system reports, performance planning process, *Rental Agreement* forms and feedback from staff, students, and external user groups.

4. What types of decisions are normally referred to the supervisor? (Give examples)

Unusual requests which may affect our normal operations. When there is public or other impetus to house an event and the space is not readily available. When the waiving/reducing of room rental fees is requested. For enforcement of policy. Unprecedented changes to work procedures, work priority conflict, and unusual queries or concerns from students, staff or public.

D. Financial Accountability

1. a) Annual Budget (for unit under the direct control of the position): N/A

Fiscal year:

Annual payroll:

O/M Budget (excluding payroll):

Capital Budget (excluding payroll):

Revenues:

Recoveries:

b) Who prepares this budget? Administrative Coordinator and the Registrar

c) What is this position's accountability for budget once allotted?

None.

d) Does position have authority/ability to reallocate resources? (describe)

No.

e) Signing authority levels:

\$2,500 in expenditures and \$5,000 in contract signatures.

2. Other expenditures or revenues influenced by this position and how.

1. Calculates the charges for room rental on *Agreement* and requests invoicing to client

2. Receives any damage deposits prior to event.

E. Management Supervision of Human Resources

- a) Number of positions supervised directly:
none Permanent/Term
none Aux/Casual (contract project staff)
- b) Nature of supervision: **(check any of the following supervisory tasks that are to be performed on a regular basis):**

X	a)	Show colleagues how to do tasks.
X	b)	Train other employees in work procedures.
	c)	Assign work and review for quality/quantity.
	d)	Establish work priorities and schedules.
	e)	Change duties and responsibilities.
	f)	Participate with supervisor in employees' performance evaluation; -or- Formally appraise employees' performance and discuss appraisal with them, making a final recommendation to advance or withhold merit increments.
	g)	Recommend appointment or rejection upon completion of probationary period.
	h)	Interview employees with attendance or performance problems.
	i)	Act as first formal step in the grievance procedure.
	j)	Interview candidates for vacant positions in the unit.
	k)	Give opinion to supervisor on selection of new employees; - or - Make final decision on selection of employees.
	l)	Other.

F. Key Personal Contacts

Who (what positions or groups) Purpose Frequency

Supervisor	Direction, information exchange	As required
Administrative and support Staff	Information exchange, assist, advise	Daily
University Staff/Instructors	Information exchange, assist, advise	Daily
Maintenance/Energy Centre	Discussion, information exchange	Daily
Student Council	Information exchange, assist, advise	As required

N/A	
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d) Describe special physical conditions leading to discomfort:

Type Percentage of time

N/A	
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e) Interpersonal Conditions: Check any of the following conditions, which are normal and expected in the job and give examples:

	high level of dissatisfied clients
	high level of emotional clients
	potential for physical abuse from clients
x	regular critical deadlines
x	high level of irregular critical deadlines
x	constant interruptions
x	instructions from more than one source
	over-anxious clients
	Other:

Examples in support of

f) Travel Required

a)	average number of trips annually	
b)	average number of days per trip	0
c)	average distance per trip	km
d)	most frequent mode of transportation	

Organization Chart

- Complete portion above dashed line whether the position supervises or not.
- Complete portion below dashed line if this position supervises others.

IMMEDIATE SUPERVISOR'S POSITION

Title: Administrative Coordinator

Classification Level: 07

PEER POSITIONS: (all those reporting to the same immediate supervisor)

Title: Title: Title:

Classification Level: Classification Level: Classification Level

Title: Title: Title:

Classification Level: Classification Level: Classification Level

SUBJECT POSITION TITLE: Scheduling Administrative Assistant

SUBORDINATE POSITIONS:

Title Title:

Classification Level: Classification Level:

No. of Employees No. of Employees:

PART III – SIGNATURES

I confirm that this describes the duties and responsibilities I require of an incumbent in this position and have reviewed the description with the incumbent (where applicable).

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Dean/Director or Designate

Date:

I have read the foregoing position description and understand that it is a general description of the duties and responsibilities assigned to the position I occupy.

Part IV – QUALIFICATIONS

To be completed by the Dean/Director or Designate

A. Minimum Knowledge, Skills, and Abilities Required

- Relevant education and experience.
- Excellent organizational and administrative skills.
- Strong scheduling experience.
- Strong ability to plan and organize activities.
- Strong ability to analyze and solve problems systemically.
- Demonstrate creativity and initiative in problem-solving.
- Effective and excellent interpersonal and communication skills.
- Conflict resolution skills.

Ability to assess situations/needs quickly and act professionally in these situations by assisting or directing students/clients to appropriate resources.
Ability to provide exceptional customer service.
Ability to promote Yukon University's facilities.
Ability to work independently under pressure with constant interruptions.
Ability to take direction from various sources and meet deadlines.
Good recordkeeping and bookkeeping skills.
Ability to multi-task and prioritize.
Ability to communicate effectively both orally and in writing.
Good knowledge of Banner software specific to their areas' needs.
Strong computer and Word processing/spreadsheet skills. Extensive use and experience using computers for administrative support and desktop publishing such as Microsoft Word, Excel, PowerPoint, and Publisher.
Strong organizational ability, and ability to develop organizational systems.
Ability to work within a diverse and busy team.
Ability to maintain confidentiality.
Sensitivity to cross-cultural issues.
Strong team player.

B. Licenses, Certificates Required – Give title and section of any legislation, regulations, or other authority where applicable.

Certificate or Diploma in Business Administration or Administration course work or relevant equivalent work experience.

C. Other skills and/or knowledge which may be desirable, but not necessarily essential to the performance of the position's duties.

Knowledge of post-secondary environments i.e. course scheduling

Knowledge of Student Information Systems and Scheduling software (an asset)

PART V – University Signoff

Comments:

