



## **JOB DESCRIPTION**

Salary Grade: 5 CUPE 1328
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### **Job Title:**

**Secretary – Continuing Education (International and Continuing Education)**

### **PRIMARY FUNCTION**

The primary function of the job is to provide secretarial/administrative services to the Coordinator of International Education/Continuing Education Department and facilitate the efficient functioning of the daily operations of the department.

### **MAIN RESPONSIBILITIES**

1. Provides secretarial/administrative support for all International/Continuing Education Program(s) by:
  - responding to general telephone enquiries (e.g. information with regard to International/Continuing Education Program(s), applications for position of continuing education staff, etc.), taking messages or channelling to proper person/location
  - utilizing computer software (Microsoft Office, Access, PowerPoint, Excel, SAP, SEMS, Trillium) to provided secretarial services such as typing correspondence, memos, letters, reports, presentations, manuals, forms database; entering absences and maintaining the Human Resources system
  - utilizing established formats or creating new formats/setups, as necessary (e.g. course calendars, booklets)
  - compose routine correspondence and/or composing correspondence from rough outlines provided by supervisor
  - preparing meetings (e.g. typing agendas, taking and distributing minutes, booking rooms and parking) and advising all concerned
  - processing transportation requests
  - maintaining/updating department website

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- coordinating mailings to students (e.g. report cards and transcripts; invoices for Returning International Students, etc.); schools and general public
  - utilizing shorthand/dictaphone as necessary
2. Provides secretarial/administrative support for the International Education Program by:
- facilitating the admission processes of international students
  - ensuring all required information from international students is provided
  - tracking and following up of outstanding data
  - preparing/processing student Conditional Letter of Acceptance/official Letter of Acceptance
  - processing invoices, tracking student tuition payments, agency commissions, related general accounting duties for Finance Department's reconciliation of the programs' revenue and expenditures
  - processing payments such as agency commission, refund to international student(s) whose Study Permit is refused
  - collecting and following up of health insurance confirmation for the international students
3. Coordinates activities for the department pertaining to the assigned program(s) by performing duties such as:
- liaising with principals, staff, parents, community and government agencies and performing clerical/secretarial duties to enable the smooth processing/operation of the programs (e.g. setting up interviews, organizing meetings and inservices, booking meeting rooms, etc.)
  - processing applications (teaching staff and Special Education students) by ensuring that all the required information is provided, obtaining outstanding data and referring the completed applications to supervisor/principals
  - processing Letter of Permission and sending to the Ministry of Education for approval
  - maintaining statistical reports for budget purposes on regular basis by utilizing established formats and accessing required information
  - processing permits for all International Education/Continuing Education Program(s)
3. Maintains Continuing Education Student Records (credit courses) by:
- liaising with Computer Services to set up course maintenance input
  - coordinating production schedule of verification of addresses, mark recorders, verification forms, final reports, report cards, transcripts failure report, OSR updates etc.

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- maintaining teachers' raw marks and mark records for verification purposes
  - providing additional copies of current/past report cards and transcripts to students and/or guidance office upon request
  - preparing old report cards and transcripts for microfilming
4. Maintains the Human Resources System for Continuing Education Program staff by:
- processing input of new employees' profile into the computer system (S.A.P.)
  - maintaining/updating employees' profile as necessary (e.g. change of status, change of personal information)
  - setting up timetables in the computer system as necessary
  - verification of employment to outside agencies
  - updating employees' absences/attendances
5. Performs general secretarial/administrative duties such as:
- maintaining attendance and vacation records
  - preparing cheque requisitions, petty cash vouchers and purchase order requisitions, as necessary
  - coordinating mailings and distribution of materials (e.g. student exams; copies of blank exams)
  - maintaining computer/physical filing and follow-up system as necessary
  - updating and maintaining databases pertaining to assigned programs
  - photocopying material as required
6. Performs other related duties as assigned or required.

### **SKILL**

- 2 year college diploma or equivalent.
- 1 – 2 years experience.

### **EFFORT**

- Complexity of the job is having numerous programs which involved varied processes. Complexity of the job is in maintaining up-to-date records of human resources and student data. Organizing workload to ensure staff changes and absenteeism is inputted correctly and on a timely basis. Complexity in the co-ordination of recruitment and ongoing program(s) administration.
- Visual concentration and manual dexterity to input data into terminal (75%+). Lifting bundles of brochures – 25 lbs.

### **RESPONSIBILITY**

- Decision making in the day to day processing of department programs; administration of human resources procedures, student records as well as secretarial responsibilities. Accountable for developing and maintaining appropriate systems (process of applications and staff changes in human resources system; follow-up; maintenance of files, records, and statistics) to ensure efficient execution of job duties in various programs.
- Errors in processing staff changes would negatively affect personnel records. Errors in student data records would create inconvenience to students and take time to correct. Errors in processing commissions and refunds could result in financial loss. Errors in administrative/secretarial tasks would delay program operation and could inconvenience others.
- Contact with other staff, students, outside agencies, public in the process of performing daily duties (i.e. exchange of information, information on programs)

### **WORKING CONDITIONS**

- Open concept office environment
- Stress from ongoing human resources deadlines. Stress from multiple priorities – payroll, report cards, telephones, multicultural contacts. Stress from constant interruptions.