

## Support Job Position Description

### Section I: Position Information

Effective Date	2024-04-01	<input checked="" type="checkbox"/> Update Only	<input type="checkbox"/> Classification Review
Position Title	Administrative Assistant, Student Services		
Position Number	998521		
Classification Level	Range 2		
Position Affiliation	<input checked="" type="checkbox"/> AUPE <input type="checkbox"/> Excluded		
Location	Home Office		
Department	Faculty of Health Disciplines (FHD)		
Reports To	APO, Graduate Admissions (999894)		

#### Position Summary

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

The Administrative Assistant, Student Services is a front-line, first point of contact, triage position, responding to general student inquiries and providing program-related information to the general public, current students, and the broader AU community, redirecting and escalating inquiries as required.

This position is focused on supporting an exemplary student experience, including utilizing current and transitioning to new AU systems, while also being responsible for a variety of general administrative and student support tasks as a part of the wider Student Services teams within Faculty of Health Disciplines (FHD). This position requires an incumbent to provide excellent, respectful, and confidential services to students and colleagues.

#### Duties and Responsibilities

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

##### Student Support:

- The incumbent responds to all general inquiries and provides information and assistance to the general public, students, Faculty of Health Disciplines staff and other University departments by directing them to the appropriate team member and/or resources
- Investigates student inquiries, making appropriate referrals as required
- Communicates with current and prospective students via phone and email
- Drafts documentation to provide guidance to students
- Supports student transitions
- Assists students and colleagues navigate the implementation of new administrative processes, digital platform transitions, and general change management



### Administrative Support:

- Monitors, tracks, and updates student records
- Supports administrative functions across FHD student service teams
- Supports registration processes
- Provides data entry support
- Assists with updating, reviewing, and tracking documents and records
- Provides back-up to other FHD administrative positions as needed
- Assists with electronic file maintenance
- Provides general administrative support for special projects and initiatives as required

### 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

- Requires excellent communication and interpersonal skills.
- Ability to work in a fast-paced, dynamic work environment.
- Requires strict attention to detail and accuracy in completing all assigned duties.
- Ability to ensure data integrity.
- Maintains student confidentiality and adheres to university policies.
- Requires maintaining current knowledge of all related FHD policies and procedures.
- Ability to prioritize diverse tasks, with frequent interruptions and restrictive timelines.
- Works independently, recognizing when there is a need to keep others informed.
- Ensures accuracy and completeness of files and database entries.

#### Work Problems

- Analyzes and resolves problems arising from applicant inquiries in a punctual and appropriate manner, redirecting as needed.
- Demonstrates the ability to work in a high-pressure environment.
- Ensures accuracy and completeness of files and data entries.
- Responds to inquiries in a punctual, courteous, and appropriate manner.
- Adheres to and supports established deadlines.
- Adjusts daily workload to handle special tasks or assignments as needed.



#### Authority

- Responsible for the accuracy and integrity of information entered into various systems and information given to students. Errors may have a detrimental impact on our learners, the FHD programs, and the university.
- Responds to information requests concerning FHD programs. When required, consults with appropriate university and/or academic staff to respond to the request.
- Functions with minimal supervision.
- Organizes work and sets priorities on an hourly, daily, weekly, and monthly basis to ensure efficient and timely processing of documents and requests.
- Ensures documents are correctly tracked, filed, and/or forwarded as appropriate.

#### Contacts and Communications

- Requires tact, diplomacy, and a student-centered lens in all communications
- Maintains confidentiality with respect to information. Knowledge of what information can be released and to whom is imperative.
- Must clearly understand procedures and regulations to provide information regarding AU and FHD policies and procedures.
- Participates in team, program and FHD meetings as deemed necessary/appropriate.

## Section II: Qualifications

### Qualifications

#### Qualifications (Required):

- High school diploma—Office Administration Certificate or Diploma preferred.
- Two years' experience in administrative support—post-secondary experience preferred.
- Experience handling telephone inquiry queues and triaging an asset.
- At least one year of student customer service experience.
- Sound computer skills. Experience with Microsoft 365 Office applications.



- Strong written and verbal communication skills.
- Strong organization and time-management skills; ability to independently prioritize daily tasks.
- Tact and diplomacy, as well as demonstrated competency in maintaining the confidentiality of information.
- Ability to work independently as well as collaboratively in a team environment.

### Qualifications (Recommend/Preferred):

1. Knowledge of Athabasca University policies and procedures
2. Knowledge of FHD policies and procedures
3. Internal AU systems experience including but not limited to: Banner, Office365, GRADES, Brightspace, Typhon, etc.
4. Demonstrated professional success in an online work environment is an asset