

JOB TITLE:	Office Assistant (Brampton Campus)
DEPARTMENT:	School of Business and Economics
POSITION STATUS:	Full-time (35 hours/week) OSSTF Support Staff Union Permanent Full-time
SUPERVISION RECEIVED:	Executive Director, SchoolBE

JOB SUMMARY

Under the general direction of the Executive Director, School of Business and Economics, the Office Assistant will work in a collaborative environment within the School of Business and Economics. The Office Assistant is a front-line customer service-based position, responsible for a wide range of day to day operations and performing a variety of administrative support tasks for all aspects of the School. The Office Assistant will be the first point of contact and will interact with students, faculty, staff and stakeholders of the School of Business and Economics. This position requires initiative, professionalism, tact, attention to detail, discretion, and problem-solving skills necessary for ensuring excellence in customer/student services and administrative duties.

The Office Assistant will liaise between all campuses to best meet the needs of the students and the Algoma University community. This position will provide general administrative support to Brampton-based faculty and SchoolBE leadership team.

PRIMARY FUNCTIONS:

A. Customer Service/Student Support	40%
B. Office Administration	40%
C. Other Duties	20%
Total	100%

A. Customer Service/Student Support

- Provide excellent customer service and foster positive relationships with and for the School of Business and Economics community and community at large
- Respond to questions/concerns in person, over the phone, and/or via email
- Receive, screen, filter and prioritize all forms of communication; direct questions/concerns/feedback to appropriate departmental staff members
- Note trends and provide input on SchoolBE continual improvement processes
- Ensure classrooms are assigned accordingly
- Responsible for ensuring rooms are accessible, presentable, functional, professional-looking; maintaining the School's image
- Assist the Lead positions within *Student Success Central* in providing services for students

B. Office Administration

- Communicate University and SchoolBE policies, processes and procedures
- Maintain inventory control of office materials and supplies; submit purchase orders as per university policy and procedure & inter-university ordering requests (Exam Booklets, toners, paper)
- Facilitate, track and reconcile payments as per the Brampton Procedure Guide/AU Tuition Payment Guide
- Use internal program and processes to register students
- Prepare drafts and format correspondence and other documents, as requested
- Checking and distributing mail; coordinating packages to courier
- Schedule and coordinate meetings and/or conferences; attend and participate in meetings as requested (preparing and distributing meeting packages, minute taking)
- Keep accurate, up to date and organized electronic files to ensure accessibility, for internal and external meetings, appointments, projects, workshops, conferences
- Provide general administrative support to Brampton-based faculty and the administration team of the SchoolBE
- Prepare draft for internal Weekly Communication
- Responsible for maintaining current knowledge of the university calendar, degree program requirements, deadlines, policies, procedures, regulations for course overloads, Collective Agreements, etc.

C. Other Duties

- General logistical assistance with School of Business and Economics activities and events
- As assigned, this position may be required to assume other duties that are not listed in this document. Such activities will align with the growth and development of the School of Business and Economics

WORKING CONDITIONS:

- Physical Effort
 - Moderate physical effort required for events and activities
- Physical Environment
 - Minimal exposure to unpleasant/disagreeable conditions
- Sensory Attention
 - Moderate need for detailed/precise work to be completed while accommodating regular interruptions
- Mental Stress
 - Work non-regular hours as needed to accommodate service to students, faculty, promotional and engagement events for the School of Business and Economics.
 - Consistent multi-tasking required
 - Front-line service demands; frequent interruptions

MINIMUM QUALIFICATIONS:

- Undergraduate degree required; BBA an asset

- Minimum of five years of experience as a customer service-based position and in handling and reconciling monetary transactions
- Experience working with post-secondary students
- Solid verbal, written and interpersonal communication skills
- Excellent human relation skills; sensitivity to multiculturalism
- Excellent organization, administrative and problem-solving skills
- Computer proficiency; G-Suite is an asset
- Ability to effectively prioritize and ensure completion of assigned work
- Strong time management skills and the ability to multitask; demonstrated commitment to client service, specifically students, staff, faculty, and external stakeholders
- Demonstrated ability to work both independently and as an effective team member
- Knowledge of Algoma University's, School of Business and Economics programs and Algoma University's mandate, policies and procedures
- Willingness to work non-regular hours

SALARY: 193 Points (\$42,781 to \$46,502 annually)

START DATE: asap