Support Position Description
Section I

Position Information	Update Only ☐ Classification Review ☒
Position Title	Administrative Course Assistant
Position #	999053
Department	Faculty of Science and Technology
Classification Level	R2
Reports to	Coordinator, Student Services
Effective Date	December 7, 2016
Position Summary Briefly describe the main purpose(s) of the position	The goals of the position of administrative course assistant requires accurate, consistent, time-sensitive and high level of service standards in the processing of student grades. The administrative course assistant provides varying degrees of administrative support to students, academics, academic course coordinators, and examination markers. As a liaison between university divisions, the administrative course assistant must relate student matters with integrity and professionalism. The course assistant is a member of a team environment and must work cooperatively and respectfully within the framework of the University mission.
Duties and Responsibilities Organize by key responsibility area and include % of time spent where possible	Student Record Administration (30-65%) Student Records 1. Check student records for contract end dates, marking scheme and revision consistency in a course, completeness and accuracy. 2. Log information for internal tracking as required, such as incomplete assignments, exam return dates and student enquiries using Banner and Newton system. 3. Monitor courses that do not have examinations for completeness and accuracy of information. 4. Solve problems related to student file completion. 5. Monitor on a regular basis the status of incomplete student files. Examinations 1. Verify the examination currency on the examination server and the student who has written the examination. 2. Check for comments that may have been included by the invigilator and/or the student and note them for the attention of the marker. 3. Where indicated, check for completeness of scan sheet

information. Scan answers sheets that are completed by students during the examination, and where indicated, send portions of examination that require further marking to the appropriate marker. Record the marks generated on the scanned sheets on the student file.

4. Forward examinations to the appropriate marker(s) by fax or by mail. Monitor and log the tracking of return of the examination with the marker.

5. When a marker is unable to enter exam grades due to extenuating circumstances, enter the exam mark into Newton within service standards denoted for the division.

6. Archive the student record.

7. In the case of requests for expedited marking of examinations, apprise students of the policy for exam marking and inform students that every effort will be made to process as quickly as possible.

8. Complete student Final Grade Report and where authorised, sign on behalf of the faculty member. Forward the report to the Office of the Registrar (Academic Records).

9. In the case of online examinations, courses with no examination or special examiantions, complete student records as defined in these cases.

9. Prepare examinations that are requested for review or remark (photocopy, white-out original comments/marks etc).

Student contact
Contact with students may occur by telephone, email, fax or in person.

1. Respond to student enquiries and provide referral to appropriate departments of the university as required.

2. Provide unofficial grades to students as requested.

3. In the event that a student appeals a grade on an examination, assignment or quiz, apprise the student of the appeals process in the Student Handbook. Directly refer the student to the tutor or professor of the course.

General Administration (20-25%)
All enquiries must be dealt with in a respectful manner and must follow the internal service standards of the university.

1. Maintain currency of information required for each course so that it is easily accessible to other staff that may access the information in the event of absences due to illness, vacation or other leaves.

2. Act as a resource for academics, tutors and markers.

3. Maintain information for latest versions of assignments, marking keys.

4. Maintain electronic student files in the form of Newton, Banner and database information.

5. Respond to general enquiries by providing information verbally, by email or referral to appropriate division (e.g. counselling services, access to students with disablities, advising services).

6. Address administrative enquiries.

7. Ensure that telephone coverage of the desk is in place at all times.

8. Reserve meeting rooms as requested.

9. Check system generated pay reports and hourly time sheets for accuracy in a timely fashion. Adjust as necessary. Obtain signature of appropriate academic or sign if authorised.

10. Maintain regular communication with academics and tutors (telephone, email, fax). Demonstrate sensitivity to academic schedules and maintain reference to the contact infromation of academics during the working week.

11. Ensure that appropriate voice-mail and email messages are appropriately assigned.

12. Sort mail, photocopying etc.in a timely manner. Review incoming mail and redirect accordingly.

13. Provide back-up support for other adminsitrative staff as required.

Team Member (10%)

Given the diversity of programs and courses within the Faculty, it is essential to work within a team-spirited environment. The course assistant will ensure that all internal and external aspects of service standards of the university are met. The contributions to teamwork are critical and are aligned with performance expectations within the Faculty.

1. Contribute to regular (weekly) reporting of anomalies or issues that are pertinent to the team. This may include student related issues, processing and general operation of the division.

2. Discuss with the team on a regular basis one or more issues related to university business that may impact on the division (e.g. mandate, strategic university plan).

3. Provide input to improve the effectiveness of a process or operation.

4.Participate as required/requested in team-building activities.

	5. Be cognizant of the University mission and vision. 6. Upon development of a Code of Conduct, uphold the standards stated in the Code. Related duties (0-20%) 1. Communicate and report on personal progress with the supervisor on a regular (weekly or as needed) basis. 2. Meet with other team members on a weekly basis to discuss issues, ideas and suggestions (e.g. workloads, leaves, vacations, projects). 3. Identify appropriate coverage is applied during absences (leaves, illness, lunch/breaks, flex time, vacation). 4. Discuss with supervisor impending vacation requests, the potential for overlap and implementation of appropriate coverage or alternate arrangements. Assigned Projects (0-20%) With the growing complexity of Programs and course offerings, it has become increasingly evident that specific areas of research of administrative components of the divisions is required. Therefore, as administrative course assistants attain knowledge and confidence in the area of the work, special projects will be assigned as requested by the supervisor. These may include, but not restricted to the following: -preparation of a procedures manual for specialized tasks -mentoring new administrative assistants -review of consistency of course information -advancement of technical and administrative skills -development of a Call Centre concept -follow-up of requests by Examination Review Committee

Classification Factors	
Context and Complexity	University Culture 1.The incumbent must be familiar with Athabasca University (AU) mission statement and the vision of the university. 2.Policies related to students, workplace etiquette, human resource issues must be understood and applied to daily situations. 3. Given dealings with sensitive issues the position requires respect in maintaining confidentiality and a knowledge of the Freedom of Information and Protection of Privacy Act. Application of the Act must be clearly understood. 4. The position requires a thorough working knowledge of the various divisions and departments of the university and referral to these areas as needed. Course/Program 1. A thorough knowledge of the assigned courses is required, together with an understanding that courses may be diverse in their presentation and expectations. 2.Must have a thorough understanding of the roles and responsibilities of academics, course coordinators, tutors and the staff of divisions of the university that involve course and student issues. 3. Must be able to independently prioritise work on a daily basis, especially during peak workload times. 4. Must maintain accurate and up-to-date information regarding courses. Service to Students 1.An ability to meet benchmarks of the university, other institutions and the student on a daily basis. 2.Must be flexible in maintaining excellence of service, especially during peak times of university events, such as convocation. 3. Is responsible for providing accurate information to academics, coordinators and tutors regarding student enquiries, appeals and matters related to courses and programs. 4. An ability to have good problem solving skills for student concerns. The incumbent must know when to act independently or when to seek assistance from other staff of academic Centres or Departments. 5. Must be able to maintain excellent records and information as required by the university. Administration and Systems/Operation 1. The position requires meeting the policies and service standards of the university.

	2. Expected to provide input to processes and systems in order to streamline day-to-day operations. 3. Expected to be current in the use the following systems effectively: Banner, Newton, Word, Excel, Course Production Tracker, handling of online assignments and quizzes. It is required that training to learn new skills wherever necessary is expected. 4. Must be able to locate information easily on the AU homepage and the Intranet. 5. Must be responsible for one's own personal workload, including coverage of one or more team member's workloads during absences. 6. A committment to working as a team member within one's own team. 7. In addition to the supervisor, must receive direction from academics assigned to courses, the Dean, Faculty of Science and Technology, supervisor, and professional staff. 8. Expected to maintain accurate and up-to-date electronic and paper files and processing of pay reports.

Work Problems	1. In order to curtail issues related to the position, must have the ability to multi-task and be extremely well-organized. 2. Must demonstrate flexibility during times of frequent interruptions and the work in a fast-paced environment. 3. Demonstrate focus on tasks at hand, especially with respect to processing of student grades. 4. An expectation that accuracy and attention to detail is required to avoid issues related to student record errors. 5. Maintain accuracy and currency of all student records. 6. Must demonstrate independence in identifying problems, seek solutions and find a resolution in a timely manner. 7. Must be able to independently prioritize one's own work based on knowledge of benchmarks, deadlines and the team priorities. 8. On occasion, decisions on aspects of processing student grades may be required. These decisions must be made within guidelines and policies of the university. 9. Must be able to effectively advise academics, tutors, coordinators on problems that may arise.
Authority	Authority of aspects of the work requires the ability to form independent judgment under minimal supervision. Identification of authority taken is important, as this may impact other team members and staff. 1. Responsible for accuracy and integrity of data entry and processing of student grades. 2. Responsible for information relayed to students, staff, external agencies regarding student academic record within AU policy and FOIPP guidelines. 3. Where authorised, provide signing of final gade reports on behalf of the academic. 4. Scan and assign grades to multiple choice examinations and assignments. 5. Ability to sign marker pay reports. 6. Prepares requests for office supplies.
Contacts and Communication	Given the high volume of work dealing with students, communication requires dealing with issues confidentially and within the adherence of University policies. 1. Communication with students and staff must be conducted in a respectful manner, and requires tact and diplomacy. 2. Excellent listening skills to ascertain the nature of a problem are required. 3. Confidentiality must be strictly adhered to within the university and knowledge of the type of information that can be released is imperative.

	3. Regular contact with team facilitator and supervisor is required. 4. Contact with students at times may be the first point of contact. This may require redirecting students to other departments.

Signatures for Section I

Incumbent's Signature _____   Date _____

Supervisor's Signature _____   Date _____

Section II

1. Grade 12 education and training in a post-secondary environment (e.g. office administration certificate, business diploma). In addition, three or more years of work experience in an educational environment. An excellent knowledge of English grammar is required.
2. It is expected that the incumbent will be independent, self-motivated and focussed. Flexibility in maintaining multiple tasks and working under pressure is required.
3. Proficiency in keyboard applictions is necessary and an excellent knowledge of use of software and database entry and retrieval is necessary (e.g. MS Word, Excel, ACCESS). Knowledge of Newton and Banner and use of a scanner is beneficial.
4. Requires excellent interpersonal skills and organizational skills to identify, corroborate and resolve student problems.
5. The ability to work in a team environment is expected.

Signatures for Sections I and II

Department Head Signature _____   Date _____

Executive Officer Signature _____   Date _____

Human Resources Review _____   Date _____