Columbia College
Position Description

NOTE:	Clarification of Terms
Must; Shall; Will:	These words or phrases indicate actions or activities that are *essential* or *mandatory*.
Should:	This word implies that it is highly desirable to perform certain actions or activities, but not essential or mandatory.
May or Could; Can:	These words imply freedom or liberty to follow an alternative to the action or activity being presented in a document.

Position Title:	Administrative Assistant
Program/Department Name:	Language & Foundational Skills
Reporting to:	Language and Foundational Skills Department Manager
Position Summary:	Under the supervision of the Language and Foundational Skills Department Manager/Assistant Manager and working closely with other staff members this professional will provide general administrative support. Some evening work might be required.
Organizational Structure:	This professional will work under the daily supervision of Language & Foundational Skills Department Manager/Assistant Manager and work collaboratively with other members of the team.
Qualifications and Experience:	This professional will ideally have a minimum of a post-secondary diploma or certificate in Office Administration, supplemented with 2-4 years working experience within an office environment. This individual will specialize in Microsoft Office Suite including Word, Excel, PowerPoint, electronic email/calendar systems, and experience with the remote/online program delivery. This individual will possess strong written and verbal communication skills, excellent organizational skills, be personable, outgoing and customer service oriented. Excellent organizational skills is required for this position. Excellent telephone technique and professional behaviour is essential. Knowledge of modern office practices and procedures is required. The ability to multi-task and effectively work with all employee groups, dealing with tact and diplomacy in all situations is an important component of this position. Must be motivated by challenge and the desire to provide exceptional service.
Roles and Responsibilities:	For Columbia College to become successful, each of its customers (including staff and students) must succeed. To achieve this requires a clear understanding of everyone's roles and responsibilities as well as a commitment to fulfilling said responsibilities. As will be noted in reviewing the list of roles and responsibilities below it consists of two distinct parts. First is a set of Professional Behaviour. This is followed by a list of specific roles and responsibilities. The Professional Behaviour requirements are included in every position description at the College. The specific roles and responsibilities are specific to this position. In consideration of this the individual will:

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1. Professional Approach and Ethical Behaviour

1.1. Approach to Work

1.1.1. Is a positive individual
1.1.2. Is cheerful, smiles, and works with enthusiasm
1.1.3. Is focused, engaged, and works diligently
1.1.4. Acts in a reliable and responsible manner
1.1.5. Is proactive in their approach to work
1.1.6. Finds meaning in their work regardless of their position
1.1.7. Demonstrates pride in their work and yet remains humble
1.1.8. Shows loyalty to the organization
1.1.9. Takes responsibility for one's errors by apologizing and correcting them
1.1.10. Is constructive in what they say
1.1.11. Contributes to a safe and secure workplace

1.2. Relationship With Others

1.2.1. Acts with honesty and integrity
1.2.2. Is honorable, moral, and ethical
1.2.3. Is pleasant, polite, courteous, and well mannered
1.2.4. Helps others succeed regardless of their position
1.2.5. Shows concern and caring for others
1.2.6. Contributes to a friendly workplace
1.2.7. Contributes to the organization and/or their community through volunteering, coaching, or mentoring others

1.3. Respect for Others

1.3.1. Shows respect for cultures and perspectives different than their own
1.3.2. Shows interest in actively learning about other cultures
1.3.3. Keeps personal bias out of the workplace
1.3.4. Shows respect for individuals' right for gender and other forms of identification
1.3.5. Shows support for language and policies that support gender identification rights

1.4. Puts Others First (Customer Focused)

1.4.1. Views each client, patient, student, supervisor, and team member as a highly valued internal/external customer
1.4.2. Recognizes that their success as a professional is only achieved when internal and external customers' needs are satisfied
1.4.3. Recognizes that customers' needs continually change
1.4.4. Seeks new opportunities or approaches that will increase internal and external customer satisfaction, respect, and loyalty

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1.4.5. Believes that the needs of customers (internal and external) must be satisfied before their organization will succeed

1.5. Response to Bad Experiences

1.5.1. Views adverse experiences and/or failures as learning opportunities
1.5.2. Recovers quickly from adverse experiences and/or failures by adopting new behaviours
1.5.3. Is resilient to adversity while challenges are occurring
1.5.4. Supports others to help them cope with adversity

1.6. Adherence to Policies and the Law

1.6.1. Adheres to all government laws
1.6.2. Adheres to all organizational policies, procedures, and regulations
1.6.3. Follows their position duties and responsibilities
1.6.4. Respects their supervisor's directives
1.6.5. Dresses appropriately for the workplace
1.6.6. Is neat, clean, and well-groomed
1.6.7. Is cognizant of the workplace culture and norms
1.6.8. Avoids conflicts of interest
1.6.9. Helps others to understand and adhere to laws, regulations, and policies

2. Interpersonal Relations and Teamwork

2.1. Respects Self and Others

2.1.1. Helps build an emotionally balanced workplace
2.1.2. Treats all individuals in an equal, fair, and just manner
2.1.3. Is respectful to others
2.1.4. Is sincere when interacting with others
2.1.5. Demonstrates an interest in learning from others
2.1.6. Uses active listening to better understand others' feelings and points of view
2.1.7. Seeks help from others when needed
2.1.8. Respects others' workspace and privacy
2.1.9. Respects others' personal and professional boundaries
2.1.10. Serves as a role model for others

2.2. Interpersonal Behaviour

2.2.1. Is personable and sociable with others
2.2.2. Develops a close rapport and tries to develop a long-term relationship with others, both inside and outside the organization
2.2.3. Has a good sense of humor

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2.2.4. Choses to assume the best intentions in others, and resists being offended

2.3. Sensitive to Others

2.3.1. Is considerate, gentle, and sensitive to others
2.3.2. Uses tact and diplomacy when expressing differences of opinion
2.3.3. Offers support and assistance to others when appropriate
2.3.4. Shows patience, tolerance, and forgiveness to others

2.4. Team Relations

2.4.1. Interacts with others in a patient and cooperative manner

2.4.2. Actively looks for synergistic opportunities, or "win-win" situations

2.4.3. Helps build a positively connected team where individuals work hard, have fun, and enjoy working together

2.4.4. Is open to constructive criticism from others

2.4.5. Recognizes their personal success is the result of working collaboratively and cooperatively with others

2.4.6. Helps build an emotionally balanced team and organization

3. Communication

3.1. Communication Skills

3.1.1. Consistently utilizes effective listening skills (eg. listens twice as much as they speak)

3.1.2. Helps to keep team members informed of changes

3.1.3. Consistently utilizes effective writing skills

3.1.4. Accepts their style of communication to better suit the needs of the individual they are attempting to communicate with

3.2. Communication Methods/Processes

3.2.1. Contributes to group discussion by sharing ideas

3.2.2. Encourages others to share their ideas

3.2.3. Respects others privacy and confidentiality

3.2.4. Follows the organization's technology use policy

3.2.5. Demonstrates effective verbal communication skills

3.2.6. Demonstrates effective non-verbal communication skills

4. Negotiating or Conflict Resolution

4.1.1. Identifies customer or employee issues when a conflict first arises by listening to and trying to understand their specific wants, needs, and concerns

4.1.2. Helps others to resolve issues in conflict by focusing on facts and not emotions

4.1.3. Mentors others to help them resolve issues (when appropriate)

4.1.4. Seeks assistance from qualified professionals, such as a supervisor or human resources specialist, to resolve situations involving harassment, bullying, violence, and other serious matters

4.1.5. Respects privacy, confidentiality, and personal boundaries

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5. Self-Concept and Confidence

5.1. Self-Concept

5.1.1. Projects an objective view of self
5.1.2. Has a healthy regard for self and others
5.1.3. Effectively manages their personal emotions
5.1.4. Considers themselves equal to others

5.2. Confidence

5.2.1. Acknowledges one's own strengths and weaknesses
5.2.2. Functions well in ambiguous situations by maintaining composure and self-control
5.2.3. Assumes responsibility and/or leadership when required
5.2.4. Remains humble when acting in a formal or informal position of leadership

6. Life-Long Learning and Professional Development

6.1. Personal Development

6.1.1. Acknowledges when they do not know something
6.1.2. Seeks to acquire knowledge in order to be more competent and to help others
6.1.3. Develops new skills by adopting new methods, techniques, and tools
6.1.4. Pursues a path of personal development that will lead to a more relevant, meaningful, and enjoyable life (self-actualization)
6.1.5. Is active in their professional association and/or networks with other professionals in their field (where appropriate)

6.2. Organizational Development

6.2.1. Stays informed of ongoing external (social, economic, or governmental) changes that may affect their position, department, and/or organization
6.2.2. Recommends changes to the department or organization
6.2.3. Shares newly acquired technical/professional knowledge and skills that would benefit others

7. Problem Solving/Decision Making

7.1. Views work-related problems as challenges
7.2. Helps others to view problems as challenges and even opportunities
7.3. Uses effective problem-solving techniques to find safe and suitable solutions to work-related challenges

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7.4. Seeks input from others to solve work-related or customer-based challenges

7.5. Effectively identifies the root problem as opposed to the symptoms of a problem

7.6. Describes a challenge in its simplest and clearest terms

7.7. Assesses and analyzes a problem by using various techniques such as six thinking hat, Kepner Tregoe method, and six sigma

7.8. Engages in research (using experts as needed) to determine the most efficient and effective solution(s) to a problem

7.9. Avoids impulsive behaviour when working on solution(s) to a problem

7.10. Accommodates people's different preferences in the process of making decisions

7.11. Makes fair and just decisions that contribute to the common good

7.12. Effectively implements solutions in a timely manner

7.13. Works with others (inside and outside of the organization) to achieve success

7.14. Monitors and evaluates solutions and takes further corrective action as needed

8. Innovative and Creative Thinking

8.1. Is inquisitive and continually asks 'why', 'what if', and 'why not' questions

8.2. Continuously seeks to improve programs, products, and/or services in innovative and creative ways

8.3. Adopts new technological innovations to develop 'new' programs, products, processes, and services

8.4. Utilizes knowledge of industry, inspiration, and imagination to come up with innovative, unconventional, radical, and/or revolutionary ideas

9. Organization and Time Management Skills

9.1. Maintains an organized and clutter-free work area

9.2. Sets personal goals and develops a plan to complete projects and assignments in a timely manner

9.3. Works with others to set team goals in order to complete projects and assignments in a timely manner

9.4. Conducts research prior to and after setting goals

9.5. Uses time management and project management tools to schedule activities, projects, and meetings

9.6. Regularly monitors progress and status of goals/projects, and when needed, adjusts schedule and informs stakeholders

9.7. Compares the progress of current goals/projects with that of previous similar goals/projects

9.8. When needed, adopts alternative tools/means/procedures in order to complete a goal/project on time or ahead of schedule

9.9. Maintains a high level of engagement even when tasks are tedious, highly challenging, and/or extend over a period of time

9.10. After being distracted, quickly returns to their work in order to remain on task

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9.11. Prepares in advance for appointments and meetings
9.12. Lets others know as soon as possible if unable to meet a commitment, change a priority, or need help from others
9.13. Consistently arrives to work early or on time
9.14. Is rarely absent

10. Stress Management

10.1. Maintains composure while under pressure and/or during difficult times
10.2. Remains positive, hopeful, and resilient when experiencing a difficult situation
10.3. Maintains a balance between personal and work life
10.4. Ensures that personal issues have minimal impact on work performance
10.5. Minimizes negative stress during challenging times in order to remain productive
10.6. Helps others remain in emotional control

11. Leadership Style

11.1. Effectively contributes to the organization's vision, mission, and goals
11.2. Adopts a positive leadership style and encourages team members to do the same
11.3. Encourages interest and enthusiasm on the part of others (when appropriate)
11.4. Coaches, advises, mentors, and/or counsels others (when appropriate)
11.5. Motivates others through recognition, praise, and empowerment (where possible)
11.6. Promotes a healthy work environment
11.7. Encourages others to be engaged and excited about their work
11.8. Helps team members experience greater satisfaction in their work
11.9. Networks with others outside of the organization in order to build long-term relationships that will benefit the organization
11.10. Contributes to a sense of shared values that unite others to a common good
11.11. Encourages and promotes a culture based on trust, respect, transparency, and authenticity, where no member(s), regardless of position, are treated any better or worse than other member(s)

12. Performance

12.1. Behaviour at Work

12.1.1. Is hard working
12.1.2. Adjusts quickly and smoothly to changes in work routines and schedules
12.1.3. Finds their work challenging, rewarding, and meaningful
12.1.4. Feels satisfied, fulfilled, and successful when internal and external customers' needs are met
12.1.5. Seeks out opportunities to work "smart" and improve the efficiency of tasks or processes

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12.2. Delivering Results

12.2.1. Increases personal job security by performing their work more efficiently and effectively

12.2.2. Contributes to the long-term growth of the organization by continuing to improve the quality of services and/or products

12.2.3. Contributes to the success of the organization by satisfying the current needs of internal and external customers

12.2.4. Provides such an outstanding quality of customer service and/or product delivery that current customers refer new customers on an ongoing basis

12.2.5. Works on goals/projects/tasks without prompting

12.2.6. Puts forth extra effort when needed to complete goals/projects/tasks more quickly

Offers to complete additional unassigned work/goals/projects/tasks (when

possible)

Specific Roles and Responsibilities

13. Administrative Assistant Responsibilities

13.1. Responds quickly, efficiently and positively to changing priorities.

13.2. Ensures that all requests for administrative support are produced within deadlines in a professional, accurate manner.

13.3. Supports instructors in dealing with students' needs and attendance issues.

13.4. Supports program with the required documentation such as Master Mark Sheets and data/record keeping.

13.5. Supports program with timesheets and Payworks related matters.

13.6. Supports program with IT related needs, scheduling meetings using MS Teams.

13.7. Operates the phone calls and responds to Program inquiries, providing information and directing clients as required.

13.8. Provides front line services for walk-ins, assists them to fill up application forms and conducts a preliminary interview with them for placement purposes.

13.9. Inputs and maintains databases as required (iCARE, CRS, etc.)

13.10. Contacts students to provide, request or confirm information regarding such matters as registration, attendance, orientation, etc.

13.11. Maintains the waitlist both electronic and hard copy files.

13.12. Registers students into courses via Columbia College approved database.

13.13. Updates and prints class and attendance lists from Columbia College approved database as required.

13.14. Responds to student general requests for assistance as required, meets with them to respond to their requests.

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13.15. Types documents, correspondence, and any other special typing requests for the program.

13.16. Provides pre-semester and end-of-semester support as assigned.

13.17. Maintains an organized, efficient, up-to-date filing system of program documents and student academic files.

13.18. Follows up with students regarding their attendance issues and requests.

13.19. Prepares and prints out certificates and progress reports.

13.20. Maintains a record of Childcare waitlist and registration, collaborates with the Childcare and finance department to ensure all paperwork is in place.

13.21. Manages and maintains archived files.

13.22. Orders and keeps track of program materials/supplies/textbooks as required.

13.23. Assists to maintain and organize an efficient and pleasant reception environment.

13.24. Prepares students' information/orientation packages.

13.25. Researches information and provides reports as required.

13.26. Provides back-up support during vacations, absences or other situations.

13.27. Other duties as assigned by the Department Chair/Program Manager.