1. POSITION IDENTIFICATION

Department Name: Faculty of Business Administration

Position Number(s): 00461

Current Position Classification: Secretary, grade 6

Department Position Title: Information Clerk

Evaluating Supervisor’s Title: Coordinator, Undergraduate Programs

Date Completed: May 22, 2014

FOR USE BY HUMAN RESOURCES

Classification & Grade Approved: Secretary, grade 6

Effective Date: May 22, 2014

Approved by: 

Next Review: 

Part 1 is being completed by: 

☐ Employee

☒ Evaluating Supervisor

(Double click on box and choose “checked” to check a box.)

2. POSITION SUMMARY

A summary of the major functions of the position in three or four sentences.

Provides front line services to the Undergraduate Program by responding to inquiries from current and prospective students, as well as to faculty, staff, parents, visitors and the general public regarding admissions to, studying at and programs offered through the Beedie School of Business at SFU. Responds to requests regarding registration, courses, exams, grading, and graduation processes and procedures; types letters, reports, and general correspondence; processes a variety of forms and documents by checking completeness and accuracy, providing verification, initiating follow-up, routing materials, clarifying procedures, and communicating updates; creates and maintains confidential student information system records, electronic and paper based files; assists with the administration of meetings, events, workshops, seminars and special events; and maintains office supplies and ensures the reception area and supply room are tidy, maintained and organized.

3. MAJOR FUNCTIONS

List the duties and responsibilities of the position in order of frequency (i.e., (D) Daily; (W) Weekly; (M) Monthly; (S) Semester)

Daily

- Acts as triage for Advisors and the Undergraduate program by responding to inquiries and complaints, as well as provides general information in a timely, courteous and professional fashion, including front-line advising, to current and prospective students, the campus community and the public by way of in-person, telephone, website, email, fax and/or written communication. (D)
• Responds to routine and general problems related to program and course registration, examinations, submission of course requirements and graduations, etc., by determining the nature of problems, responding directly with information regarding policies and procedures covering issues such as registration priorities, adding and dropping courses, and course wait lists, etc., gathering and reviewing procedural information specific to the type of problem encountered, and referring complex or unusual problems to appropriate staff for resolution in a timely manner. (D)

• Updates confidential student information and communicates these updates to students, such as regarding adds and overloads, waitlist maintenance, concentration updates, etc.; obtains and communicates relevant information for advisors and students regarding preparation for their advising appointments, such as determining nature of appointment, providing appropriate checklists or other resource materials, and printing student transcripts using the Student Information System.

• Maintains and updates extensive web database of transfer credit evaluations, final exam requests, and change of grade information, and implements approved database revisions to maintain and improve its effectiveness as a record keeping tool for the faculty, potential and current students, and the university. (D)

• Performs routine clerical duties by picking up and dropping off mail in the General office of the Faculty of Business Administration; distributes mail within the undergraduate office; arranges for courier pickup and delivery; makes casual room bookings for faculty and staff through SFU Scheduling in the Registrar’s office; duplicates course and administrative material; faxes or emails notifications to students, faculty and staff; files documents, cross-checks for accuracy and opens new files. (D)

• Types correspondence, memos, overheads, notices etc. directly or from handwritten draft form by using word processing applications on a personal computer to prepare materials for approval, duplication and/or circulation. (D)

• Maintains general office literature by checking availability and photocopying, as appropriate or ordering as required to ensure ready access for visitors and maintains postings on Undergraduate Program bulletin boards. (D)

• Maintains welcoming, organized office surroundings by carrying out multiple daily inspections of the front office, student lounge, and computer advising centre to ensure that the areas are tidy, well-maintained and functional (D)

**Weekly**

• Arranges both internal and external meetings and appointments for the Undergraduate Coordinator and Advisors by liaising with on and off campus personnel, visiting delegations and appropriate on campus departments/offices to fulfill the special requirements of the concerned parties. (W)

• Maintains Undergraduate office supply storage area, ensuring it is organized and tidy; maintains supply levels and orders supplies for office in timely fashion. Arranges for timely confidential shredding pick-up and supply of new boxes are maintained in supply room. (W)

• Assists in the coordination of innovative recruitment and retention events and seminars by booking rooms, confirming student participation and other related clerical arrangements to ensure the coordination of each occasion. (W)
- Assists in the creation of publication designs for departmental forms, special events, flyers, advertisements, and presentations for Undergraduate office by using various word processing and desktop publishing applications (e.g. MS Word, Adobe Illustrator, and PageMaker). (W)

**Monthly**

- Performs routine tasks to support departmental and committee meetings. Drafts and circulates agendas and materials, books rooms and arranges meeting resources; taking, transcribing and distributing minutes of meetings, and initiating follow-up arising from meetings to ensure staff members are kept informed. (M)

**Semesterly**

- Assists with preparation for annual or term-based events by aiding with activities including mail-outs, entering of data on program databases regarding attendance at event, preparation of name tags, gift bags, or other materials, as well as on-site assistance such as staffing the registration desk.

- Attends some Recruitment functions and responds to student and visitor inquiries (which entail answering basic advising questions, including academic, international exchange and Coop information). (S)

- Assists the Business Undergraduate Advisor/Scheduler with preparatory and finalizing duties related to their work, including finalizing of semester course scheduling through proofing/double check, contacting of instructors and management of the course add/overload database, and instructor or TA requests for room changes to the assigned course schedule. (S)

- Acts as back-up to Clerk Typist for the preparation of course outlines by initiating requests for information from faculty and course instructors, typing and proof reading copy, obtaining instructor approval, completing duplicating orders, posting outlines on-line and circulating for distribution to provide information to students. (S)

- Assists with the ordering of textbooks including the printing and distributing of forms using TRACS – Teaching Research and Collaboration system (a customized database), FileMaker and Excel, and assists with the physical relocation of tests within offices in the Undergraduate Program. (S)

**4. MINOR FUNCTIONS**

*List duties and responsibilities that occur annually and periodically throughout the year.*

Collects, sorts and files materials. Purges and archives records to provide assistance with general office administration.

Performs other related duties and responsibilities consistent with the job description and classification on request.
5. **LEVEL OF INDEPENDENCE**
Check one box that best describes the level of independence that can be exercised within the position by a fully trained employee.

- a) Work is provided with specific instructions describing how and when it should be completed.
- b) Work is provided with general instructions. The employee makes choices about how the work will be completed within deadlines.
- c) Work is self-directed by the employee. The employee determines what work needs to be completed and when it should be completed to meet deadlines.
- d) Work is assigned on a project-by-project basis in the form of broad objectives. The employee evaluates what work needs to be completed within general time frames. Provide examples of project work:

6. **TRAINING EXERCISED**
If the position provides training, check each description that applies.

- a) Not required to provide training to other individuals.
- b) Explains how work is performed in his/her own position to individuals in other positions performing the same or similar work (includes training replacement employees).
- c) Provides one-on-one specialized training to other individuals. Considered a specialist in a particular area or field of study. Positions at this level may be designated as the resident department expert.
- d) Provides one-on-one training to individuals in other positions. Must have a good understanding of the work of the other positions. Positions at this level may be designated as group leaders or work leaders.
- e) Conducts training seminars for groups. Training seminars are normally scheduled and follow a prescribed format. May also develop or assist in the development of training seminars.

7. **DIRECTION EXERCISED**
Check each description that applies.

- a) Not required to provide direction to other individuals.
- b) Assigns and/or checks work of other individuals.
- c) Schedules, assigns, and checks work of other individuals.
- d) In addition to C, establishes work priorities for a unit.
- e) In addition to C and D, guides project teams.
8. INTERNAL AND EXTERNAL CONTACTS
List internal and external contacts (i.e., specific positions within own department, other departments, students, faculty, on/off campus vendors, etc.), the duration of each contact (i.e. less than 1 hour at a time, 1-2 hours at a time, more than 2 hours at a time), and the frequency of each contact (i.e. occasional, frequent, or continuous).

<table>
<thead>
<tr>
<th>Type of Contact</th>
<th>Duration</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Students/Inquirers</td>
<td>1-2 hour</td>
<td>frequently</td>
</tr>
<tr>
<td>Undergraduate Program Staff</td>
<td>&lt; 1 hour</td>
<td>frequent</td>
</tr>
<tr>
<td>Faculty (off &amp; on campus)</td>
<td>&lt; 1 hour</td>
<td>occasional</td>
</tr>
<tr>
<td>Undergraduate Program Director</td>
<td>&lt; 1 hour</td>
<td>occasional</td>
</tr>
<tr>
<td>Business General Office</td>
<td>&lt; 1 hour</td>
<td>occasional</td>
</tr>
<tr>
<td>Area Co-ordinators</td>
<td>&lt; 1 hour</td>
<td>occasional</td>
</tr>
<tr>
<td>Business Co-operative Education</td>
<td>&lt; 1 hour</td>
<td>occasional</td>
</tr>
<tr>
<td>Registrar’s Office staff</td>
<td>&lt; 1 hour</td>
<td>occasional</td>
</tr>
<tr>
<td>Graduate Program Staff</td>
<td>&lt; 1 hour</td>
<td>occasional</td>
</tr>
</tbody>
</table>

9. IMPACT OF ERRORS
Common Errors: Provide a few examples of the most common errors which normally occur in the performance of the work.

- Typing and data entry errors
- Making incorrect referrals

Uncommon Errors: Provide a few examples of most uncommon errors, which infrequently occur in the performance of the work.

- Providing the wrong information regarding a process, procedure or request.
- Providing incomplete or inaccurate information for the review and approval of others.

10. EFFORT
Describe concentrated periods of auditory (hearing/listening); visual (seeing); perceptual (understanding /comprehending); and physical dexterity (finger/hand movements, eye/hand coordination, lifting, carrying, pushing, pulling, reaching etc.). For each example of effort, indicate the concentrated duration (less than 1 hour at a time, 1-2 hours at a time, more than 2 hours at a time) and frequency (occasional, frequent, continuous).

<table>
<thead>
<tr>
<th>Type of Effort</th>
<th>Duration</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Taking questions, recording telephone messages, taking instructions</td>
<td>&lt; 1 hour</td>
<td>frequent</td>
</tr>
<tr>
<td>Working on a computer</td>
<td>1-2 hours</td>
<td>frequent</td>
</tr>
<tr>
<td>Understanding verbal and written instruction</td>
<td>&lt; 1 hour</td>
<td>frequent</td>
</tr>
<tr>
<td>Hand written instructions, texts/manuals systems and program codes</td>
<td>&lt; 1 hour</td>
<td>frequent</td>
</tr>
<tr>
<td>Physical Dexterity - Writing notes, descriptions, recording inquiry, information, memos, student notices, computer entry/typing</td>
<td>1-2 hours</td>
<td>frequent</td>
</tr>
<tr>
<td>Confined sitting</td>
<td>1-2 hours</td>
<td>frequent</td>
</tr>
<tr>
<td>Standing/walking</td>
<td>&lt; 1 hour</td>
<td>occasional</td>
</tr>
<tr>
<td>Lifting boxes/supplies/texts/bundles of course outlines</td>
<td>&lt; 1 hour</td>
<td>occasional</td>
</tr>
</tbody>
</table>
**10. EFFORT**
Describe concentrated periods of auditory (hearing/listening); visual (seeing); perceptual (understanding / comprehending); and physical dexterity (finger/hand movements, eye/hand coordination, lifting, carrying, pushing, pulling, reaching etc.). For each example of effort, indicate the concentrated duration (less than 1 hour at a time, 1-2 hours at a time, more than 2 hours at a time) and frequency (occasional, frequent, continuous).

<table>
<thead>
<tr>
<th>Type of Effort</th>
<th>Duration</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Crouching/stretching to shelve texts</td>
<td>&lt; 1 hour</td>
<td>occasional</td>
</tr>
<tr>
<td>Crouching to put away supplies</td>
<td>&lt; 1 hour</td>
<td>occasional</td>
</tr>
</tbody>
</table>

**11. WORKING CONDITIONS**
a) Describe the place(s) where work is performed such as office environment, laboratory, outside work site, etc. Also identify the number of hours (of the total hours worked per week) spent in the place(s).

<table>
<thead>
<tr>
<th>Location</th>
<th>Hours spent as a total of hours worked per week</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reception Office, Undergraduate program</td>
<td>35 hours/week</td>
</tr>
<tr>
<td>Outside worksite</td>
<td>2 hours/occasionally</td>
</tr>
</tbody>
</table>

b) Describe any uncomfortable and/or distracting conditions in the work place(s) which an incumbent is exposed to on a regular basis and the frequency of the exposure. (e.g. interruptions, distracting noise, unpleasant odours, dust, drafts, inks, dyes, cleaning agents, toner for printers, temperature extremes, heavy dust conditions, wetness, fumes, vibrations, etc.)

<table>
<thead>
<tr>
<th>Uncomfortable Conditions</th>
<th>Frequency of Exposure (Occasional, Frequent, or Continuous)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Telephone &amp; front desk interruptions</td>
<td>frequent</td>
</tr>
<tr>
<td>Distracting noise</td>
<td>occasional</td>
</tr>
</tbody>
</table>

c) Describe any potential health or safety hazards etc. and the frequency of exposure of each hazard. (e.g. dealing with complaints and/or verbal/physical abuse; noise levels that interfere with normal speech/hearing; toxic gases or materials; dangerous chemicals, combustibles, radioactive material; repetitive arm, finger, wrist movements or other activities that may result in a physical injury; high speed, pressurized equipment; high voltage; heights above five feet; bio-hazardous wastes, body fluids, etc.)

<table>
<thead>
<tr>
<th>Potential Health or Safety Hazards</th>
<th>Frequency of Exposure (Occasional, Frequent, or Continuous)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dealing with complaints and/or verbal abuse</td>
<td>occasional</td>
</tr>
<tr>
<td>Keyboarding</td>
<td>frequent</td>
</tr>
</tbody>
</table>
12. CONTINUING EDUCATION
Check each description that applies.

☐ a) Does not require any continuing education.
☒ b) Requires learning new university/department related procedures and/or methods.
☐ c) Requires learning new procedures and/or methods acquired through reading non-university/department publications.
☐ d) In addition to B and C, requires registration in formal seminars, training sessions, workshops, conferences, etc.
☐ e) In addition to B, C, and D, requires registration in post-secondary courses (one semester/equivalent).

13. QUALIFICATIONS
Minimum required to satisfactorily perform the work.

Formal education qualifications: identify the highest level of formal schooling required.
High School graduation and general courses or training of short duration (one semester or equivalent) in word processing, database and spreadsheet applications or in office procedures.

In addition to formal education, identify the certification or program of study required.
None.

In addition to the above qualifications, the number of years of minimum experience are:
2 Years.

Check one:

☒ An equivalent combination of formal education, certificate/program of study and experience is acceptable.
☐ An equivalent combination of education, certificate/program of study and experience is not acceptable because: (please explain)

Occupational Skills: Identify skills specifically required to perform the work of the position.

Ability to use word processing, database, spreadsheet, e-mail and desktop publishing applications (e.g. MS Word, FileMaker Pro, SFU Connect, Adobe Illustrator and PageMaker) at an intermediate level.
55 wpm keyboarding skill with high degree of accuracy.
Excellent interpersonal and customer service skills.
Good knowledge of general office procedures.
Excellent oral and written communication skills.
Ability to exercise mature judgment and initiative.
Ability to work with interruptions.
Ability to follow oral and written instructions and standard procedures.
Ability to handle confidential materials with discretion.
Ability to record and compose minutes for departmental and committee meetings.
Excellent analytical reasoning, problem-solving and organizational skills.
Occupational Requirement(s): Identify non-skill requirements to perform the work such as ability to work shifts and/or be on-call; ability to travel periodically outside the lower mainland; have a valid driver's license; ability to lift, move or carry equipment or materials over 10 kg; etc.

Ability to attend some Faculty and University events which occurs partially outside normal working hours

Ability to lift, move or carry materials (e.g. texts, brochures) up to 10 kg
### 14. APPROVAL AND REVIEW

**Evaluating Supervisor Approval:** Information provided in the job description accurately reflects the requirements of the position.

<table>
<thead>
<tr>
<th>Name of Evaluating Supervisor</th>
<th>Signature of Evaluating Supervisor</th>
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</thead>
<tbody>
<tr>
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</table>

**Date**

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**Employee Review:** I have read and understand the requirements of the position.

<table>
<thead>
<tr>
<th>Name of Employee</th>
<th>Signature of Employee</th>
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<tr>
<td></td>
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</table>

**Date**