1. POSITION IDENTIFICATION

<table>
<thead>
<tr>
<th>Department Name:</th>
<th>Work Integrated Learning – Central Operations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Position Number(s):</td>
<td>6910</td>
</tr>
<tr>
<td>Current Position Classification:</td>
<td>Program Assistant</td>
</tr>
<tr>
<td>Department Position Title:</td>
<td>Program Assistant</td>
</tr>
<tr>
<td>Evaluating Supervisor’s Title:</td>
<td>Co-op Education Coordinator, Biomedical, Physiology &amp; Kinesiology</td>
</tr>
<tr>
<td>Date Completed:</td>
<td>February 22, 2017</td>
</tr>
</tbody>
</table>

2. POSITION SUMMARY

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

Working within a dynamic team environment, the Program Assistant provides administrative support and client services to the Co-op Education Program. Assists the Manager, Co-op Education Coordinators and Co-op Student Career Advisors with coordinating diverse activities to ensure the smooth operation of co-op placements. Responds to general inquiries by phone, in-person and e-mail from students and employers about the program; posts co-op jobs on the website; assists with the interview and placement process; maintains the database and website; creates, updates and manages specialized reports; maintains a student report library; and ensures the proper distribution of documents to students, employers, staff, and faculty. Contributes to the strategic planning and development of the Co-op program by attending meetings, providing input, and participating in committees.

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)

**General Office Support**

(D) Coordinates administrative responsibilities related to the department’s program and services by providing clerical support in program registration, communications, scheduling, database management and reporting to ensure efficient and effective development and delivery of the department’s programs, events and initiatives.

(D) Maintains databases for the unit by establishing fields and summaries, and entering and updating data to allow an easy retrieval of the data when required; updates student records in SIMS.
(D) Maintains filing and records system by filing materials, reorganizing files and/or creating new files (including electronic filing systems), and by purging and archiving records in accordance with the University’s records retention policy to maintain accurate records and provide for easy retrieval of records.

(D) Coordinates, in collaboration with other co-op staff, specific Co-op office activities (i.e., job postings, interview process) by making decisions and taking administrative action, such as assigning a point of contact for the employer to liaise with, that ensures the ongoing development and success of the Co-operative Education program.

(D) Liaises with the pertinent academic department, Registrar’s Office, Co-operative Education Central Office, Document Solutions, and other disciplines within the Co-operative Education Program on matters relating to Co-op students and employers.

(D) Acts as a resource person and primary contact for students, employers, other departments, and outside agencies requesting program information and requirements and responds to requests from faculty members, administrative staff, students, and outside organizations (e.g., employers, schools), for a variety of requests.

(D) Liaises with staff of academic and service departments to obtain and provide information.

(D) Arranges semesterly schedules by organizing and administering the interview process to ensure that employer needs are met and students are prepared for interviews.

(D) Distributes promotional materials to provide information and program requirements to potential students. Drafts correspondence, handles and responds to program inquiries by phone, person and/or e-mail.

(W) Assists in the marketing of the Cooperative Education program to employers and students.

(M) Maintains and updates information in SIMS and Canvas about non-credit course registration postings such as subplans or work term registration.

(M/S) Prepares annual, term and monthly program registration reports and other ad-hoc reports for the Co-op Education Coordinator by running reports and queries in various databases, collating data, compiling statistics and developing report templates to provide required data for program assessment, and management.

(M/S) Dispenses petty cash reimbursements and prepares petty cash worksheet.

(S) Prepares key requisitions and updates email lists and department contact sheets to include new staff members and new team members.

(S) Drafts procedure manuals for using Symplicity. Schedules, coordinates, and conducts individual and group training for admin end-users.

(S) Maintains and updates the website and other online web resources and communication platforms.

(S) Maintains a library of employer information as a student resource.

(S) Monitors receipt of employer and student evaluations as well as the receipt and distribution of work reports.

(M/S) Contributes to the strategic planning and development of the Co-op program by attending meetings, providing input, and participating in committees.

Program Development:

(D) Communicates and liaises with students by email, phone, and in-person for information in regards to job postings, short lists, placement information, interview schedules, student instructions and other pertinent information.

(D) Updates student and employer information, and job postings.

(W) Processes applications and designates students to co-op program in SIMS.
(W) Updates the layout of program flyers, newsletters and promotional materials and distributes job notices.

(S) Arranges room bookings, schedules, information sessions, and student sessions.

**Pre-Placement:**

(D) Assures the accuracy of data for employer job descriptions by verifying the information with the appropriate documents or people.

(D) Responds to requests from employers and students by phone, fax, or e-mail to obtain information needed for the interview process.

(D) Reviews requests for obtaining academic transcripts from students and staff, uploads transcripts, posts job descriptions, and collects resume information to ensure effective functioning of the job posting and placement procedures.

**Interview Process:**

(D) Creates interview schedules by liaising with the employer and student to schedule a suitable location, day and time for the interview. Monitors and revises the interview schedules and reserves appropriate interview rooms.

(D) Triages requests of student concerns and issues regarding registration, placements and related co-op procedures.

(M) Assists other co-op staff with hosting the employers on campus by greeting the employers and to ensure the recruitment process runs smoothly.

**Post-Placement:**

(W) Coordinates the distribution of student job confirmations by sending and tracking placement letters; communicating with students to confirm placement letters are received; and providing students with pertinent information for the placement such as submission deadlines.

(W) Checks class lists to ensure all students are registered in correct practicum course and registers students who are not on the list. Liaises with Registrar & Information Services to confirm students’ registration and payment of fees of practicum courses.

(W) Compiles statistics on placements, attrition, and completion times for the program by summarizing and calculating data to provide information on a semestery basis for submission on a school calendar year to the Central Co-op Office for government reports.

4. **MINOR FUNCTIONS**

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

Trains, assigns and checks the work of temporary clerical staff hired to perform data entry, filing, archiving, and other clerical duties.

Performs other duties and responsibilities consistent with the classification on request, such as graduand lists, assists with Orientations, petty cash, and Canvas courses.
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>Co-op Staff</td>
<td>&lt;1 hour</td>
<td>Frequent</td>
</tr>
<tr>
<td>University Staff, Faculty</td>
<td>&lt;1 hour</td>
<td>Occasional</td>
</tr>
<tr>
<td>Co-op Employers</td>
<td>&lt;1 hour</td>
<td>Frequent</td>
</tr>
</tbody>
</table>
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</td>
<td>&lt;1 hour</td>
<td>Frequent</td>
</tr>
<tr>
<td>Internal &amp; external vendors</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.

Interactions in the Co-op Office are largely unsupervised. Errors in information provided could impede the academic progress of a student, cause adverse relations with students, employers, faculty and staff. Incorrect procedures performed can cause delays for students or cause embarrassment to the program and the institution. Incorrect data entry could result in a student’s or employer’s co-op experience being put in jeopardy.

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

- Inappropriate referral due to miscommunication.
- Breach in confidentiality due to communication errors.

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>Telephone/verbal communications</td>
<td>&lt;1 hour</td>
<td>Frequent</td>
</tr>
<tr>
<td>Working on a computer</td>
<td>&gt;2 hours</td>
<td>Frequent</td>
</tr>
<tr>
<td>Lifting and carrying supplies</td>
<td>&lt;1 hour</td>
<td>Occasional</td>
</tr>
<tr>
<td>Photocopying/scanning/faxing</td>
<td>&lt;1 hour</td>
<td>Occasional</td>
</tr>
<tr>
<td>Non-confined sitting</td>
<td>&gt;2 hours</td>
<td>Frequent</td>
</tr>
<tr>
<td>Standing/Walking</td>
<td>&lt;1 hour</td>
<td>Occasional</td>
</tr>
<tr>
<td>Receiving written and verbal information</td>
<td>&lt;1 hour</td>
<td>Frequent</td>
</tr>
<tr>
<td>Understanding verbal and written information</td>
<td>&gt;2 hours</td>
<td>Frequent</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>General Office</td>
<td>35/35</td>
</tr>
</tbody>
</table>
11. WORKING CONDITIONS

b) Describe any uncomfortable and/or distracting conditions in the workplace(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>Interruptions</td>
<td>Frequent</td>
</tr>
<tr>
<td>Distracting Noise</td>
<td>Frequent</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>Keyboarding</td>
<td>Frequent</td>
</tr>
<tr>
<td>Dealing with complaints/verbal abuse</td>
<td>Occasional</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 two years post-secondary education or formal certificate/diploma program equivalent, with courses in office procedures, and word processing, spreadsheet, database, and desktop publishing applications.

In addition to formal education, identify the certification or program of study required.

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

3 Years
13. **QUALIFICATIONS**
Minimum required to satisfactorily perform the work.

**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.

- 55 wpm keyboarding skills with a high degree of accuracy.
- Good knowledge of University policies and procedures.
- Good knowledge of standard office practices, methods and equipment.
- Excellent interpersonal, communication (oral, written), and customer service skills.
- Excellent organizational and time management skills.
- Excellent analytical, reasoning, and problem solving skills.
- Excellent proofreading and editing skills.
- Ability to use word processing, spreadsheet, database, desktop publishing and e-mail applications (e.g. MS Word, Excel, Symplicity, SIMS/PeopleSoft, AEM, SFU Connect, Canvas, MS Publisher) at an intermediate level.
- Ability to organize, assign and direct the work of others.
- Ability to exercise mature judgment and initiative.
- Ability to work independently, prioritize work and complete a high volume of work within deadlines.
- Ability to handle confidential/sensitive material with discretion.
- Ability to demonstrate tact, diplomacy and professionalism.
- Ability to work as a member of a team.

**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 work flexible hours including occasional evenings and weekends to accommodate employers and students.
- Ability to lift and carry materials weighing 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>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Date**

**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>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Date**