SIMON FRASER UNIVERSITY & C.U.P.E., LOCAL 3338
WEIGHTED JOB QUESTIONNAIRE (WJQ) CUSTOM
PART 1: JOB DESCRIPTION

1. POSITION IDENTIFICATION

<table>
<thead>
<tr>
<th>FOR USE BY HUMAN RESOURCES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification &amp; Grade Approved:</td>
</tr>
<tr>
<td>Program Assistant, grade 7</td>
</tr>
<tr>
<td>Effective Date: July 27, 2010</td>
</tr>
<tr>
<td>Approved by:</td>
</tr>
<tr>
<td>Next Review: ---</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Department Name:</th>
<th>INTERNATIONAL SERVICES for STUDENTS (ISS)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Position Number(s):</td>
<td>1467, 31811 &amp; 104237</td>
</tr>
<tr>
<td>Current Position Classification:</td>
<td>Program Assistant Grade 7</td>
</tr>
<tr>
<td>Department Position Title:</td>
<td>International Program Assistant</td>
</tr>
<tr>
<td>Evaluating Supervisor’s Title:</td>
<td>Coordinator, International Mobility Programs</td>
</tr>
<tr>
<td>Date Completed:</td>
<td>May 28, 2010</td>
</tr>
</tbody>
</table>

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.

Performs diverse support services for International Services for Students (ISS) programs including support for field schools, academic exchanges, and faculty and staff mobility projects and implements a range of services for SFU’s international community. Provides support to the Coordinator in scheduling, organizing travel and meetings, and the preparation of documents and proposals.

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)

(D) Acts as a resource person and primary contact for students, University personnel, the general public and partner institutions regarding field school programs and mobility projects including staff, student and faculty exchanges.

(D) Collects and maintains complex student records of a confidential nature, including information on sponsor agencies, admission/program status, health matters, conditions of entry etc. by liaising with the Registrar's Office and entering and updating information using data processing programs to provide ongoing support to field school and academic exchange participants, staff and faculty.

(D) Collects and records money transactions from students participating in field schools, academic exchange programs, and other programs offered by International Services for Students by accepting and recording any money transactions for residence fees, living allowance, tuition, and other fees associated with programs offered by the University to ensure an accurate accounting is kept on all transactions.
Prepares and maintains correspondence, reports, contracts and other material for approval, duplication and/or circulation by using word processing and desktop publishing applications. Assists in the creation of manuals, reports, newsletters and pamphlets providing information, ideas, and statistical data.

Maintains confidentiality of student information by adhering to the policy and procedures on the confidentiality of the student record system.

Works with minimal direction under the general supervision of the Coordinator, International Mobility Programs and is required to exercise initiative, independence, mature judgement and organizational skills in all activities.

Liaises with counterpart International Program Assistant positions to ensure that work related to shared functions is allocated in a fair and efficient manner.

Maintains confidentiality of student information by adhering to the policy and procedures on the confidentiality of the student record system.

Liaises frequently, on own initiative, with faculty, academic departments and University support services, Co-operative Education, Residence and Housing, Financial Aid and Awards, Records, etc. on matters pertaining to duties.

Develops and implements systems and procedures to meet field school and exchange program requirements and tracking.

Provides field school participants with all information needed concerning program prices and content, visa requirements, medical insurance, travel arrangements, reception, orientation, accommodation and related services.

Provides administrative support by organizing student applications, transcripts and records for field schools and academic exchanges.

Responsible for the receipt of payments, the issuance of receipts, and all tracking and accounting of field school and other program finances.

Creates and maintains accurate student records by using database and spreadsheet applications (e.g. SIMS, Filemaker, Excel).

Liaises with students to prepare and finalize their application packages.

Liaises with overseas partners on field school programs and logistics. Compiles, organizes and maintains files of documentation related to visas, academic programs and application procedures for foreign partners.

Provides training to other staff members in office systems and procedures such as student admissions and course registration.

Contacts officials inside and outside Simon Fraser University in order to obtain and relay information on international mobility programs.

Prepares and disseminates information packages and brochures to students by updating the written material as required, using word processing and desktop publishing applications.

Schedules events, workshops, information sessions and various orientations and pre-departure sessions by booking rooms, confirming student participation and other related clerical arrangements to ensure the co-ordination of each occasion.

Organizes orientation sessions for field school and exchange programs.

Prepares application packages for field schools and exchange programs, and promotes these programs by running brief (approximately 5-10 minutes) information sessions for interested students.

Liaises with Registrar’s office and Finance on student registration, the payment of fees and the appropriate and timely transfer of funds between accounts.
Periodically assigns work to volunteers and work study employees.

Contacts officials at universities, consulates and outside organizations to obtain and relay information.

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

Assists in general travel, special arrangements and accommodation for staff and faculty visitors, other members of International Services for Students and students by liaising with travel agents, and relevant on and off campus personnel to successfully conclude each arrangement.

Performs other duties and responsibilities consistent with the job description and classification upon 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 evaluated 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>Associate Director, SFU International Services for Students</td>
<td>&lt; 1 hr.</td>
<td>occasional</td>
</tr>
<tr>
<td>Associate Director, International Partnerships &amp; Mobility</td>
<td>&lt; 1 hr.</td>
<td>occasional</td>
</tr>
<tr>
<td>Administrative Assistant</td>
<td>&lt; 1 hr.</td>
<td>frequent</td>
</tr>
<tr>
<td>Coordinator, International Mobility Programs</td>
<td>&lt; 1 hr.</td>
<td>frequent</td>
</tr>
<tr>
<td>Study Abroad Advisor</td>
<td>&lt; 1 hr.</td>
<td>frequent</td>
</tr>
<tr>
<td>International Student Advisors</td>
<td>&lt; 1 hr.</td>
<td>occasional</td>
</tr>
<tr>
<td>Students</td>
<td>&lt; 1 hr.</td>
<td>frequent</td>
</tr>
<tr>
<td>Other university departments</td>
<td>&lt; 1 hr.</td>
<td>frequent</td>
</tr>
<tr>
<td>On/Off campus contacts</td>
<td>&lt; 1 hr.</td>
<td>frequent</td>
</tr>
<tr>
<td>International contacts</td>
<td>&lt; 1 hr.</td>
<td>frequent</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.

- errors with financial transactions

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

- errors with flight reservations and bookings for students/faculty members
- errors with visa applications for students.
### 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>Answering general telephone inquiries</td>
<td>&lt; 1 hr.</td>
<td>frequent</td>
</tr>
<tr>
<td>Recording telephone messages</td>
<td>&lt; 1 hr.</td>
<td>frequent</td>
</tr>
<tr>
<td>Communicating with persons whose first language may not be English</td>
<td>&lt; 1 hr.</td>
<td>frequent</td>
</tr>
<tr>
<td>Reading hand written and manual instructions</td>
<td>&lt; 1 hr.</td>
<td>frequent</td>
</tr>
<tr>
<td>Working on video display terminal</td>
<td>1 – 2 hours</td>
<td>frequent</td>
</tr>
<tr>
<td>Carrying &amp; reaching (office supplies)</td>
<td>&lt; 1 hr.</td>
<td>occasional</td>
</tr>
<tr>
<td>Photocopying/transmitting facsimile</td>
<td>&lt; 1 hr.</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>International Services for Students, MBC #1200</td>
<td>35 hr/35 hr /wk</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>Interruptions</td>
<td>Frequent</td>
</tr>
<tr>
<td>Noise</td>
<td>Occasional</td>
</tr>
<tr>
<td>Lack of Ventilation</td>
<td>Occasional</td>
</tr>
</tbody>
</table>
11. WORKING CONDITIONS

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</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dealing with complaints and/or verbal abuse</td>
<td>occasional</td>
</tr>
<tr>
<td>Exposure to illness</td>
<td>occasional</td>
</tr>
</tbody>
</table>

12. CONTINUING EDUCATION

Check each description that applies.

- [ ] a) Does not require any continuing education.
- [x] 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 one year post-secondary education with training in word processing, database, spreadsheet, desktop publishing applications and office procedures.

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

Check one:

- [x] An equivalent combination of formal education, certificate/program of study ad 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 skill with high degree of accuracy.
- Ability to use word processing, database and spreadsheet, and desktop publishing applications (e.g., MSWord, FileMaker Pro, Excel, CSS) in a PC environment and at an intermediate level.
- Excellent interpersonal, oral and written communication skills.
- Excellent intercultural communications skills.
- Excellent organizational skills.
- Ability to exercise mature judgement and initiative.
- Ability to maintain records with a high degree of accuracy.
- Ability to handle confidential/sensitive material with discretion.
- Good mathematical skills (e.g., ability to add, subtract, multiply and divide numbers and calculate percentages).
- Good problem solving skills.
- Good knowledge of university programs, policies, and procedures.
- Functional fluency in a language other than English.

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.

Availability to work occasional evenings and weekends.

14. APPROVAL AND REVIEW

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

______________________________  ______________________________
Name of Evaluating Supervisor  Signature of Evaluating Supervisor

______________________________
Date

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

______________________________  ______________________________
Name of Employee  Signature of Employee

______________________________
Date