1. POSITION IDENTIFICATION

<table>
<thead>
<tr>
<th>Department Name:</th>
<th>Physics</th>
</tr>
</thead>
<tbody>
<tr>
<td>Position Number(s):</td>
<td>1344</td>
</tr>
<tr>
<td>Current Position Classification:</td>
<td>Secretary, grade 6</td>
</tr>
<tr>
<td>Department Position Title:</td>
<td>Office Assistant</td>
</tr>
<tr>
<td>Evaluating Supervisor’s Title:</td>
<td>Manager, Academic &amp; Administrative Services</td>
</tr>
<tr>
<td>Date Completed:</td>
<td>January 29, 2018</td>
</tr>
<tr>
<td>Part 1 is being completed by:</td>
<td>☑ Employee, ☐ Evaluating Supervisor</td>
</tr>
</tbody>
</table>

FOR USE BY HUMAN RESOURCES

<table>
<thead>
<tr>
<th>Classification &amp; Grade Approved:</th>
<th>Secretary, grade 6</th>
</tr>
</thead>
<tbody>
<tr>
<td>Effective Date:</td>
<td>November 29, 2017</td>
</tr>
<tr>
<td>Approved by:</td>
<td></td>
</tr>
<tr>
<td>Next Review:</td>
<td>-------------------------</td>
</tr>
</tbody>
</table>

2. POSITION SUMMARY

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

Provides secretarial and financial administrative support services for select departments within the Faculty of Science. Responds to requests for general information, and routine and general problems. Composes general and confidential correspondence and documentation and maintains accurate database and spreadsheet records and committee meeting minutes. Maintains departmental web pages and office files; and processes a variety of administrative forms and documents. Provides front line client services; responds to inquiries and requests for information from faculty and staff regarding routine financial transactions/records; creates and distributes invoices and journal vouchers; receives payments; and follows up on outstanding invoices. Assists with the planning and coordination of departmental events and meetings; attends meetings and records, transcribes, and distributes minutes.

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) Composes general and confidential correspondence and documentation (e.g. emails, letters, forms, reports) and maintains accurate student and program records (e.g. database, spreadsheet, committee meeting minutes, etc.) using standard office and email applications (e.g. Word, Excel, Access, SFU Connect) and ensuring that format, layout, and data entry procedures are followed consistent with University and departmental standards and procedures.

(D) Provides front-line client services by: determining the nature of inquiries, checking policies and procedures, gathering and reviewing information and responding directly or referring matters to the appropriate individual(s) to provide the first level of triage for general information requests.
(D) Provides general clerical support including: updating departmental information (e.g., office numbers); coordinating the booking of rooms associated with departmental events (e.g., seminars, teaching labs) using calendar applications (e.g., Google Calendar); maintaining and updating various departmental mailing lists; arranging materials/work orders and forwarding to Document Solutions; making routine service calls to Facilities Services as required; and assisting faculty and staff with general office tasks (e.g., scanning, photocopying); opens or closes Physics general office as required and ensures it is properly secured.

(D) Maintains departmental visitor parking permits, master keys, and desk textbook copies and oversees usage and security of these items. Maintains office equipment (i.e., copier, printer) by assisting users with proper operation; clearing paper jams; and arranging for repair and maintenance. Maintains office files by coding and filing material, retrieving information, and initiating new or revised files to ensure information is retained in accordance with standard record management procedures.

(D) Processes daily mail by receiving, sorting, and distributing incoming mail and courier packages, preparing and sending outgoing mail, and arranging courier services to ensure mail is disseminated to the appropriate individuals and/or locations.

(W) Maintains departmental web pages and social media channels (e.g., Facebook, Twitter, Instagram) by posting updates using standard web publishing application (e.g., AEM) and following social media best practices and guidelines to ensure information is current.

(W) Responds to requests for general information relating to graduate program admission, registration, courses, exams, grading, and departmental and University policies and procedures by determining the nature of requests; responding directly; providing forms and documents; checking information in the University’s student information system (SIMS), University calendar, websites, publications, student and departmental records and files; and liaising with departmental and other University staff to respond in a prompt and professional manner. Refers complex inquiries to the Graduate Program Chair or Manager as appropriate.

(W) Responds to routine and general problems relating to graduate program course requirements, registration, examinations, supervisory committees, and thesis defenses by: determining the nature of problems; responding directly with information regarding policies and procedures; 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.

(W) Arranges catering for regular departmental events and meetings (e.g., coffee time, colloquium) and prepares refreshments (i.e., coffee, tea, snacks) as required.

(W) Maintains office supplies by monitoring stock levels; processing supply orders (e.g., Staples); receiving and storing supplies; and checking and coding invoices to ensure an appropriate level of stock is available.

(W) Maintains electronic displays by posting or removing digital announcements using AEM; maintains departmental bulletin boards.

(W) Ensures that departmental/University deadlines are met by maintaining a list of established deadlines and prompting faculty and graduate students of upcoming deadlines.

(W) Provides secretarial support to the Chairs of departmental standing committees by: scheduling meetings and appointments; composing letters, reports, and general correspondence; and gathering/compiling information (e.g., award dates and deadlines, committee member availability, etc.) for the Chair’s review.

(W) Produces financial statistics and other financial information by: printing routine and ad-hoc reports and/or extracting and compiling data using the University’s online Financial Administration Support Tool (FAST) and incorporating into a spreadsheet according to specified criteria.

(W) Assists departmental staff, faculty, etc., with using the University’s Financial Information Navigational System (FINS) by: demonstrating how to prepare and submit expense claims, cash advances, and other related financial requests, and how to reconcile faculty research accounts. Assists students, visitors, and speakers with preparing expense claim forms for reimbursement of expenditures. Checks all claims and financial request for accuracy and completeness, and to ensure proper policies are followed.
Responds to inquiries and requests for information from faculty and staff regarding routine financial transactions/records by checking online financial systems (e.g. FAST, FINS) and related documentation; liaising with Finance and Purchasing Services; and providing information on the correct procedures to follow, and forms to generate for submission.

Processes a variety of administrative forms and documents (e.g. research and work-study appointment forms) by monitoring receipt; checking for completeness; routing materials; clarifying procedures; and initiating follow up.

Attends and records, transcribes, and distributes minutes at departmental committee meetings.

Assists with the planning and coordination of departmental events and meetings (e.g. receptions, poster sessions, outreach events, departmental gatherings, etc.) by advertising events to external groups (e.g. alumni) and internal groups (e.g. faculty, etc.) by e-mail and social media; creates, maintains, and updates RSVP lists and online registration pages for attendees using the University’s web survey tools (e.g. WebSurvey, FluidSurvey) and/or spreadsheets (e.g. Excel); coordinates with MECS and other units across the University with regard to space rentals, audio-visual requests, catering, security, facilities services, parking, and document design and printing.

Processes applications for graduate awards and scholarships using the University’s online Grad Award Application & Adjudication system (e.g. GA3). Ensures documentation is uploaded within established deadlines by sending reminders to graduate students and faculty members as required. Communicates to students regarding departmental deadlines and application processes as required, in consultation with the Graduate Program Chair.

Maintains account receivable records for the Science Technical Centre and Science Stores. Creates and distributes invoices, receives payments and follows up on outstanding invoices. Prepares journal vouchers for internal department recoveries, submits them to departments for authorization and follow up on outstanding items. Deposits cheques and funds received by submitting items to the Bookstore for processing.

Arranges thesis defences by: booking rooms and arranging audio visual equipment; submitting paperwork; sending reminders; and publicizing thesis defences to the department and broader University community. Communicates deadlines pertaining to program completion to students on a semesterly basis and ensures students are aware of all deadlines and administrative processes required for thesis defence and degree completion.

Monitors applications for graduate programs using the online applicant evaluation system (e.g. OASIS) by reviewing prospective admissions applications for completeness; verifying uploaded files with the original or certified documents for authenticity; and checking applicant academic information (e.g. academic qualifications). Converts grade point averages on applicant transcripts to the SFU system and follows up with applicants regarding missing documents as required.

Maintains departmental mailing lists by updating information to ensure accuracy.

Assists graduate students with enrolment issues (e.g. prerequisite overrides, departmental permissions, transfers, on-leave applications, readmission or reinstatement applications, and enrolments under the Western Dean’s Agreement) by referring to program requirements and departmental and University procedures. Processes grades for Thesis and Graduate Seminar courses by inputting data into the student information system (e.g. SIMS).

Assists with TA application and appointment procedures using standard database applications (e.g. FileMaker Pro).

Processes appointments for Research Assistant positions using the faculty’s FacSIMS SQL database, by completing appointment forms and obtaining authorized signatures; ensuring personal tax and payroll deposit forms are completed when required; and forwarding all documentation to Finance for payroll purposes.

Provides orientation information for new department members; arranges accommodation and itineraries for visitors; and assists with the preparation of non-employee travel expense claims when applicable.

Assists with student recruiting initiatives (e.g. setting up itineraries for tours).
4. MINOR FUNCTIONS
List duties and responsibilities that occur annually and periodically throughout the year.

Delivers documents (e.g. forms for approval) to other University offices as required.
Stores, purges, and archives records in accordance with University policies and procedures.
Maintains an up-to-date procedures manual for the duties described in departmental office/administrative job descriptions.
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.
- [X] 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.
- [X] 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>Manager, Academic &amp; Administrative Services</td>
<td>&lt; 1 hour</td>
<td>Frequent</td>
</tr>
<tr>
<td>Departmental faculty members</td>
<td>&lt; 1 hour</td>
<td>Frequent</td>
</tr>
<tr>
<td>Physics graduate students</td>
<td>&lt; 1 hour</td>
<td>Frequent</td>
</tr>
<tr>
<td>Departmental staff</td>
<td>&lt; 1 hour</td>
<td>Frequent</td>
</tr>
<tr>
<td>Dean of Graduate Studies staff</td>
<td>&lt; 1 hour</td>
<td>Frequent</td>
</tr>
<tr>
<td>Prospective graduate students</td>
<td>&lt; 1 hour</td>
<td>Frequent</td>
</tr>
<tr>
<td>Staff in other departments</td>
<td>&lt; 1 hour</td>
<td>Occasional</td>
</tr>
<tr>
<td>General Public</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.

- Errors in timing of award distributions from the department’s BASS allocation
- Grammatical, punctuation, or spelling errors in correspondence, reports, and minutes
- Misplaced or misfiled documents and materials

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

- Incomplete documentation submitted to DGS office
- Errors in communicating deadlines and requirements for award applications and defence procedures
- Inappropriate disclosure of confidential information

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>Auditory: recording meeting minutes</td>
<td>1 - 2 hours</td>
<td>Occasional</td>
</tr>
<tr>
<td>Auditory: telephone, verbal instructions, requesting information</td>
<td>&lt; 1 hour</td>
<td>Frequent</td>
</tr>
<tr>
<td>Visual/Perceptual: composing/reading documents, reconciling invoices, etc.</td>
<td>1 - 2 hours</td>
<td>Frequent</td>
</tr>
<tr>
<td>Physical Dexterity: keyboarding</td>
<td>1 - 2 hours</td>
<td>Frequent</td>
</tr>
<tr>
<td>Non-confined sitting: working on a computer</td>
<td>1 - 2 hours</td>
<td>Frequent</td>
</tr>
<tr>
<td>Standing/walking: filing, photocopying, delivering materials</td>
<td>&lt; 1 hour</td>
<td>Occasional</td>
</tr>
<tr>
<td>Lifting/carrying office supplies and materials</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>General Office</td>
<td>32 hours / 35 hours</td>
</tr>
<tr>
<td>Meeting rooms</td>
<td>2 hours / 35 hours</td>
</tr>
<tr>
<td>Other campus areas (deliveries &amp; errands)</td>
<td>1 hour / 35 hours</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</th>
</tr>
</thead>
<tbody>
<tr>
<td>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</th>
</tr>
</thead>
<tbody>
<tr>
<td>Repetitive arm, finger, wrist movements: 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 general courses or training of moderate duration (one semester equivalent) in word processing, database, spreadsheet and web applications and 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:

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.

60 wpm keyboarding skills with high degree of accuracy.
Good knowledge of university regulations, policies and procedures.
Good knowledge of standard office practices, methods, and equipment.
Excellent analytical reasoning, problem solving, and organizational skills, including ability to prioritize work.
Excellent interpersonal, customer service, and communication (verbal and written) skills.
Ability to use standard word processing, database, and spreadsheet applications (e.g. Word, Excel, FileMaker, FacSIMS, SQL) at an intermediate level.
Ability to use standard web content editing applications (e.g. AEM) to post/update information on departmental web pages.
Ability to use (e.g. PeopleSoft SIMS, OASIS, GA3) to look up information, enter data, and generate reports at an intermediate level.
Ability to use social media publishing tools (e.g. Facebook, Twitter, etc.)
Ability to use online reservation systems to book rooms and arrange equipment for various events.
Ability to record and transcribe meeting minutes with a high degree of accuracy.
Ability to perform arithmetic calculations up to and including percentages with a high degree of accuracy.
Ability to exercise mature judgment and initiative.
Ability to follow oral and written instructions.
Ability to handle confidential and sensitive material with discretion.
Ability to work independently and meet deadlines.
Ability to maintain records with a high degree of accuracy.

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 lift and carry office supplies weighing up to 10 kg.