1. POSITION IDENTIFICATION

Department Name: School of Criminology

Position Number(s): 77032

Current Position Classification: Secretary, grade 6

Department Position Title: Graduate Secretary

Evaluating Supervisor’s Title: Manager, Academic & Administrative Services

Date Completed: September 2, 2015

Part 1 is being completed by: ☒ Evaluating Supervisor

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

FOR USE BY HUMAN RESOURCES

Classification & Grade Approved: Secretary, grade 6

Effective Date: September 2, 2015

Approved by: 

Next Review: ---

2. POSITION SUMMARY

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

Responds to requests for information primarily dealing with graduate program admission, registration, courses, thesis defences, scholarships and awards, 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 posting updates; creates and maintains student information system records, and electronic and paper based files and prints, checks, and disseminates a variety of reports; responds to routine and general problems related to graduate programs and courses; takes meeting minutes and transcribes them into electronic media; coordinates orientation events, meetings and thesis defenses, updates course outlines; conducts preliminary and graduate program admission and progress reports; and maintains accurate database and spreadsheet records; processes confidential material related to scholarship applications, TA/TM appointments, contracts, assignments, and reviews, creates online forms, and updates website information.

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)

Responds to requests for information primarily dealing with graduate program admission, registration, international student support, courses, exams, grading, and graduation processes and procedures by determining the nature of requests, responding directly, making referrals and booking appointments with administrative and faculty advisors, providing forms and documents, checking information in the student information system, university calendar, web sites, publications, student and department records and files, and liaising with department and university staff to respond in a prompt and professional manner. (D)

Provides general correspondence and maintains accurate database and spreadsheet records by using word processing and standard office applications ensuring format, layout and data entry procedures are followed consistent with office procedures. (D)
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)

Processes a variety of forms and documents by checking completeness and accuracy, providing verification, initiating follow-up, routing materials, clarifying procedures, posting updates to on-line student records, and printing information from the student information system to expedite the timely receipting, recording, dissemination and provision of services for prospective and registered students. (D)

Creates and updates student information system records and prints, checks, and disseminates a variety of system reports by inputting data from a variety of source documents following different sets of procedures, ensuring the appropriate release and security of information, and generating standing system reports to maintain accurate and current student records and provide appropriate information to students and University department staff. (D)

Creates, reviews, and maintains student electronic and paper based files by following different processing procedures to review prospective admission applications for completeness, create, and input data to student records, determine missing information and generate applicable form letters; checks documents, checks standard course requisites and program status, and files information and documents, etc. to prepare files for evaluation or review and ensure files are current. (W)

Performs web updates and online form creation related to program matters and other School information to ensure accurate reflection of program admission procedure and general information, School profile, and other related matters. Maintains website employment process through utilization of current software applications. (W)

Responds to routine and general problems related to program and course registration, examinations, submission of course requirements, thesis defenses, and graduation, etc. by determining the nature of problems, responding directly with information regarding policies and procedures covering issues such as admission requirements and deadlines, application status, registration procedures, and supervisory committees, 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. (W)

Coordinates meetings of the Graduate Committees by contacting committee members, drafting and circulating agendas and materials, booking rooms and arranging meeting resources; taking, transcribing and distributing minutes of meetings, and initiating follow-up arising from meetings to ensure members are kept informed. (M)

Processes confidential material related to grant applications such as student travel and minor research grant applications and expense claims for approval by School Manager; upon completion makes electronic copies for record keeping and forwards completed forms to appropriate departments. (M)

Coordinates program admissions by receiving and reviewing applications, corresponding with prospective students, and preparing admission files for adjudication by the Graduate Admissions committee, notifying applicants and routing approved application information to the Dean’s office, and creating and maintaining files to assist with the recruitment of graduate students. (S)

Arranges new student intake meetings with Graduate Director and coordinates schedules of related committee members and organizes associated files (S).

Conducts preliminary undergraduate and graduate program progress reviews by referring to program requirements and standard procedures; identifies inconsistencies and missing course requirements and initiates routine follow-up with students or contacts students under the direction of academic or administrative staff to communicate program progress and resolve problems. (S)

Coordinates 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, and posting outlines on line and circulating for distribution to provide information to students. (S)
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)

Processes book requests and desk copies by initiating requests for texts from faculty and course instructors and completing and submitting orders to the Bookstore and publishers to ensure texts are available to students registering in respective courses. (S)

Prepares Teaching Assistant/Tutor Marker postings distributing instructional information and collects and prepares applications for review and approval; completes and disseminates teaching assistant appointment contracts and maintains associated files and databases to assist with the appointment of course instructors. (D)

Processes course grades by initiating requests for grades from faculty and course instructors and inputting information into the student information system to ensure grades are submitted in accordance with the procedures and deadlines provided by the Registrar. (S)

Assists in the setup of thesis defences including but not limited to setting up video conferencing. Coordinating schedules of internal and external examiners, room booking, and distribution of paperwork and information. (S)

Coordinates orientation meetings for graduate students by sourcing venues and collecting information regarding resource and material expenses, initiating invitations and processing registration, contacting attendees, and trouble-shooting problems that arise to provide support for the graduate programs. (S)

Prints and checks a variety of system reports by following instructions to assist with quality control and the accurate production and dissemination of information. (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.

Conducts information system and database searches, collates and mails information packages, prepares materials for printing, maintains and updates information, and provides temporary back-up for other staff.

Provides backup for administrative areas when required.

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 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>Students</td>
<td>&lt; 1 hour</td>
<td>Frequent</td>
</tr>
<tr>
<td>General public</td>
<td>&lt; 1 hour</td>
<td>Frequent</td>
</tr>
<tr>
<td>Faculty and staff</td>
<td>&lt; 1 hour</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.

- 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 or procedure
- 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>Auditory</td>
<td>1-2 hours</td>
<td>occasional</td>
</tr>
<tr>
<td>Visual</td>
<td>1-2 hours</td>
<td>Frequent</td>
</tr>
<tr>
<td>Perceptual</td>
<td>1-2 hours</td>
<td>Frequent</td>
</tr>
<tr>
<td>Physical Dexterity</td>
<td>1-2 hours</td>
<td>Frequent</td>
</tr>
<tr>
<td>Non-confined sitting</td>
<td>1-2 hours</td>
<td>Frequent</td>
</tr>
<tr>
<td>Walking</td>
<td>&lt; 1 hour</td>
<td>Frequent</td>
</tr>
<tr>
<td>Lifting, carrying (office 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>
</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>Distracting noise</td>
<td>Occasional</td>
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</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>
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</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 general courses or training of moderate duration (one semester or equivalent) in word processing, spreadsheet, and database 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:

2 Years

**Check one:**

- [x] 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 skill with a high degree of accuracy.
- Ability to use enterprise level information systems (e.g., PeopleSoft, SIMS, or equivalent) at an intermediate level.
- Ability to use standard office applications (e.g., Word, FileMaker, Excel) at an intermediate level.
- Ability to use standard web content management applications (e.g., CQ 5) at an intermediate level.
- Excellent interpersonal and customer service skills.
- Excellent oral and written communication skills.
- Excellent analytical reasoning, problem-solving and organizational skills.
- Ability to record and transcribe meetings minutes 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 perform arithmetic calculations with a high degree of accuracy.
### 13. QUALIFICATIONS
Minimum required to satisfactorily perform the work.

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.

None

### 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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Date

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

<table>
<thead>
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<th>Name of Employee</th>
<th>Signature of Employee</th>
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Date