PART 1: JOB DESCRIPTION

Weighted Job Questionnaire (WJQ) Custom

Department Name: School of Computing Science

Position Number(s): 07528

Current Position Classification: Secretary, Grade 6

Department's Position Title: Undergraduate Program Assistant

Evaluating Supervisor's Name: ____________________________

Evaluating Supervisor's Position Title: Manager, Administrative & Academic Services

Today's Date: May 17, 2007

Part 1 is being completed by: Employee

(Please check one.)

Evaluating Supervisor  ✔
1. POSITION IDENTIFICATION

Department Position Title: Undergraduate Program Assistant

Department Name/Section: School of Computing Science

Total Number of Positions Covered by this Description: 1

Position Number(s): 07528

Evaluating Supervisor: Manager, Administrative & Academic Services

Position Title: Manager, Administrative & Academic Services

FOR USE BY HUMAN RESOURCES ONLY

Classification & Grade Approved: Secretary, Grade 6

Effective Date: April 30, 2007

Approved by: 

Next Review: 

2. POSITION SUMMARY

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

Provides diverse administrative and secretarial support for the School of Computing Science Undergraduate Program, the Undergraduate Curriculum Committee and the Advising/Recruiting personnel. Advises Undergraduate students as required. Acts as first contact and provides information to staff, faculty, students and visitors with respect to the Undergraduate Program. Administers and coordinates all process in support of faculty teaching and provides secretarial support.

3. MAJOR FUNCTIONS

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

1. Acts as primary contact and responds to general inquiries with respect to the School of Computing Science Undergraduate Program by referring to the calendar and university policies and regulations. (D)

2. Liaises with various departments within SFU in support of the undergraduate program. (D)

3. Provides teaching support to faculty by coordinating the course/instructor/teaching assistant evaluation process, coordinating the bookstore and library reserve requests, and maintaining course outlines. Provides other administrative and secretarial support as required. (D)

4. Prepares correspondence and reports using Microsoft Word, Excel, and university and departmental databases and ensuring format, layout and data entry procedures are followed consistent with office procedures. (D)

5. Maintains undergraduate student files by updating and filing records and documentation. (D)

6. Advises students by reviewing student records, investigating anomalies and irregularities, enters course waivers and fields general questions about our admission processes and procedures. Resolves problems encountered by students using the Student Information Management System (SIMS) (e.g., course prerequisites, registration, and approval of clearances) by providing information and assistance. Liaises with other staff or departments as required and refers students if necessary. (D)
7. Provides back-up to the advising team when necessary by assisting as directed. (D)
8. Provides administrative and secretarial support for the advising team by preparing files for evaluation, checking for missing information, maintaining current gradauнд lists, printing and checking a variety of system (SIMS) reports, preparing convocation parchments, and assisting with mailouts. (D)
9. Coordinates and monitors the appeals process on behalf of faculty and students by providing information, receiving appeals, coordinating meetings, and tracking outcomes. (W)
10. Provides secretarial and administrative support for the Undergraduate Curriculum Committee by arranging monthly meetings, compiling and preparing agenda items, taking and transcribing minutes, and attending to action items. (M)
11. Coordinates and maintains the calendar change process on behalf of the Undergraduate Curriculum Committee and the Manager of Administration & Academic Services. (M)
12. Attends, participates, assists, and prepares for convocation ceremonies and other department events. (M)
13. Works with the advising and recruiting team to enter, collect and maintain statistics. Compiles information and completes the Instructional Activity Report. (S)
14. Coordinates the exam process by submitting exams for duplication and carrying other tasks required by faculty and/or staff. (S)
15. Processes course grades by initiating requests for grades from faculty, tracking grade entry deadlines both manually and in SIMS and ensuring grades are submitted in accordance with the procedures and deadlines by Registrar and Enrollment Services. (S)
16. Coordinates the appointments for Sessional Instructors and Sessional Lecturers using the department database by preparing and distributing contracts, monitoring payroll, and resolving issues. (S).

4. MINOR FUNCTIONS (List duties and responsibilities that occur annually and periodically throughout the year.)
1. Schedules rooms for various department meetings using the room booking systems.
2. Collects, sorts and files general materials, purges and archives student and position related documentation.
3. Performs other duties and responsibilities consistent with the job description and position title 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.
(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 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 (occasional; frequent; continuous.)

<table>
<thead>
<tr>
<th>Type of Contact</th>
<th>Duration</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student and public contact</td>
<td>&lt; 1 hr</td>
<td>Frequent</td>
</tr>
<tr>
<td>Faculty of Applied Sciences</td>
<td>&lt; 1 hr</td>
<td>Occasional</td>
</tr>
<tr>
<td>Undergraduate Director, School of Computing Science</td>
<td>&lt; 1 hr</td>
<td>Occasional</td>
</tr>
<tr>
<td>Finance-Accounts payable and research fund clerks</td>
<td>&lt; 1 hr</td>
<td>Frequent</td>
</tr>
<tr>
<td>Computing Science faculty and staff members</td>
<td>&lt; 1 hr</td>
<td>Frequent</td>
</tr>
<tr>
<td>Scheduling/Office of the Registrar</td>
<td>&lt; 1 hr</td>
<td>Frequent</td>
</tr>
<tr>
<td>Other departments</td>
<td>&lt; 1 hr</td>
<td>Frequent</td>
</tr>
<tr>
<td>Publisher’s representatives</td>
<td>&lt; 1 hr</td>
<td>Frequent</td>
</tr>
<tr>
<td>Bookstore staff</td>
<td>&lt; 1 hr</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 to others.
Uncommon Errors: Provide a few examples of the most uncommon errors which infrequently occur in the performance of the work:

- Misunderstanding a student’s intentions re: graduation status which could result in confusion over the student’s status.
- Providing incomplete or inaccurate information for the review and approval of others.
- Providing the wrong information regarding a process or procedure.

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>Concentrated fine motor coordination (keyboard skills)</td>
<td>1 – 2 hours</td>
<td>Frequent</td>
</tr>
<tr>
<td>Perceiving, reviewing documents</td>
<td>1 – 2 hours</td>
<td>Frequent</td>
</tr>
<tr>
<td>Reading; handwritten instructions, software manuals, text drafts</td>
<td>&lt; 1 hour</td>
<td>Frequent</td>
</tr>
<tr>
<td>Writing research grant appointments, sessional appointments</td>
<td>&lt; 1 hour</td>
<td>Frequent</td>
</tr>
<tr>
<td>Non-confined sitting</td>
<td>1 – 2 hours</td>
<td>Frequent</td>
</tr>
<tr>
<td>Performing on line data entry</td>
<td>&lt; 1 hour</td>
<td>Frequent</td>
</tr>
<tr>
<td>Standing-filing, consultations, photocopying</td>
<td>&lt; 1 hour</td>
<td>Frequent</td>
</tr>
<tr>
<td>Walking-back and forth from Registrar’s and duplicating</td>
<td>&lt; 1 hour</td>
<td>Occasional</td>
</tr>
<tr>
<td>Recording minutes</td>
<td>&gt; 2 hours</td>
<td>Occasional</td>
</tr>
</tbody>
</table>

11. WORKING CONDITIONS

(a). Describe the place(s) in which 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>29/35 hrs</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 odors, 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>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, and 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 and/or 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 applications and office procedures.

In addition to formal education: Identify the certificate or program of study required.

None

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

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 Skill(s):** Identify skills specifically required to perform the work of the position.

60 wpm keyboarding with a high degree of accuracy

Ability to use word processing, database, spreadsheet and e-mail applications (e.g., MSWord, Filemaker, Excel)

Excellent knowledge of standard office practices and procedures

Excellent interpersonal, intercultural, oral and written communication skills

Excellent organizational skills

Excellent knowledge of university and departmental procedures

Excellent mathematical and analytical reasoning skills

Ability to take and transcribe minutes

Ability to work independently and meet deadlines (often under pressure)

Ability to handle confidential materials with discretion

Ability to work as a member of a team

Ability to exercise mature judgment and initiative

**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/or weekends

Ability to work at all 3 campus locations

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### 14. APPROVAL AND REVIEW

**EVALUATING SUPERVISOR APPROVAL**

Information provided in the job description accurately reflects the requirements of the position.

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

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**EMPLOYEE REVIEW**

I have read and understand the requirements of the position.

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