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>Secretary, grade 6</td>
</tr>
<tr>
<td>Effective Date:</td>
</tr>
<tr>
<td>December 8, 2016</td>
</tr>
<tr>
<td>Approved by:</td>
</tr>
<tr>
<td></td>
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<tr>
<td>Next Review:</td>
</tr>
<tr>
<td>-----------------</td>
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</tbody>
</table>

| Department Name: |
| Sociology & Anthropology |
| Position Number(s): |
| 477 |
| Current Position Classification: |
| Secretary |
| Department Position Title: |
| Graduate Program/Office Assistant |
| Evaluating Supervisor’s Title: |
| Manager, Academic & Admin Services |
| Date Completed: |
| December 8, 2016 |
| Part 1 is being completed by: |
| Employee |
| Evaluating Supervisor |

2. POSITION SUMMARY

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

Provides clerical and secretarial support for the graduate program of the Department of Sociology and Anthropology and general office support for the Sociology & Anthropology and Labour Studies office. Responds to requests for information and resolves routine and non-routine problems that may arise. Liaises with students, staff, faculty, and instructional staff to assist with admissions, registration, grades, evaluations and events. Liaises with the Dean of Graduate Studies Office, Student Services and other university administrative areas regarding procedures. Composes general and confidential correspondence and prepares/completes statistical summaries and reports. Provides support to the Department Chair, Program Director, Graduate Program Committee (GPC) Chair, Manager and Advisor.

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) In conjunction with the Undergraduate Program Assistant, provides front-line support to the Department of Sociology & Anthropology and the Labour Studies Program general office by opening/closing the general office, greeting visitors, providing routine information about the department, and ensuring that office coverage is sufficient throughout the day.

(D) Responds to requests for information from prospective/current students regarding Sociology & Anthropology graduate program admission, registration, readmission, on-leave, tuition and graduation by determining the nature of the requests, responding directly, making referrals, providing forms and documents, checking information in the student information management system (i.e., SIMS), university
calendar, websites, publications, student and departmental records and files, and liaising with other university staff to respond in a prompt and professional manner.

(D) Analyzes and resolves non-routine student problems and issues by explaining university policies and procedures, and program requirements, policies and regulations; uses SIMS to gather necessary information and consults verbally and in writing with other program areas and university departments to resolve issues and develop solutions. Assesses where situations should be referred to the Graduate Program Chair.

(D) In consultation with the Graduate Program Chair, composes general and confidential correspondence to students and maintains accurate record of all correspondence by using database, spreadsheet, word processing or e-mail applications as required, proofreading and editing materials and ensuring format, layout and data entry procedures are followed in accordance with department and program procedures.

(D) Liaises verbally and in writing with students, the Graduate Program Chair, Dean of Graduate Studies Office (DGS) and Student Services Office, as appropriate, to expedite the admission, registration, on-leave, withdrawal and graduation of graduate students as may be necessary and to resolve issues and develop new systems to support all administrative aspects of the programs.

(D) Liaises with the DGS office or Student Accounts office regarding application fees, student fees, refunds, etc., and resolves problems that may arise.

(D) Provides clerical support to the Graduate Program Chair, Graduate Program Committee (GPC), and sub-committees by reviewing and processing incoming correspondence and documentation, and composing and typing responses, other correspondence and documentation as required.

(D) Creates, maintains, reviews, updates and archives electronic and hard-copy files and records relating to students and programs by following departmental and record management standards to ensure information is readily available and follows the SFU Freedom of Information/Protection of Privacy guidelines. Stores or purges files consistent with SFU policy.

(D) Responds to instructional staff (e.g., faculty, instructors, guest speakers) requests for assistance with academic issues by providing information concerning university and departmental policies and procedures. Liaises with other university departments to expedite the resolution of issues and follows up to ensure satisfactory resolution.

(D) Assists with matters relating to course registrations, student issues, course scheduling, course proposals/outlines and statistical matters.

(D) Ensures general office supplies, equipment and services are maintained at an appropriate level; orders office supplies from internal departments and external vendor(s) as required; provides assistance to others on the use of departmental office equipment; receives deliveries from internal departments and external vendors and checks for completeness; prepares courier documentation and packages for pickup, and receives and distributes courier packages to members of the department and program as necessary.

(D) Arranges for duplicating/printing of departmental and program documents, brochures and stationery, and assists faculty and staff with duplicating/printing requests; checks for completeness, stores and/or distributes orders as required.

(D) Maintains on-line calendar for meeting room bookings and books room as and when required by faculty, staff and student groups; maintains record of instructional lab bookings.

(W) Maintains the Sociology and Anthropology Graduate Program’s Facebook and Twitter accounts by drafting tweets, Facebook posts, and other event or news notifications.

(W) Coordinates and arranges thesis defenses following University policies and procedures and ensuring appropriate documentation is completed and reviewed; schedules rooms and ensures required equipment is available for thesis defense use; arranges for thesis printing and binding and payments/reimbursements are paid and received; coordinates thesis submission to the Library following University policies and procedures. Maintains departmental mailboxes, assignment drop-boxes, notice boards and administration office in an orderly and professional fashion.

(M) Assists with the coordination of the GPC meetings, including preparation of agendas, circulating documents, booking rooms, taking minutes of meetings and initiating follow-up on action items.
(M) Processes confidential material related to grant applications such as student travel and minor research grant applications and expense claims for approval by the GPC, Manager, and the Department Chair.

(S) Prepares Teaching Assistant/Tutor Marker postings for distribution via the Department and Program websites, collects and prepares applications for review and approval; completes and disseminates teaching assistant appointment contracts; prepares, distributes, collects, and maintains all related appointment paperwork and files.

(S) 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) Initiates formation of graduate student’s Supervisory Committee ensuring appropriate approvals are received to comply with University regulations; processes committee changes and maintains accurate records to ensure departmental records are kept up-to-date.

(S) Coordinates annual progress review evaluation of graduate students currently in the program ensuring progress review materials and typed and distributed as required, then collected and submitted to the GPC for review and evaluation following departmental processes and University regulations and guidelines.

(S) Monitors availability of internal and external scholarships, fellowships and awards; distributes notices, advises on regulations and reviews eligibility of students; assembles materials, checks for accuracy and forwards documentation for review and selection; maintains record of recipients of scholarships, fellowships, awards and instructional appointments.

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(S) Processes all special forms related to registration including add/drop, Western Dean’s Agreement, and on-leave forms by reviewing forms for completeness, obtaining appropriate approvals, and submitting to relevant department/organization in compliance with university regulations.

(S) Assists with course scheduling in consultation with the Manager and Advisor; enters course information into SIMS; and liaises verbally and in writing with Student Services staff to solve problems and resolve issues; reviews scheduling proofs received from Student Services and updates Advisor/Manager of errors/omissions in a timely manner to ensure the documentation can be returned before the deadline; posts and distributes course schedules for information for faculty, temporary instructors, staff and students ensuring information is updated regularly and as changes occur.

(S) Monitors course registrations and liaises with the Manager regarding registration levels at the end of the registration period to ensure low enrolled courses are cancelled in a timely manner should they remain below the Faculty of Arts and Social Sciences’ (FASS) Dean’s Office and Departmental minimum registration requirements.

(S) Assists with the grade submission and grade change processes by distributing deadlines to instructors, ensuring on-line and hard copy submissions are complete and comply with university and departmental regulations, obtaining on-line approvals, submitting approved grade sheets to appropriate areas, and communicating with Student Services and DGS to solve arising issues.

(S) Represents the Sociology & Anthropology department at Graduate Program Assistant meetings and other meetings as required and reports important information to the Graduate Program Chair.

(S) Assists with the preparation of calendar changes for submission to the FASS Dean’s Office to ensure program and course information in the SFU Calendar is correct and up-to-date.

(S) Updates course outline template as requested and ensures course outlines are provided for all courses each semester; follows up with missing outlines in a timely manner; and ensures outlines are posted in appropriate venues.

(S) Assists instructors with course book and library reserves; ensures submissions are complete and accurate before being submitted; liaises with publishers, SFU Bookstore buyers, Library staff and other contacts regarding orders and any issues that may arise.
(S) Creates and maintains group e-mail lists and ensures, each term, that all information is current and accurate.

(S) Assists students or instructors with issues they may have concerning computing IDs, Library or other SFU services; and liaises with appropriate department to resolve issues.

(S) Creates, reviews and modifies student information sheets and updates the departmental website using a web content management system (e.g., AEM) with information relating to graduate programs, courses, course outlines and deadlines, ensuring that data is kept up-to-date and distributed when information has been approved.

(S) Assists with the preparation and updating of information for department/program promotional materials (e.g., posters and/or brochures) for programs, courses, and related activities in collaboration with the Chair, Graduate Program Chair, Manager and/or Advisor using various desktop publishing software applications (e.g., InDesign, PowerPoint) to modify pre-existing templates.

(S) Initiates and produces routine and non-routine statistical reports using databases or spreadsheets as appropriate; produces and maintains student enrolment statistical reports; reconciles information gathered from databases, SIMS, Institutional Research and Planning Reports (IRP) and other sources as necessary; and ensures any discrepancies are reconciled before appropriate deadlines.

(S) Organizes the distribution of evaluations; sorts and submits completed evaluations for processing and types evaluation notes, and distributes documents following established policies and procedures.

(S) Assists and advises faculty regarding Post Doc appointments following University and DGS procedures and regulations; updates and maintains lists of Post Docs for departmental and statistical purposes.

(S) Assigns photocopy codes to faculty, staff, and temporary instructional staff and tracks usage.

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

- Organizes orientation and socials for new graduate students including booking rooms and ordering catering.
- Assists with departmental functions and special events by organizing materials and supplies, booking and setting up room and/or transporting items to the particular venue as required. Represents the Department or Program as required.
- Provides coverage for other staff during illness, vacation or absences, as required.
- Performs other duties and responsibilities consistent with the job description and classification on request.
- Explains how work is performed in the position to staff in other positions and is involved in training temporary and replacement employees for the position.
- Maintains a current and accurate employee job manual.

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>Faculty and staff</td>
<td>&lt; 1 hour</td>
<td>Frequent</td>
</tr>
<tr>
<td>Vendors and off-campus delivery personnel</td>
<td>&lt; 1 hour</td>
<td>Frequent</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.

- Giving incorrect information to potential students regarding courses, admission requirements, or not ensuring information on website up-to-date.
- Given incorrect information to students regarding registrations, fees or student services.
- Errors in data entry in databases or in reports.
- Not keeping paper and electronic files organized and up-to-date.

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

- Giving incorrect information to GPC, Chairs/Directors.
- Not being clear when explaining policies and procedures to students or Faculty.
- Not following established policies and procedures regarding admissions, registration, graduation, grades or
student services matters.
• Violating FOI/POP regulations with respect to student information or files.

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>Fine finger movement and concentration: Keyboarding</td>
<td>1-2 hours</td>
<td>Frequent</td>
</tr>
<tr>
<td>Visual: Working on a personal computer</td>
<td>1-2 hours</td>
<td>Frequent</td>
</tr>
<tr>
<td>Perceiving: Reviewing/proofreading documents and reports, verbal and written instructions</td>
<td>1-2 hours</td>
<td>Frequent</td>
</tr>
<tr>
<td>Hearing: Phone messages; receiving instructions by phone and in person</td>
<td>&lt; 1 hour</td>
<td>Frequent</td>
</tr>
<tr>
<td>Hearing: Recording minutes</td>
<td>1-2 hours</td>
<td>Occasional</td>
</tr>
<tr>
<td>Reading: Handwritten instructions, regulations and email</td>
<td>&lt; 1 hour</td>
<td>Frequent</td>
</tr>
<tr>
<td>Writing: Reports, minutes, memos, letters, and procedures</td>
<td>&lt; 1 hour</td>
<td>Frequent</td>
</tr>
<tr>
<td>Writing: Minutes</td>
<td>1-2 hours</td>
<td>Occasional</td>
</tr>
<tr>
<td>Speaking: Telephone, in-person responses</td>
<td>&lt; 1 hour</td>
<td>Frequent</td>
</tr>
<tr>
<td>Standing: Photocopying, filing</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>Lifting and carrying: Materials</td>
<td>&lt; 1 hour</td>
<td>Occasional</td>
</tr>
<tr>
<td>Walking: To other University departments</td>
<td>&lt; 1 hour</td>
<td>Occasional</td>
</tr>
<tr>
<td>Crouching</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>Administration Office</td>
<td>33/35</td>
</tr>
<tr>
<td>Other areas of the department/ University Departments</td>
<td>2/35</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>
</tbody>
</table>
11. WORKING CONDITIONS

<table>
<thead>
<tr>
<th>Distracting noise</th>
<th>Frequent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dust, drafts, heat/cold</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 (Occasional, Frequent, or Continuous)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dealing with complaints/verbal abuse</td>
<td>Occasional</td>
</tr>
<tr>
<td>Keyboarding, typing (repetitive activity)</td>
<td>Frequent</td>
</tr>
<tr>
<td>Eye strain for viewing computer screen</td>
<td>Frequent</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 general courses or training of moderate duration (one semester 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
13. QUALIFICATIONS
Minimum required to satisfactorily perform the work.

because: (please explain)

Occupational Skills: Identify skills specifically required to perform the work of the position.

- 55 wpm keyboarding with a high degree of accuracy.
- Excellent knowledge of university regulations, policies, and procedures.
- Excellent knowledge of standard office practices, procedures, methods and equipment.
- Excellent organizational skills including the ability to prioritize work.
- Excellent interpersonal, customer service, and communication (oral and written) skills.
- Excellent attention to detail, analytical reasoning, problem-solving and decision-making skills.
- Ability to use word processing, database, spreadsheet, internet and e-mail applications, social media, and web content management systems (e.g., Word, Excel, PowerPoint, Facebook, Twitter, AEM) at an intermediate level.
- Ability to use enterprise-level information systems (e.g., SIMS, FINS) at an intermediate level.
- Ability to use applicant evaluation systems (e.g. TRACS, OASIS, GA3)
- Ability to use desktop publishing software and presentation applications (e.g., InDesign, PowerPoint) at an intermediate level.
- Ability to work independently and meet deadlines.
- Ability to exercise mature judgment, initiative, tact and diplomacy.
- Ability to complete a high volume of work with frequent interruptions.
- Ability to compose correspondence with excellent grammar, punctuation and spelling.
- Ability to handle confidential/sensitive material with discretion.
- Ability to perform arithmetic calculations with a high degree of accuracy.
- Ability to interact with students in a calm, professional and respectful manner.
- Ability to record and transcribe minutes with a high degree of accuracy.
- Ability to maintain records with a high degree of accuracy.
- 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 occasional flexible hours if required for special events
- Ability to lift, move, or carry equipment or materials up to 10 kg.

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
**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>
</table>

Date