Academic Program Assistant

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Academic Program Assistant

School of Languages and Literature, College of Arts

Hiring #: 2021-0247

Please read the Application Instructions [1] before applying

This is an exciting opportunity to join the School of Languages and Literature to support outstanding research and teaching and to positively influence the student experience. Reporting to the Director of the School of Languages and Literature and the Associate Director, Finance and Operations for the College of Arts, the Academic Program Assistant is vital to the day-to-day operation of the department in delivering services knowledgeably, efficiently, and accurately to faculty, students and staff.

This Academic Program Assistant supports the school by providing direct administrative support for the school’s academic programs, both at the undergraduate and graduate levels. This includes dealing with student and instructor enquiries as well as coordinating course outlines and schedules, student data and records, exams and deferred exams, courses and program changes, thesis defenses and other MA milestones, graduate student admissions and funding, and other administrative support for the academic programs as they arise. This position must have an awareness and knowledge of the school, college, and institutional deadlines and works closely with the Administrative Assistant to the Director to provide general office administrative support for the school such as: responding to inquiries, updating information on the school website, records retention, and other administrative support duties as required.

The School Languages and Literature is home to 17 faculty who teach and research in diverse cultures and languages from around the world. With approximately 4,000 student course enrolments each year, the school has comprehensive and high-quality program offerings that include: Bachelor of Arts (BA) programs in Classical Studies, European Studies, French Studies, German Studies, Spanish and Hispanic Studies, Italian Studies and Master of Arts (MA) programs in Latin American and Caribbean Studies, European Studies, French Studies, and Crossways in Cultural Narratives.

Requirements of this position include:

- While a variety of combinations of education and experience are valued, the minimum requirements are one (1) year of community college in Office Administration (two-year community college degree in Business Administration is preferred) and a minimum of one (1) year of previous experience providing administrative support, or an equivalent combination of education and experience;
- Experience providing administrative support at an academic unit in a University environment and within an arts and humanities discipline would be an asset;
- Proficiency using Microsoft Office 365 required and experience with a wide variety of institutional software packages that support academic program management and student services is preferred;
- Proven ability to excel within a small working group and act as an effective team member of a large and diverse organization;
- Excellent verbal and written communication skills and the ability to speak French or another language taught in the School of Languages and Literature would be an asset;
- Demonstrated ability to interface with coworkers, students and University stakeholders in an equitable and accessible manner to contribute to a culture of inclusion and respect;
- Excellent personal judgment, organizational skills, and problem-solving ability to multitask and prioritize
duties while dealing with interruptions and competing deadlines;
- Ability to take initiative to pro-actively identify potential problems or outstanding tasks, prepare required
  supporting information, and make recommendations so that tasks can be completed, or decisions can be
  made efficiently and effectively;
- Ability to interpret and administer policies and procedures, preferably in a post-secondary environment, in a
  wide variety of functional areas such as: academic programs, human resources, financial services,
  research, and student awards.

This appointment is regularly performed on-campus but will be initially fulfilled remotely (off-campus) until
the University resumes its regular operations.

Position Number 275-057
Classification USW, Local 4120 Salary Band 4
Salary Range $23.59 Minimum
$26.37 Normal Hiring Limit
$31.92 Job Rate

At the University of Guelph, fostering a culture of inclusion [2] is an institutional imperative. The University
invites and encourages applications from all qualified individuals, including from groups that are
traditionally underrepresented in employment, who may contribute to further diversification of our
Institution.

Posting Date: 2021 05 31
Closing Date: 2021 06 07

Page category: Current Opportunity [3]

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