

## **Student Affairs Program Assistant**

At UBC, we believe that attracting and sustaining a diverse workforce is key to the successful pursuit of excellence in research, innovation, and learning for all faculty, staff and students. Our commitment to employment equity helps achieve inclusion and fairness, brings rich diversity to UBC as a workplace, and creates the necessary conditions for a rewarding career.

### **Job Summary**

The Student Affairs, Program Assistant provides confidential administrative assistance for the JD Student Affairs Office, including Indigenous Legal Studies (ILS) and the Allard Student Wellbeing Counsellor. The Program Assistant acts as liaison between students and the unit; interacts in person, by phone and by email with students, members of the faculty and adjunct faculty, and members of the legal profession on a daily basis and answers routine questions; prepares materials and reports; creates and maintains databases; arranges meetings, events and conferences; responds to various enquiries; and updates resources, in-house databases and the websites. They assist with examination management and procedures, as well as exam invigilation. They also coordinate travel for law students, faculty and coaches participating in experiential learning courses.

The Student Affairs, Program Assistant is responsible for balancing competing priorities. They will have access to and work with highly confidential student and faculty information (including grades, health and travel information) and examination questions and be required to maintain this information in the strictest confidence subject to UBC's privacy policies. This is a critical student facing role and requires excellent customer service in all tasks performed.

They are also responsible for a variety of tasks to support the efficient administration, organization and operations of the Student Affairs Office; works with other members of the Faculty including Communications, HR and Finance to resolve issues of a complex nature.

### **Organizational Status**

Reports to the Assistant Dean, Students and the Director, Academic Services. The position will also provide administrative support to the Associate Director, ILS, the Manager, Student Affairs, and the Allard Student Wellbeing Counsellor. May provide additional administrative support to the Student Affairs team, as directed by the Assistant Dean Students, and the Director, Academic Services

### **Work Performed**

#### **Student Support:**

- Acts as front face of the Student Affairs Office; responds in person, by phone and email to routine and complex enquiries from students, alumni, faculty and members of the legal profession; refers unusual enquiries as appropriate. This includes providing clear and accurate information regarding daily operations, confirmation of registration, student enrolment, course requirements, course registration, academic concession applications and non-routine enquiries.
- Maintains familiarity with other areas of the university, such as Enrolment Services, Student Development and Support Services (e.g. Counselling Services, Student Health Services, Centre for Accessibility, AMS, Campus Mail, etc.), and within the Faculty (Admissions, Career Services, Awards etc) in order to respond to routine enquiries about other unit's service offerings.
- Supports the booking of student appointments for members of the Student Affairs Office

#### **Student Information:**

- Uses SISC/Workday Student to create, update, and maintains databases, often managing private and confidential information; updates and retrieves information from databases to prepare

reports, mail outs, surveys, etc. Verifies data for accuracy across campus and Faculty databases, reports, spreadsheets and records.

- Accesses Faculty Service Centre (FSC)/Workday Student to look up, and print class lists, create additional lists from, and to e-mail classes.
- Accesses the university's online advising database (currently OAMS) and updates information and uploads documentation.
- Assists in creating, designing, coordinating and compiling statistical and survey information using tools such as Qualtrics.
- Files, maintains, and archives accurate student electronic records and hard copy docket.

#### Communication:

- Maintains, drafts and inputs information on the Faculty, JD Students and Indigenous Legal Studies websites.
- Drafts, edits, proofreads, and completes various materials for distribution to students, faculty, alumni and the broader legal community, including academic emails, letters and forms.
- Copies, prints, collates, files, scans, packages and logs examinations, student examinations answers, and other materials.
- Creates posters, advertisements and promotional materials in support of unit events.
- Maintains and updates unit's social media accounts.

#### Exam Administration:

- Arranges for Courier pickup and delivery of examinations from and to campus locations.
- Assists with verifying format and data for examinations and grades.
- Posts appropriate signage as required (e.g., exam signage, restricted time and access to study areas).
- Sets up classrooms for exams and ensures there is sufficient seating- Assists with scheduling and organizing exams by booking rooms, emailing students regarding exam information, checking student identification prior to exams, invigilating exams, ensuring exams are completed properly and collecting exams for marking.

#### Event Coordination:

- Assists with Student Affairs and ILS event programming for students on campus during regular work hours.
- Coordinates a variety of events for Student Affairs, ILS, and other Faculty events, from inception to tear down (catering, programs, invitations, RSVPs, follow ups, name tags, processing fees, paper work, signage, rentals, etc.).
- Organizes annual (e.g. We Love Law Students) event in the department including planning, confirming funding, prioritizing, and ensuring preparations are complete (Design/develop materials for the production of Student Affairs events and promotional publications).
- Coordinate ordering promotional items from internal and external sources annually.
- Contributes to other events and aids events manager, when necessary.
- Acts as liaison with student volunteers and student employees responsible for various seminars and events, and working within the unit.
- May provide supervision to student workers.

#### Travel Bookings:

- Under the direction of the Manager, Student Affairs, coordinates travel bookings for students, Allard Law faculty, adjunct faculty, and external coaches or advisors, participating in experiential learning programs.

#### General Administration:

- Drafts correspondence and records minutes of meetings as required.
- Coordinates committee meetings and other meetings as required.
- Provides other administrative duties as required, such as ordering of supplies.

#### **Consequence of Error/Judgement**

This position represents the Allard School of Law in its dealings with local, national and international employers, alumni and the community at large. Incorrect decisions/judgment can adversely affect the reputation of students, Student Affairs, Indigenous Legal Studies, Student Wellbeing, the Allard School of Law and external stakeholders and partners. Poor judgment or errors in processing confidential materials and correspondence could have an adverse effect on the work and would result in inaccurate records, or the violation of privacy laws with respect to personal information. Failure to act in a professional, tactful manner would have an adverse effect on the image of the Allard School of Law. Inaccuracy in logging or packaging examinations could directly impact on a student's writing examinations through the Centre for Accessibility. Inaccuracy or poor attention to details could directly impact the student, faculty and coaches travel itinerary, consequently resulting in missed experiential opportunities and/or unable to return home as scheduled. Failure to ensure that expenditures are properly authorized can have a deleterious effect on the law school's finances and financial processes. Failure to ensure travel expenses are recorded and reconciled result in incorrect financial information being reported to departmental leadership and the university. Must exercise tact, judgment and initiative in dealing with administrative matters.

#### **Supervision Received**

Works under limited supervision of the Assistant Dean, Students and Director, Student Academic Services. Most tasks are defined and the incumbent would report progress on projects and refer unusual questions to supervisors.

#### **Supervision Given**

When appropriate, oversees the work of student employees and/or temporary staff.

#### **Minimum Qualifications**

High School graduation, plus one year of post-secondary education, plus four years of related experience, or an equivalent combination of education and experience.

Willingness to respect diverse perspectives, including perspectives in conflict with one's own. Demonstrates a commitment to enhancing one's own awareness, knowledge, and skills related to equity, diversity, and inclusion

#### **Preferred Qualifications**

High School graduation and 2 years post-secondary education.

Training in office procedures and bookkeeping practices.

Minimum 4 years related experience or the equivalent combination of education and experience.

Computer experience required.

Ability to type 50 w.p.m. and use normal range of office equipment.

Ability to use word processing, database, internet and electronic mail applications at an intermediate level. (Word, Excel, PowerPoint, SISC and desktop publishing preferred).

Basic image editing, web and social media, and event promotion skills required.

Effective oral and written communication skills.

Ability to work adjusted hours (start/end later) during examinations periods.

Strong interpersonal skills; demonstrated ability to interact with a broad range of people in a professional and approachable manner.

Ability to prioritize multiple projects at one time and meet deadlines.

Extremely strong organizational and problem-solving skills.

Ability to exercise tact and discretion.

Ability to proofread materials for punctuation, grammar and spelling.

Ability to maintain accuracy and exhibit strong attention to detail.

Ability to work both independently with limited supervision.

Ability to occasionally work evening hours for exams and academic activities/events.

Ability to lift boxes of up to 30kg