

IDENTIFICATION

Job Title:	Administrative Assistant	Division:	HEHS
Title of Immediate Supervisor:	Chair School of Health, Education and Human Services	Position Number:	
Supervisor's Title:		Effective Date:	

Purpose of the Role

The Administrative Assistant provides essential coordination and administrative support to ensure the effective daily operation of the School of Health, Education & Human Services. Working in a team environment where the incumbent maintains and as necessary, adapts and improves a system of administrative support for the efficient and professional functioning of the programs within the school of Health, Education and Human Services

This role contributes directly to the success of faculty, students, and programs by maintaining efficient systems, clear communication, and responsive front-line service.

Key Responsibilities

The Administrative Assistant coordinates and supports the day-to-day operations of the School of Health, Education, and Human Services, ensuring efficient scheduling, recordkeeping, and administrative continuity. The role provides front-line service to faculty, students, and visitors, responding to inquiries and connecting individuals with appropriate academic or institutional resources. It supports financial and human resource processes by preparing and maintaining documentation and records, and facilitates communication within the School and with external health, education, and community partners to ensure the accurate and timely flow of information. The position also assists faculty and students with administrative needs that enhance teaching, learning, and program delivery, while maintaining systems and processes that promote the overall effectiveness and accountability of the School.

People Leadership

This role does not have direct supervisory responsibilities. The Administrative Assistant may provide informal guidance, training, and orientation to new staff, faculty, or students on administrative processes and procedures.

Decision - Making

Decide on appropriate responses to inquiries, escalating more complex issues to the Chair as required.

Prioritize and organize daily work to meet competing deadlines and service needs.

Apply University policies, procedures, and established practices when processing financial and HR documentation.

Recommend improvements to administrative processes and systems that enhance efficiency and service delivery.

Communication and contacts

The Administrative Assistant communicates regularly with faculty, instructors, students, and other University staff to coordinate operations, exchange information, and resolve issues efficiently. The role involves frequent interaction with health-related organizations, service providers, and community partners, ensuring professional and accurate communication on behalf of the School. The incumbent provides clear and timely updates to the Chair and faculty, seeking clarification and offering recommendations related to administrative operations. This position requires a high level of professionalism in responding to inquiries from University staff, faculty, students, and the public, and demands a strong understanding of the School's functions as well as broader institutional awareness to provide accurate and informed advice.

Knowledge and Experience

Certificate in Office or Business Administration, Communications, or a related field, or an equivalent combination of education and experience.

Proven administrative experience in a health-related environment (hospital, extended care, or clinical).

Proficiency in Microsoft Office applications (Outlook, Word, Excel, PowerPoint).

Knowledge of office procedures, recordkeeping, and basic bookkeeping.

Strong interpersonal, organizational, and communication skills, with the ability to provide effective front-line service.

WORKING CONDITIONS

Specific Working Conditions & Requirements

The position operates in a fast-paced office environment with frequent interruptions and competing priorities. It requires providing in-person front-line service to students, faculty, and visitors, often while managing multiple urgent requests. Work is primarily office-based with minimal travel or physical demands.