

York University
Position Description- YUSA2

Position Title:

Department:

Department ID:

Physical Location:

Term of Employment:

Hours of Work:

Reports to Manager:

Employment Category: Part Time up to 24 hours Interim up to 35 hours

Reason for Request:

Hourly Rate of Pay: \$.

Job Purpose:

Provide an overview of the job responsibilities

Schulich MBA student required part-time for reception and clerical support during the office hours for the Division of Student Services & International Relations, particularly in the Student and Enrolment Services unit.

Major Areas of Responsibility:

Briefly describe the main duties and responsibilities and include approximate percentage of time

Answers detailed telephone, email and in person inquiries regarding enrolment and registration in Schulich's Business Programs; assembles information packages; prepares outgoing mail; greets and/or takes photos at academic planning sessions, assists with new student appointment bookings, records detailed messages for staff; and provides administrative support such as word processing, filing, and contacting applicants by phone or email. Responsible for all evening and Saturday inquiries (in person, email, telephone) for Student and Enrolment Services, including distribution of general admission packages, and other clerical duties as assigned.

Perform Other related duties as required. Not to exceed 5%

Responsibility for Others:

Yes No

If "Yes", provide details

Job Qualification and Related Skill Requirements

Minimum formal education/training, related experience and job related skills

Schulich MBA student. Must possess demonstrated skill/ability in the following areas: strong communication skills to obtain and provide accurate information in a quick, clear and concise manner; excellent public relations skills in order to provide the highest level of courteous customer service; pleasant telephone manner; good organizational and time-management skills; ability to exercise good judgment and ensure confidentiality; ability to manage multi-tasks and maintain attention to detail and accuracy; ability to work effectively as a team member in a high volume, service-oriented environment; and good knowledge of computer office

software, including MS Word, PowerPoint, and Excel. Enthusiastic and cheerful demeanour. Must be able to work independently and set own priorities.

Additional Language Skills Required: Yes No

If "Yes", provide details

Tick off all that apply and indicate

Regular (R) e.g. for continuous periods during most work shifts OR switching between activities all requiring the same level of visual attention
or **Periodical (P)** e.g. for short periods during most work shifts OR for longer periods of time but not every work shift

Motor Skills

- | | |
|---|--|
| <input type="checkbox"/> <input type="checkbox"/> Using business equipment, operating a cash register or postal equipment | <input type="checkbox"/> <input checked="" type="checkbox"/> Accurate keyboarding requiring some speed |
| <input type="checkbox"/> <input type="checkbox"/> Using hand tools | <input type="checkbox"/> <input type="checkbox"/> Using power and cutting tools |
| <input type="checkbox"/> <input type="checkbox"/> Operating a vehicle | <input type="checkbox"/> <input type="checkbox"/> Coordinated manipulation of levers and switches to operate equipment |
| <input type="checkbox"/> <input type="checkbox"/> Basic keyboarding (where speed/accuracy are not defined requirements) | <input type="checkbox"/> <input type="checkbox"/> Repairing, calibrating or assembling equipment or tools |
| <input type="checkbox"/> <input checked="" type="checkbox"/> Accessing files and entering basic information | <input type="checkbox"/> <input checked="" type="checkbox"/> High volume data entry/keyboarding |
| <input type="checkbox"/> <input checked="" type="checkbox"/> Performing computer searches to compile information | <input type="checkbox"/> <input type="checkbox"/> Precision work to high tolerance |
| | <input type="checkbox"/> Other please specify: |

Manual (Physical) Effort

- | | |
|--|--|
| <input type="checkbox"/> <input checked="" type="checkbox"/> Intermittent sitting, standing, moving around | <input type="checkbox"/> <input type="checkbox"/> Crouching, bending, kneeling, stretching |
| <input type="checkbox"/> <input type="checkbox"/> Sitting for extended periods of time (unable to get up and move around) | <input type="checkbox"/> <input checked="" type="checkbox"/> Lifting/moving/ carrying equipment or material of varying weights |
| <input type="checkbox"/> <input type="checkbox"/> Standing for extended periods of time where it is not possible to sit and perform work | <input type="checkbox"/> <input checked="" type="checkbox"/> Pushing wheeled equipment |
| <input type="checkbox"/> <input type="checkbox"/> Walking on uneven surfaces | <input type="checkbox"/> <input type="checkbox"/> Operating heavy hand held devices |
| <input type="checkbox"/> <input type="checkbox"/> Climbing stairs, working on ladders | <input type="checkbox"/> Other please specify: |

Visual/Mental Concentration

- | | |
|--|---|
| <input type="checkbox"/> <input checked="" type="checkbox"/> Data entry/ word processing/ transcribing | <input type="checkbox"/> <input checked="" type="checkbox"/> Reviewing/checking large amounts of information/data |
| <input type="checkbox"/> <input checked="" type="checkbox"/> Reconciliation of numbers/data | <input type="checkbox"/> <input checked="" type="checkbox"/> Monitoring computer screens, displays, equipment |
| <input type="checkbox"/> <input checked="" type="checkbox"/> Interviewing/listening | <input type="checkbox"/> Other please specify: |

Working Conditions Part 1: Environment

- | | | | |
|----------------------------|---|----------------------------|--|
| <input type="checkbox"/> | <input type="checkbox"/> Cubicle office environment | <input type="checkbox"/> | <input type="checkbox"/> Loud/harsh/high pitched noise |
| <input type="checkbox"/> | <input type="checkbox"/> Working in a confined space where movement is restricted | <input type="checkbox"/> | <input type="checkbox"/> Dirt, grease, fumes or odours |
| <input type="checkbox"/> R | <input checked="" type="checkbox"/> Background noise/lack of privacy resulting from working in an open area | <input type="checkbox"/> | <input type="checkbox"/> Inclement weather, wet environments, temperature extremes |
| <input type="checkbox"/> | <input type="checkbox"/> Dust, temperatures that are warmer/cooler or less ventilated than a controlled environment | <input type="checkbox"/> | <input type="checkbox"/> Human or animal waste/fluids or other unpleasant substances |
| <input type="checkbox"/> | <input type="checkbox"/> Low lighting or glare | <input type="checkbox"/> P | <input checked="" type="checkbox"/> Rude/unpleasant/impatient people; verbal abuse |
| | | <input type="checkbox"/> | Other please specify: |

Working Conditions Part 2: Hazards

Potential exposure to risks associated with:

- | | | | |
|----------------------------|---|----------------------------|--|
| <input type="checkbox"/> | <input type="checkbox"/> Working with tools or equipment or performing tasks that require the use of protective measures/devices and/or specific health and safety training | <input type="checkbox"/> R | <input checked="" type="checkbox"/> Providing direct services in locations where public access is not restricted; aggressive/assertive behaviour may occur |
| <input type="checkbox"/> | <input type="checkbox"/> Slippery surfaces | <input type="checkbox"/> | <input type="checkbox"/> Noxious fumes/odours/toxic chemicals |
| <input type="checkbox"/> P | <input checked="" type="checkbox"/> Moving or lifting equipment or materials | <input type="checkbox"/> | Other please specify: |

Final Comments:

Submit resume, cover letter and your Fall 2015-Winter 2016 class/work schedule by email to Student and Enrolment Services at studentservices@schulich.yorku.ca.

We thank all applicants in advance and advise that only those who will be selected for an interview will be contacted.