

Graduate Programs Assistant Johnson Shoyama Graduate School of Public Policy University of Saskatchewan, Posting REQ2625

The Johnson Shoyama Graduate School of Public Policy (JSGS) is seeking candidates for the position of Graduate Programs Assistant. **The JSGS is actively seeking an Indigenous candidate for this role.**

This is a full-time, two-year term position with the possibility of being extended or becoming permanent.

The salary range, based on 1.0 FTE, is CAD \$3,239.60 – \$4,374.07 per month (CUPE 1975, Operational Services/Phase 4). The starting salary will be commensurate with education and experience.

The JSGS is a provincial school with campuses at the University of Regina (U of R) and the University of Saskatchewan (U of S). This position will be based at the School's U of S campus; however, as with all positions in the School, regular interactions with colleagues at the U of R campus are expected and encouraged. This position will also have significant interactions with colleagues at The Arctic University of Norway (UiT).

Primary Purpose: This position provides administrative support for the academic programs at the JSGS, U of S campus, as well as general administrative support for the smooth functioning of the School and its direct-reporting centres based in Saskatoon.

Nature of Work: Reporting to the JSGS Manager and Executive Assistant, the Graduate Programs Assistant will work closely with the two positions who oversee the School's graduate programs – the Graduate Student Advisor (GSA) and the Specialist, International Graduate Programs and Circumpolar Outreach (Specialist).

The Graduate Programs Assistant serves as the first point of contact for all inquiries from individuals who are interested in the School's graduate program offerings. This position will establish and maintain professional working relationships with a diverse group of people, including program applicants and students, staff and faculty, as well as internal and external stakeholders. A high emphasis is placed on professionalism. Work is performed in a fast-paced environment and is subject to conflicting deadlines and priorities and frequent interruptions. Prompt, complete, and accurate work on the part of the Graduate Programs Assistant is essential to the School's ability to offer high-quality graduate education and to mitigate reputational risks. Duties are varied, moderately complex, and require meticulous attention to detail and the ability to meet deadlines. Discretion is required as this position is privy to confidential and sensitive personal information. The position works primarily independently with general and minimal supervision.

Accountabilities:

- Serves as the first point of contact at the U of S campus for individuals interested in the School's graduate program offerings; manages the general email in-box, answering or appropriately re-directing inquiries in a timely way
- Under the direction of the GSA and the Specialist, the Graduate Programs Assistant coordinates the applications process for all academic programs at the School's U of S campus, including responding to inquiries, reviewing applications for accuracy and completeness, conducting grade conversions, and tracking applications
- Works with the GSA to coordinate the admissions process with the College of Graduate and Postdoctoral Studies (CGPS) at the U of S

- Works with the Specialist to coordinate the admissions process with CGPS and UiT
- Works with the GSA and the Specialist to ensure provision of all administrative aspects of the School's graduate programs, including but not limited to assisting with student course registrations (such as late enrolment, audit and override forms, cross-campus registrations), building and maintaining courses in SiRIUS, managing room bookings and ensuring appropriate technical equipment for educational delivery, assisting faculty with grade entry, administering course evaluations using SEEQ, and referring students to the GSA and Specialist for access/referral to appropriate supports on campus
- Assists in coordinating activities related to the field schools in Northern Saskatchewan and Knowledge Sharing events, including arranging travel; booking venues/on-site classroom space, accommodations, and meals; as well as other logistics as required
- Assists with scheduling of student presentations for NORD 860, JSGS 990, and JSGS 884
- Working with the GSA and Specialist, coordinates student graduation documents with CGPS
- Assists with logistics associated with student events, including the annual *Get Connected!* student orientation, convocation celebrations, case competitions, and other special events
- Maintains documents and data related to all JSGS academic programs
- Assists with the planning and execution of student recruitment activities, such as booking venues, sending out email invitations, making catering arrangements, and coordinating travel
- Assists the JSGS Manager with general administrative duties to ensure the smooth functioning of the School and its direct-reporting centres based in Saskatoon; this includes tasks such as arranging meetings, booking venues, scanning and photocopying documents, making deliveries on campus, and running errands
- Performs other duties as assigned in support of the mandate and priorities of the School and its direct-report centres

Qualifications

Education: Completion of Grade 12 and a recognized post-secondary administrative assistant program is required.

Experience

- Three to five years of related experience in an office with complex policies and procedures or a minimum of two years of experience in a post-secondary educational institution, ideally in a unit that offers graduate studies
- Experience in an academic environment with knowledge of university policies and procedures related to graduate studies is an asset
- Experience working with diverse stakeholders, particularly Indigenous peoples and those from Northern communities, is an asset
- An equivalent combination of academic experience and preparation may be considered.

Skills

- Demonstrated strong interpersonal and communication skills, featuring a professional, responsive, pleasant, and effective manner via phone and e-mail
- Reputation for establishing and building mutually supportive relationships with diverse internal and external stakeholders while demonstrating tact, diplomacy, and intercultural sensitivity
- A strong customer service aptitude with the ability to provide timely and courteous service under stressful conditions
- Demonstrated ability to be self-motivated combined with the ability to take direction, work effectively, and show initiative
- Proven problem-solving abilities.
- Meticulous attention to detail and demonstrated accuracy in all aspect of work, including data entry

- Demonstrated proficiency when using computers, including keyboarding and the Microsoft Office Suite (in particular, Word, Excel and Outlook); familiarity with U of S information and processing systems (PAWS, SIRIUS, Banner and Degree Works) would be an asset
- Ability to work independently and take initiative with minimal supervision, yet demonstrate the ability to work collaboratively in a team environment while maintaining a professional, calm, and positive demeanor
- Demonstrated ability to make discretionary decisions, as required
- Demonstrated ability to function effectively within a fast-paced, high-volume work environment with the ability to manage and prioritize commitments and conflicting deadlines and the ability to anticipate needs
- Demonstrated effective punctual, organizational, and time-management skills
- Ability to be flexible and responsive within an evolving and dynamic workplace
- Demonstrated ability to handle sensitive information in a professional manner and to maintain confidentiality

This position is in scope of CUPE 1975.

For more information, please visit <https://usask.csod.com/ats/careersite/JobDetails.aspx?id=2625>. Please apply online; applications received by email will not be on considered.

This position will remain open until filled.

Inquiries regarding this position can be directed to Amber McCuaig at 306-966-1984.