

Job ID: #COPE-24-07
Job Title: Administrative Assistant
Department: Faculty of Graduate Studies
Campus: Thunder Bay, ON
Status: Full Time, Contract (16 months)
Job Category: COPE Level 8 *INTERNAL

Date Posted: March 26, 2024
Closing Date: April 4, 2024

Why Lakehead University?

Thunder Bay is one of Canada's top emerging cities. Here you will find a mix of modern city living and the best of nature – all on your doorstep. Thunder Bay provides small city affordability, big city opportunities and the bonus of a superior lifestyle. When it comes to location, nature and cost of living, Thunder Bay is one of the best places to live in Canada. For more on the vibrant city of Thunder Bay, visit thunderbay.ca.

At Lakehead University we challenge the conventional to provide a university experience that's far from ordinary. Your unique ideas will be respected and encouraged. Join our thriving academic community where you can make a real difference through innovation and collaboration.

Lakehead is a comprehensive University with a reputation for innovative programs and cutting-edge research. In 2022, for the third year in a row, Lakehead University was included in the top 100 of the Times Higher Education Impact Rankings. Lakehead is the highest ranked university in the world with under 10,000 students. Maclean's has once again included Lakehead University among Canada's top 10 primarily undergraduate universities in the magazine's 2023 University Rankings.

Job Duties

- Provide advanced administrative support to the Dean and Manager of Graduate Studies on a wide variety of complex, sensitive and confidential issues;
- Manage the extensive and challenging schedule of the Dean and Manager by identifying priorities and organizing workflow;
- Process correspondence, organize files, schedule appointments and make travel arrangements;
- Provide administrative assistance to the areas of Graduate Admissions and Graduate Funding;
- Maintain the Faculty of Graduate Studies list of Approved Members for Masters and Doctoral Supervisory status;
- Provide accurate information to prospective students, current students, faculty and staff regarding University services, regulations, and procedures;
- Act as first point of contact for all new and returning graduate students. Interact continuously with walk-in, telephone and email inquiries by prospective students, current students, faculty and staff;
- Respond and triage on all online application system and human errors that hinder an applicant's ability to apply to Graduate Studies;
- Respond to applicant queries regarding program specific admission criteria;
- Provide administrative support regarding the Faculty of Graduate Studies Council. This includes

Employment Opportunity

minute-taking, preparing the minutes and all communications for Faculty of Graduate Studies Council, including distribution of agenda and meeting documents;

- Provide organizational and coordinating services for a variety of special events and activities including the Three-Minute Thesis and the Graduate Poster Conference;
- Provide back-up to the Administrative Clerk for the coding of graduate application documents and decisions;
- Coordinate the Thesis and Dissertation Process
- Perform other duties as required

Qualifications

- Minimum Post-Secondary education with 3-5 years of proven administrative assistant experience. Diploma or Degree in Business Administration would be an asset;
- Proficiency with computer software programs, including the Microsoft Office Suite, Adobe suites, Zoom, as well as Datatel/Colleague;
- Ability to adapt and learn new systems and software as required;
- Superior customer service skills;
- Familiarity with University policies and procedures would be an asset;
- Excellent time management and exceptional attention to detail;
- Effective communication, organizational and interpersonal skills;
- Demonstrated ability to work and handle all office duties including but not limited to scheduling Zoom meetings for a large platform, extensive event planning, minute taking for a large committee, in a confidential and diplomatic manner;
- Demonstrated ability to multitask a variety of high priority duties and work under the pressure of deadlines in a busy office with frequent interruptions;
- Superior administrative writing skills with excellent spelling and grammar;
- Ability to adapt to change;
- Strong capacity for independent judgement and critical thinking.

Working Conditions

- Office environment

What do We Offer?

This position offers a competitive remuneration package including salary, comprehensive benefits package, life insurance, pension plan, and tuition waiver.

How to Apply

Interested applicants may apply by clicking on this link to [this Google Form](#) and attaching your cover letter and resume in word or PDF format.

If you are experiencing any issues with the Google Form, please email careers@lakeheadu.ca for assistance.



Employment Opportunity

We appreciate your interest; however, only those selected for an interview will be notified. Lakehead University is committed to creating a diverse and inclusive environment and welcomes applications from all qualified individuals including women, racialized persons, Indigenous people, persons with disabilities and other equity-seeking groups. All qualified candidates are encouraged to apply; however, Canadian citizens and permanent residents will be given priority. This is in accordance with Canadian immigration requirements.

Lakehead University is committed to supporting an accessible environment. Applicants requiring accommodation during the interview process should contact the Office of Human Resources at (807) 343.8010 ext. 8334 or human.resources@lakeheadu.ca to make appropriate arrangements.