

**Job Specification**  
**Athabasca University Students' Union**  
**Office Assistant**

**TASKS**

**Mailing:** setting up courier delivery and packing and shipping of merchandise and regular mailings using a mail machine. Filling orders for our handbook and other publications. Log outgoing mail.

**Inventory:** Counting all AUSU merchandise and supplies every quarter and recording totals.

**Reception Relief:** Covering phone lines and email as needed.

**Website account assistance:** Reading and responding to web forms from student users: resetting passwords and assisting with accounts as needed. Live student support through chat is a future possibility.

**Recording returned addresses:** Entering addresses in to a spreadsheet to track returned items (planners and newsletters).

**Forums monitoring:** Review new posts and take notes on all that are of potential interest to AUSU or that need a reply.

**Web store order processing:** Similar support will be needed if we introduce a book buyback program.

**Possible opportunities to represent AUSU at recruitment functions in Edmonton area:** Greet students, hand out pamphlets, etc.

**Create student ID cards on request:** this project is pending.

**Project support as needed:** Requirements for projects could include tasks such as web research, checking web links and other information to update the web site, cross checking information on the AUSU website with source to determine where updates are needed.

**Occasional telemarketing research:** calling students to find out about their experiences, knowledge of AUSU.

**Maintain AUSU databases:** Posting motions, student concerns, feedback on planners, survey responses, etc.

**Updating Policies:** Make changes to policies per council updates, and ready for posting in PDF format.

**HOURS**

25 hours per week – schedule to be determined by agreement by employer and employee. All shifts shall be at least 4 hours in duration. Note that AUSU is closed the week between Christmas and New Years and all statutory holidays.

**BENEFITS**

Training opportunities, as applicable, may be available. One AU undergraduate course per year, after first six months. Flexible hours. Health care, up to \$60 month.

**REMUNERATION**

Position is salaried - \$14 – \$20 per hour. Depending on experience.

## **MINIMUM SKILLS**

- Very proficient with computers, email, Excel, and the internet.
- Proficient with Word and Outlook
- Comfortable with a range of office equipment (printers, fax machines, mailing systems).
- Good telephone presence, well-spoken in English (additional languages an asset). Professional demeanor.
- Experience with on-line research an asset.
- Flexible, adaptable.

## **To Apply**

Applicants must apply for this position through The Personnel Department of Edmonton. Send a resume and cover letter to: [edmonton\\_perm@goodstaff.com](mailto:edmonton_perm@goodstaff.com). You will be asked to submit references and to complete some basic skills testing as part of the selection process, prior to any interviews.