General Guidelines for Group Assistant (GA) Tasks - the following list contains types of common tasks (in varying degrees) performed by the GAs. The goal of this document is to provide a clear shared understanding of what you can ask of your GA. Faculty may ask their GA to perform some **but not all** of the following. Most of the items listed are core support services which all Faculty receive. Priorities vary depending on the faculty member. However, the more general priorities & common tasks appear first followed by the less frequently performed tasks.

In addition to supporting up to a dozen faculty members the GAs also support Departmental Committees, Research Labs, Graduate Students and Visitors.

It should be noted that GAs should not be required to perform work that requires a high degree of specification by the requestor (in terms of requiring a lot of time for the GA to fully understand the task). Most tasks are 'quick-hit' tasks rather than ongoing, lengthy projects.

The tasks requested of the GAs must fall within the scope of their job descriptions and regular workday (6.5hrs per day of total working time)

The approximate turn around times listed indicate that the tasks are expected to be completed within the specified periods provided that all the necessary information has been provided by the faculty member to the GA in order to complete the task.

Any large project such as conferences or workshops, or tasks not on the list can be taken on if approved by the Associate Head and the lead GA.

Any extra time consuming tasks outside of the GAs regular workload may be performed outside of the GAs regular working day at the discretion of the GA. Funds for overtime must be paid by the faculty member at the rate of double the regular hourly wage. GAs must inform how they wish to take the overtime ahead of doing the overtime. Any overtime must be discussed first with the Associate Head and Lead Group Assistant.

Financial Processing for Faculty/Students

Task	Description
Process Financial Requisitions through SmartForms:	Travel Requisitions, Travel Clearances, Travel Advances, Requisitions for Payment, Journal Vouchers to UBC departments, Wire Transfers, Honorariums, Bank Deposits, make copies for file & faculty, file paperwork in an organized fashion. *4-5 working days
Confirm status of requisitions when requested.	Confirm processing/status of financial requisitions (when requested) through the FMIS system & respond. GAs do not need to track every requisition in another system. *1 day
Account Balances	Upon request, update faculty on account balance. * 1 day
UBC Professional Development Fund Claims	Verify account balance through UBC Faculty Relations, process application & requisition (Q-req or JV), photocopy, submit & file. *4-5 working days
Grad. Students Travel Fund through ICICS & Faculty of	Prepare & submit documentation to ICICS in order for faculty's PG to be reimbursed. Advise of travel support from FoGS (student

What your Group Assistant (GA) can do for you.

The following is a short list of the most common GA tasks & priorities.

Financial Support (Process financial requisitions for Faculty, Students & Vendors: Travel Reqs, Travel Clearances, Travel Advances, Requisitions for Payment, Journal Vouchers, Honorariums, Bank Deposits, (obtain necessary signatures, make copies for file & faculty, file paperwork), update faculty on account balances, confirm status of requisitions when requested, Fac.Professional Development Fund Claims, Grad Student Travel claims through ICICS & FoGS,
Assist with **grant applications**
Assign **fob access** through the Access Control Management System - to faculty, students and visitors
Special lectures & seminars by visitors (not conferences), local event organization: notification, visitors schedules, meetings, catering, rooms, AV & travel etc
Appointments & Letter of Invitation for visiting Faculty/PostDocs/Students
Visitor set-up: (access control, e-mail lists, CS account, advise faculty on procedure for space request & CWL)
Correspondence (prepare formal letters, letters of reference, etc, and forward to institution/organization per instructions)
Room/equipment bookings for faculty & students
Committee support for Departmental Committees (minutes, webpage, schedule meetings, book room & AV, distribute information/post to web)
Lab support: liaise with space-admin re work requests through trouble calls & plant operations, attend lab meetings, booking space & equipment, take notes & post/distribute
Reply to various **enquiries** by Faculty & Students regarding UBC policies & procedures
General Administrative/Secretarial/Teaching Support for Faculty (scheduling meetings, booking rooms & AV, preparing correspondence, photocopying, scanning, email, fax, courier, mail, general proofing, typing, formatting)
Order **non-standard stationery** items, business cards etc., teaching materials, furniture,
Catering for events

Graduate Studies.	processes own application and GA assists). *4-5 working days
Request Set-Up of new accounts/PGs	Forward information to Director of Finance. *2 days

Grant Applications for Faculty

Grant application support (NSERC & other funding sources)	Assist in grant preparation: print/copy/collate, obtain Head's signature, forward to ORSIL for signature, make arrangements to get the signed copy back, make necessary copies, submit by courier to the granting agency and ensure deadlines are met, (assisting with typing if necessary). *Head's signature – GA acts the same day –may be delayed by the Head. *ORSIL signature – same day or 1 day turnaround *other grant assistance–deadline provided by Faculty member

Committees

Departmental Committee support	Attending meetings, taking notes/minutes, posting minutes to web, assists in maintaining & updating the Committee's webpage (web updates using Contribute only), arranging meeting schedule, booking room, booking AV *minutes -1 week, web updates 5 days, scheduling e-mail 1 day, other tasks based on date of next meeting

Various Support for Faculty

General secretarial/administrative, teaching support	Schedule meetings, arranging couriers, scanning, typing, preparing correspondence, formatting, printing, faxing, photocopying, mailing, filing. *scheduling 1 day, courier –same day(enough notice needs to be given by faculty member, i.e. in the a.m.), other tasks one day or by the deadline given by the Faculty member

Access Control for Faculty, Students and Visitors

Access control & key requests	Obtain the necessary authorizations from faculty, assign fob access to faculty, students and visitors through the access control system for CS roles & liaise with ICICS for assignment of ICICS roles. The GA for the tech-staff (space committee) issues key request forms for office keys. *1 – 1 ½ days with necessary authorization

Appointments (Faculty/Visitor)

PostDoc Appointments	Process appointment through Faculty Relations, process salary documentation, request office space, access control & key requests, subscribe to appropriate dept & lab mailing lists (sets up own CWL & CS account). *4-5 days or ASAP with necessary information from Faculty member, usually time sensitive.
Appointments for Visitors	Process letter of invitation & appointment through Faculty Relations, process salary documentation, request office space, access control & key requests, set-up CWL, CS user account, subscribe to appropriate departmental & lab mailing lists. *4-5 days or ASAP with necessary information from Faculty member, may be time sensitive

Advising on Policies

Visitors	Advises visiting faculty, research associates, postdocs & visitors to the department on Departmental & UBC policies & procedures. *1 day or in the moment. (if answer is not known, seek information & reply within 2-3 days)

General/Secretarial

Correspondence	Assists in preparation of formal letters (including letters of reference, expense claims, reports) and forwards to the relevant institution or organization. * 1-2 days or based on the deadline by Faculty member

Events

Special Events & Seminar Support	On-campus arrangements such as: booking location & arranging access, sending out announcement, ordering catering, coordinating AV, arranging meetings. For major events planning needs to begin 6 months prior. Preparation time varies based on the size of the event. *priority – venue-minimum of 3 months prior, invitation 2 months prior, catering one month prior, meetings 2-3 weeks prior, AV 1-2 weeks prior

Lectures for Dept/Research Group

Guest Lecturers	Announcement, scheduling daily meetings & program, catering, room & AV booking. *announcement 2 weeks prior, then reminder 1 day prior, book location within 2 days of request, meetings & program 2 weeks prior, catering 1 week prior, AV 1 week prior

Booking Equipment and Meeting Rooms

Room & AV bookings for faculty & students	Room bookings within the CS building or on campus, arrangements for access to space and equipment. * 1-2 days

E-Mail Lists

e-mail lists for dept & lab:	Majordomo Lists: subscribe new Grads/Faculty/Visitors to appropriate lab or group lists. *1-2 days

Maintenance of Lab & Research Spaces

Maintenance of labs & research spaces	Advise the facilities manager or space-admin regarding lab/building problems or deficiencies, liaise with Plant Operations or Trouble Calls for lab work requests. *emergency calls –immediately, non-emergency 2-3days

Visiting Lecturer - Travel

Travel arrangements for Visiting Lecturers	Liaise with travel agent for flight reservation & other requirements, reserve local accommodation using corporate/educational discount rates at hotels (preference is for traveler to deal directly with agent). *e-mail agent within 1-2 days, book accommodation 1-2 days

	(accommodation for the purpose of the visit to the dept. e.g., for 1 one week length of stay).

Instructor & Faculty Support

	photocopying handouts, exam papers, transparencies, help schedule TA meetings
Teaching support	*1 day

Lab Meeting Support

	Arrange and attend meetings, call for agenda items, take minutes, post and/or distribute. *arrange meeting – send e-mail within 1-2days, e-mail for agenda items 1-2 days, minutes 2-3 days optimum or before the next meeting, post on web or distribute by e-mail 1 day after
Lab/Research Group Meetings:	completion.

Lab Resources

	Scheduling Lab equipment & space. Administering equipment loans for minor equipment and scheduling/booking lab space.
Management of Lab Resources (space & equipment)	*reply to requestor in 1-2 days

Catering

	Catering arrangements for special events. *minimum of 4-5 days prior to event (UBC food services requires a minimum of 3 working days).
Catering	

Miscellaneous (work-related) Enquiries

	Fielding questions by visitors, faculty & students. *based on the nature of the request, urgent 1-2 days, non-urgent 3-5days.
Reply to misc. enquiries	

Research Group Website

	Assists in preparing information, posting documents, maintaining & updating the primary research group's website using Contribute (not html).
Research Group Website	*1-2 weeks or sooner

Non-Standard Stationary & Supplies

Order non-standard stationery items or office supplies, business cards & lab supplies	Faculty need to give item specification/code number & company name and contact for non standard stationery or supply orders. *1-2 weeks or sooner

Travel - Faculty

Travel arrangements for Faculty	The GA initiates the first contact with travel agent by forwarding the faculty members requests. Faculty need to coordinate their own travel

	arrangements. The travel agent should reply directly to the traveler. GA should not be booking travel as they are not trained to do so --the Travel Agents are qualified. * 1-2 days

Proofing

	Basic proofing (not editing) of documents. Advanced proofing & editing is provided by the ICICS Editorial Assistant (for ICICS members & their Graduate Students). * 1-2 days based on the length of the document.
Proofing	

Graduate Student Information/Database

	Maintain a list of current students & supervisors, track desks, etc
Maintain Grad Student database	*1-2 weeks or sooner

Occasionally Do

Enquiries	Responds to written & in-person enquiries on behalf of Faculty member.
Reception	Reception - back up front office for department

May perform but are not usual:

Assisting with Editorial Tasks	GA may distribute paper to be reviewed by mail/courier, send e-mail reminders, collect confirmations or completed reviews, however it is the faculty member's responsibility to direct & instruct the GA.
Incidents of cheating	Due to various reasons including uniformity, these issues should go through the grad or undergrad administrators or their assistants. The GAs may assist as a last resort when both of the Grad/Undergrad Administrators or Assistants are absent.

May assist with but are not responsible for:

Verifying salary commitments with Grad. or Undergrad. areas (undergrad or grad areas process appointment forms)

DO NOT PERFORM

Sandra	Finance	transfers between accounts i.e DACCRI, chargebacks etc, closing accounts, clearing commitments, in-depth queries.
Sandra	Finance	The faculty are expected to monitor & track their own grants.
Ming/Lab Tech	Equipment Purchasing &	Tech Staff (purchases & quotes by Ming, maintenance

	Maintenance	by tech staff or lab techs).
Space-admin	Space allocation	space issues or requests go through the Space Committee at space-admin@cs
Kayla	General Supplies	Ordering of general stationary items
Student Services	Student Appointments	Undergrad & Grad appointments
Student Services	Exam Invigilation	Done by Registrars Office, Disability Resources Centre, TA, Grad or Undergrad Secretaries
UBC departments or Travel Agent	Faculty or Visitor Accommodation over 1-2 weeks, no vacation/personal, no student arrangements. No childcare, banking, etc.	Resources: UBC Housing, UBC Conferences & Accommodation, Travel Agent. GA may provide students with a list of web links.

Talents	Great willingness to assist, organizing, chasing up, assisting, advising or referring to appropriate area/person
Skills	Word, Excel, Adobe Acrobat, dtcm-department calendar manager (scheduling program), Contribute (web posting application), Meeting Manager, e-mail program, ACMS –Access Control Management System.

The role of the Group Assistant in support of the faculty and graduate students on their floor has been broken into categories below. This table is not exhaustive and provides a high level look at the key functions of the job. Where possible, items that do not fall within the scope of responsibility have been broken out with information on which unit within the department would be appropriate to handle the task in question.

The approximate turnaround times listed indicate timeframes tasks are expected to be completed in provided that all the necessary information/documents have been provided to the GA. Where priorities conflict, your GA should communicate to you the manner of the delay and seek assistance if more than one task requires immediate action.

Area	Item	Detail of Group Assistant Support	Detail of Support provided elsewhere in Department	Typical Turnaround Times - business days
	Process financial requisitions for faculty, students and vendors	Travel requisitions, travel clearances, travel advances, travel reimbursement, requisitions for payment. Wire transfers, bank deposits. Limited, journal vouchers, honorariums for visitors.	Students must complete application themselves to obtain travel support from Faculty of Graduate Studies	4 to 5
		Prepare expanse claims and reports for non UBC institutions when needed		
		Upon request: Update faculty on account balances, confirm processing status of financial requisitions through FMIS		1
Financial	Project Grant Management	Grant Applications: Print, copy, collate, submit for Director of Finance review prior to obtaining required signatures (Head / ORSIL) forward to appropriate agency via courier.		Submission for Director review must be one week prior to deadline to ensure time for processing (2 days Director/Head, 3 days for ORSIL)
			Requests for set up of new accounts/PGs go to the Director of Finance	2
	Student Travel Reimbursement			

Category	Item	Description	Notes	Timing
	UBC Professional Development Fund	Process and submit application, process requisition for reimbursement		4 to 5
	Guest Lecturers	Circulate announcements 2 weeks prior, adds event to the Department Events Calendar, sends reminder one day prior, schedule daily meetings and program, arrange catering on week prior, room booking and AV 2 weeks prior.		
	Visitor Space Requests		Are not completed by the GA. Space requests are done by the faculty host using departmental on line request form. Completion of form in turn authorizes allocation of space and resources and is the initial action required to begin the process of hosting a visitor	*Visitor requests can vary from simple to very complex. Please complete your space request as soon as you know you will be hosting a visitor. If immigration documentation is required then 3 months notice for processing will avoid delays for your visitor.*
Visitor Support	Initiate appointments for visitors to department	Prepare appointment forms and offer letters for all paid and for all unpaid visitors who will be here in excess of 30 days. Prepare letters of invitation to facilitate visitor in obtaining appropriate immigration authorizations. Prepare benefits cost calculator on base level salaries for visitors who qualify for benefits. Obtain required documents from visitors to accompany appointment paperwork and submit to HR manager for approval and required signatures		Space request is acted upon when received. Process for paid visitor with immigration documentation can take up to one week to complete depending on response time from faculty host and visitor. Without immigration documentation can take up to 3 months.
	Visitor Set Up	Sponsors Guest CWL account and assist visitor in obtaining cs user account; add visitor to appropriate mailing lists and assigns access control to account based on faculty authorization		Varies dependent upon amount of notice given.

Category	Item	Description	Details	Timeframe
	CS People Pages	Not maintained by the GA	Head Secretary adds long term (6 months or more) PDRF and Research Associates upon completion of appointment documentation. HR Manger add long term (6 months or more) Grant Funded Staff upon completion of hire.	1 day
Lab Support	Meeting arrangement	Attend lab meetings, book meeting space and equipment when required. Take meeting notes and post/distribute as appropriate. Catering if required.		Catering requests require 4 to 5 days notice (UBC Catering requires 3 days minimum notice)
	Space and Resources	Administer equipment loans and scheduling/booking of lab space		Same day
	Research Group Website	Assists in preparing information, posting documents, and updating the primary research group's website using Contribute (not html).		1 week
	Maintenance and work requests **MOYRA**		Requests for maintenance, repairs and deficiencies are sent through the Group Assistant who will forward to Facilities Manager or Space Admin as appropriate	Emergency calls are handled immediately all other requests (non-emergency) same or next day
Committee Support	Meeting support is provided by the designated support person for each committee. Meeting support is provided by a Group Assistant for the Colloquium Sub-Committee and Faculty		Books meeting space based on members' availability at onset of academic year and/or when membership changes; collates agenda items and distributes agenda, attends meetings and takes notes/minutes; obtains Chair's approval of meeting notes/minutes prior to posting on	Committee minutes 1 week, web updates 5 days, other meeting tasks based on date of next meeting

Category	Item	Description	Notes
	Affairs. All other committees are supported by other Administrative Staff.	committee web page; ensures mailing list is up to date; performs data entry updates to committee web page template. Takes meeting notes when committee is presenting at the monthly Department Meeting; provides draft of meeting notes to chair and Staff Lead; follows up with Chair for approved notes and submits to Head Secretary for Head's review prior to posting to web.	Draft notes due to Chair and Staff Lead on the Tue following Department Meeting, follows up with Chair for approved notes by Thu following DM
Secretarial Support	Correspondence	Formats formal letters including letters of reference and offers letters and forward to addressee, maintain files on all prepared correspondence.	1 – 2 days based on the deadline given
	Mail	Sort and forward mail to faculty when they are on an extended absence/leave.	
	Couriers	Schedules/arranges courier pickup and maintains ticket for tracking	
	General Administrative	Photocopy, fax, scan and file documents.	
Event Support	Special Lectures and Seminars (Not conference)	Local event organization, event notification, arrange travel, schedules and meetings for visitor, order catering when required, booking venue and arranging A/V equipment when required. Adds events into Department Events calendar.	
	Conference Support	Group Assistants can assist faculty in accessing local/UBC resources that support conference organization.	Allocation of CS staff resources to provide the main support in organization of local conferences requires approval of Department

Category	Subcategory	Description	Notes
Teaching Support	General Administrative	Photocopies handouts, transparencies and exam papers. *HELP SCHEDULE TA MEETINGS.*	Head in advance. Approval is dependent on availability of staff and time of year support is required.
	Cheating Cases		Academic Misconduct is handled through the Undergraduate or Graduate Program. Please contact Undergraduate or Grad Secretary as appropriate to arrange for support in meeting arrangement, note taking, policy/procedure.
Email Lists	Subscribe new Grads/Faculty/Visitors to lab mailing list	Maintains lab mailing lists only	Student Mailing lists are maintained by the Undergrad/Grad program support staff.
	Committee Mailing List		Support is provided by designated Support Staff
	Postdoc Mailing List		List is maintained by Head Secretary via user account
Group Assistant Support provided to Graduate Students			
Room Booking Requests	Research Related	Room bookings within the CS building or on campus, arranges for access to space and AV if required	
	Grad Course Related	Not supported by the Group Assistant	Contact grad-info@cs.ubc.ca
	Undergraduate Course Related	Not supported by the Group Assistant	Contact undergrad-info@cs.ubc.ca