

# Living Our Vision, Mission and Core Values

## Administrative Assistant

This document incorporates feedback received from employees of triOS College and Eastern College. Employees identified behaviours that are reflective of an employee working as an Administrative Assistant living our vision, mission and core values. These behaviours help form the performance culture expectations of Administrative Assistant's at triOS College and Eastern College.



## VISION

To improve lives  
by sharing our knowledge  
and passion for excellence.



## MISSION

Helping students become  
job-ready graduates.



## VALUES

To practice:

- Integrity** Do what we say we will do
  - Dedication** Strive to be the best we can be
  - Readiness** Recognize and react positively to change
  - Respect** Treat others the way they want to be treated
- ... in all of our relationships.

## Performance Culture – Administrative Assistant

As our Manager of First Impressions, displaying behaviours consistent with our Vision, Mission, and Core Values is critical.

Below we have identified key behaviours for an Administrative Assistant that are in line with our Vision, Mission and Core Values.

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### **Integrity, do what we say we will do**

1. Answer all incoming phone calls within three (3) rings.
2. When speaking on the phone do so with a smile. Speak slowly and clearly so that the message does not get lost or misunderstood.
3. Provide effective and timely follow-up to questions and requests.
4. Know why an appointment is coming in and direct them to the appropriate team member.
5. If you need to step away from the front desk, arrange to have coverage with another team member, and ensure they are aware of incoming appointments.

### **Dedication, strive to be the best we can be**

6. Make prospective and current students feel welcome and comfortable at the campus. This involves:
  - a. Creating a friendly, inviting, and supportive environment.
  - b. Greeting everyone with a smile.
  - c. Greeting students by name.
  - d. Being dressed in business casual attire.
7. Always answer the phone with a smile. Transfer phone calls to the appropriate team member as required.
8. Arrive a minimum of ten (10) minutes before the start of your day to ensure you are organized and ready to go when your shift is to start.

### **Readiness, recognize and react positively to change**

9. Provide a listening ear. Escalate any concerns in a timely manner to the appropriate team member.

10. Offer all guests a refreshment (coffee, tea, or water) when they arrive.
11. Ensure all walk-ins are addressed and meet with the appropriate team member promptly. Ask them for their name and address them by name in future conversation.
12. If you have an irate/upset student, customer, or employee either (a) step away from the front desk and into a private office to continue the conversation, or (b) ask another team member to address the individual with the concern.

### **Respect, treat others the way they want to be treated**

13. Treat everyone with respect.
14. Avoid having personal and sensitive conversations at the front desk. Move these conversations to a more private area.
15. Provide reassurance to students that may not be confident about returning to school.
16. Do not show your frustration with students regarding attendance. Remain calm and professional. Speak to your Campus Director about any concerns you have with student attendance away from the front desk.