

Job Description

Job Title:	Department Assistant
Department:	Mechanical and Mechatronics Engineering
Reports To:	Administrative Assistant to the Chair
Jobs Reporting:	N/A
Salary Grade:	USG 4
Effective Date:	Nov 16, 2018

Primary Purpose

The Department Assistant provides a wide range of administrative and operational support to facilitate the day-to-day operations of the Department of Mechanical and Mechatronics Engineering (MME). This position helps to create and maintain a positive student-centered and service-oriented environment in MME.

Key Accountabilities

Clerical and Administrative Support for the General Operation of the Department

- Acts as receptionist by responding to diverse general questions independently, promptly and courteously by way of telephone, email and office visits
- Determines the nature of needs and directs individuals to the appropriate staff member, office, or resource department based on a thorough knowledge of the department and the University
- Facilitates the daily operation of the department printer and photocopier, including trouble-shooting and processing requests for repair, monitoring supply of paper, toner, or other supplies, and replenishes as necessary
- Maintains office and coffee supplies for the department, faculty and staff
- Coordinates both incoming and outgoing mail services for the department
- Assists with the issuing, returning, and tracking of keys
- Coordinates copying, faxing, scanning, etc. of course materials, exams and other printed materials
- Submits and ensures confidentiality of print orders for course materials, mid-terms or exams
- Maintains department directory of faculty and staff listings
- Maintains records of department and teaching expenditures for supplies and copying
- Arranges parking passes for MME visitors through Parking Services

Meeting and Event Support

- Schedules bookings for all MME meeting/seminar rooms and equipment and ensures all equipment (laptop, data projectors, laser pointers) are returned
- Coordinates logistical arrangements for department special events, conferences, seminars, guest lectures, industry and senior leadership partners; including scheduling, catering; preparing and disseminating agenda packages or other materials
- Transcribes and circulates meeting minutes as required

Web/Digital Maintenance

- Updates MME website events, department news, webpages, contact details, etc.
- Creates and manages announcements and advertisements displayed on department monitors

Job Description



Physical Resource Maintenance

- Submits maintenance, custodial and other service requests to Plant Operations
- Informs Plant Operations of emergencies (e.g. spills, floods, etc.) that require immediate attention to ensure these facility issues are handled promptly and appropriately

Other Duties

- Assists the Administrative Assistant to the Chair with the creation of Sessional appointments; ensures paperwork is completed and signed by the financial account holder, Vice-Dean of Engineering, and the appointee
- Processes online applications/documents received for posted faculty positions
- Provides backup support to the Administrative Assistant to the Chair during absences and vacation
- Assists with special projects and other duties as assigned by the Administrative Assistant to the Chair or the Administrative Officer

**All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.*

Required Qualifications

Education

- Post-secondary degree/diploma preferred or equivalent combination of education and experience

Experience

- 1-2 years of administrative/clerical experience and/or front-line reception/customer service
- Experience within an academic environment an asset

Knowledge/Skills/Abilities

- Excellent interpersonal and communications skills, both oral and written
- Must possess cultural awareness, sensitivity and patience to communicate and interact effectively with a wide range of individuals whose first language may not be English
- Strong organizational skills, attention to detail, and good sense of logistics required
- Time management skills including adaptability and flexibility to react to unexpected and time sensitive demands
- Ability to work well under pressure of high volume and frequent interruptions, ability to stay calm during challenging times and periodic pressure
- Proven judgement, tact, diplomacy, and problem-solving skills
- Ability to work both independently and in a collaborative team environment, with the capacity to work effectively and efficiently in a complex, fast-paced and changing environment with numerous deadlines and priorities
- Knowledge of UW policies and procedures an asset
- Intermediate proficiency with Microsoft Office Suite and Adobe Acrobat
- Experience with internet or web-based applications such as Agile

Nature and Scope

- **Contacts:** Internally, communicates with faculty, staff, students, research staff, and other UW academic and administrative or support departments. Provides a wide range of general information in response to questions and identifies urgent issues that require immediate attention and escalates issues to the applicable staff. Incumbent also handles confidential information or sensitive situations; must evaluate requests for information using tact and discretion in their responses. Externally, this

position will have contacts with vendors, prospective students, and visitors. This position is the first point of contact for one of UW's largest academic departments, and as such must be a knowledgeable, congenial and professional representative of the department. As the first point of contact, the Department Assistant must possess excellent customer service skills and have exceptional organizational and communication skills.

- **Level of Responsibility:** Strong initiative to respond independently to inquiries that are specific in nature and require a thorough knowledge of established policies and procedures. Independent judgment in time management and task prioritization to resolve both routine issues or unusual or one-time requests. Responsible for creating a favourable first impression that reinforces the department's reputation.
- **Decision-Making Authority:** Independent decision-making within a delegated area of authority. Required to use initiative, tact, discretion, and to be sensitive to various situations and information. Receives specific instructions on unusual problems or matters that depart from established practice. Refers non-routine, sensitive and complex inquiries or complaints to appropriate staff.
- **Physical and Sensory Demands:** Must possess mental fortitude and patience in cross-cultural and inter-personal relations with a large clientele. Must lift, push or carry supplies and materials up to 15 kg, bend below the waist, reach above shoulder level, use step stools.
- **Working Environment:** Regular working hours, no travel, potential for staggered lunch hours. The incumbent must function in a hectic, front line environment with constant interruptions and distractions. Periodic high volumes and conflicting requests e.g. urgent/immediate issues with students and faculty. May interact with individuals who are dissatisfied, difficult or demanding and have varying expectations. Occasional lifting of moderate weight required. There is frequent need to give close attention to various stimuli such as written material and information communicated verbally. There are deadline pressures and potential for multiple, sometimes competing, priorities and frequent interruptions. Thoroughness, accuracy and attention to detail are required.