

Job Description

Job Title:	Administrative Support Coordinator
Department:	School of Optometry and Vision Science
Reports To:	Admissions and Program Manager
Jobs Reporting:	None
Salary Grade:	USG 5
Effective Date:	May 2021

Primary Purpose

The responsibilities of this position encompass a wide variety of tasks to support the main office administrative team. The primary responsibilities include admissions support, office administration, and financial reconciliation. The incumbent must be knowledgeable, congenial, and professional and provide administrative services to faculty members, the Office of the Director, the Admissions and Program Manager, and the Associate Directors as required.

Key Accountabilities

Office Administration

- Key Control:
 - Issue key permits to incoming faculty/staff/students and visitors
 - Code security FOBS that allow access to various areas of the building
 - Collect and reconcile key deposits, issue refunds when required
 - Responsible for maintaining and monitor the security schedule for the School and the Clinic
 - Monitor expiring key permits
- Room Bookings:
 - Provide support for booking rooms for meetings, seminars and/or special events
 - Liaise with the Bookings Office to secure room booking outside of the School's domain (except for didactic course and lab rooms)
 - Responsible to keep all electronic room schedules up-to-date via Outlook
 - Responsible to book extra equipment when required for meetings (tables, chairs, easels, poster boards etc)
- Reception:
 - Answer main office phone lines and re-direct when required
 - Answer all incoming inquires and act as the first point of contact via in-person, on the phone or through email communication
 - Assess inquires and distribute to the appropriate personnel as required
 - Distribute incoming mail to faculty, staff, graduate and undergraduate students twice daily basis
 - Accept all parcel deliveries to the main office and distribute as required
 - Prepare courier and/or shipping forms when required
 - Monitor the daily operation of the department printer and photocopier, including troubleshooting and processing requests for repair, monitoring supply of paper, toner, or other supplies, and replenishing as necessary
 - Responsible for all course photocopying and scanning
 - Maintain faculty and staff address listings
 - Respond to concerns regarding heat, lighting, and ventilation by contacting Plant Operations

Job Description



- Responsible for electronic data management with the scanning for documents and creating electronic copies of files and/or documents as required

Admissions and Undergraduate Studies

- Accurately match all admission documents received
- Respond to telephone and email inquiries regarding the admissions process and requirements
- Manage OAT documents and delivery of information to Registrar's Office.
- Assist with admissions process:
 - Identify missing documents, discrepancies or other issues
 - Communicate discrepancies to the Admissions and Program Manager
 - Follow up with candidates to inform them of missing documents to make their files complete
 - Assist with the organization of the Admissions Weekend
- Prepare and maintain student absence requests and documents for UGS committee
- Maintain records and process locker assignments for all OD students.
- Process and reconcile locker rentals
- Prepare block enrolments for each academic term

Pre-clinic supply management

- Order and maintain all pre-clinic supplies for use in all laboratory and didactic courses
- Ensure the secure storage of all diagnostic drugs and replenish only when required which results in frequent checks of drug levels within the pre-clinic
- Rotate drugs on a first-in, first-out basis to ensure that expensive supplies are not expiring prior to being used within the pre-clinic
- In conjunction with the course instructors, ensure that supplies are ordered prior to the start of each term
- Provide support to the WLRC in keeping the drugs bins filled and up-to-date for the afterhours pre-clinic sessions

Administrative Support

- Provide backup support to the Graduate Advisor/Coordinator and the Coordinator, Professional Services
- Provide administrative support to the Office of the Director (Director, Administrative Officer and Financial Officer), the Associate Directors (Academic, Clinical Programs, Research and Advancement) and the Admissions and Program Manager when required

Required Qualifications

Education

- College diploma or undergraduate degree and/or equivalent education and work experience.

Experience

- Experience working in an administrative role within a dynamic and fast-paced environment, preferably in academia.
- Previous experience in a customer service position and/or educational organizations is essential.

Knowledge/Skills/Abilities

- Professional, reliable and team player mindset
- Proven ability to work independently and as a team member in a busy deadline oriented and varied environment with changing priorities

Job Description



- Demonstrated ability to maintain multiple tasks involving shifting deadlines and priorities with strong attention to detail and accuracy is required
- Demonstrated ability to handle confidential information with discretion
- Strong communication and organizational skills
- Proficiency in Microsoft Office (Word, Excel, Access) required
- Experience with QUEST and OnBase an asset
- Excellent human relations / inter personal, organizational, problem solving and communication (oral and written) skills required.

Nature and Scope

- **Contacts:** Key Control, Bookings, Registrar's Office, Procurement; IST, Plant Operations
- **Level of Responsibility:** This position has defined duties and responsibilities and receives direct supervision. The job may include responsibility for oversight of casual or temporary staff. This position will have access to a large amount of student information and therefore maintenance of privacy and confidentiality is critical. This position is responsible for the efficient and professional operation of the front desk and mail room. Responsible for the ordering supplies and keeping the pre-clinic stocked. Mail distribution and parcel delivery are also duties.
- **Decision-Making Authority:** The incumbent is expected to work independently carrying out tasks under their scope. When needed, the incumbent is expected to seek assistance from the Admissions and Program Manager.
- **Physical and Sensory Demands:** Demands typical of a position within an office environment including frequent distractions, attention to detail and lifting of parcels. Some hours outside of normal office hours may be required.
- **Working Environment:** Minimal exposure to adverse conditions.