

Job Description

Job Title:	Department Assistant
Department:	Civil & Environmental Engineering
Reports To:	Administrative Assistant to the Chair, Civil & Environmental Engineering
Jobs Reporting:	N/A
Salary Grade:	4
Effective Date:	February, 2018

Primary Purpose

The primary functions of this position are to provide clerical and administrative support for the general operation of the department, secretarial services to faculty, and back-up assistance to the Administrative Coordinator, Graduate Studies. This position is accountable to the CEE Administrative Officer, through the Administrative Assistant to the Chair who provides day-to-day supervision.

Key Accountabilities

List the major responsibilities of the job, divided into 3 to 5 broad categories. These should reflect 80 - 90% of "what" the job does not the "how". Insert a category heading and in bullet form below, state specific responsibilities.

Clerical and Administrative Support for the General Operation of the Department

- Acts as receptionist; responding to diverse general questions independently, promptly and courteously
- Schedules bookings for all CEE meeting/seminar rooms and equipment, which may require contacting Information Systems & Technology and ensuring all equipment (laptop, data projectors, laser pointers) are returned
- monitor 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 replenishing as necessary
- Submits orders for office supplies as required for department, faculty and staff
- Distributes mail on a daily basis, including forwarding mail as required, maintaining mail slots, and preparing courier and customs declaration forms
- Processes and tracking all key permit requests within the department
- Assists space coordinator with the allocation of rooms/workstations to all students, guests and visitors and maintains signage
- Submits print orders, for example course materials, mid-terms or exams, ensuring confidential materials are stored securely
- Organizes departmental social events
- Assists the Undergraduate Coordinators to plan and implement student events/competitions
- Maintains department directory boards and faculty/staff listings
- Orders catering, books rooms and distributes material for all departmental meetings and events
- Acts as the Secretary for the Joint Health and Safety Committee; Transcribing minutes of meetings as required
- Keeps the main office and faculty/staff lounge areas organized and tidy
- Other duties as assigned

Secretarial Service to Faculty

- Provides general secretarial services to faculty members in support of their teaching and research responsibilities (eg., technical reports, spreadsheets, CVs, grant proposals, course notes, exams, special projects)
- Assists with faculty events and meetings including coordinating attendees, booking meeting rooms and accommodations, catering and assisting with setup as requested

Back-up Assistance to the Administrative Coordinator, Graduate Studies

- Handles all inquiries during the absence of the Administrative Coordinator, Graduate Studies

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<ul style="list-style-type: none">• Prepares and summarizes the TA/CA evaluations each term• Assists with graduate admissions• Assists in planning and implementing student events and competitions
Communications and Technical Tasks <ul style="list-style-type: none">• Creates and assists with Excel reports for analytical and financial assessment• Maintains the departmental database, including; creation of queries and excel templates;• Creates online surveys using Qualtrics software• Creates and manages announcements and advertisements displayed on the Graduate monitor, using Super Sign software• Responsible for the improvement and management of the non-academic content of the departmental website; updating events, department news, webpages, web forms, contact details and galleries• Responsible for the implementation and maintenance of faculty members' individual profile pages• Use of Adobe Photoshop and InDesign for the design of departmental posters, invitations, brochures etc.
Other Duties <ul style="list-style-type: none">• Maintains the position's procedure manual• Updates and distributes the departmental orientation package for new faculty and staff• Creates and distributes all welcome packages to all Visitors and Post-doctoral Fellows; ensuring all paperwork and health and safety requirements are complete

Required Qualifications

If hiring today, what would be the required education, experience, knowledge, skills and abilities?

Education <ul style="list-style-type: none">• Two year college diploma preferred or equivalent combination of education and experience
Experience <ul style="list-style-type: none">• More than 3 years secretarial/administrative experience• Exceptional verbal and written communication skills• Excellent customer service skills
Knowledge/Skills/Abilities <ul style="list-style-type: none">• Microsoft suite of products (Word, Outlook, Excel)• Technical word processing skills considered to be an asset• Attention to detail and accuracy• Knowledge of HyperText Markup Language (HTML)• WCMS or other web management programs

Nature and Scope

Contacts: The Department Secretary serves as front-line reception for the Department, interacting in a professional and friendly manner with diverse groups including faculty, staff, students and administrators on a daily basis in person and via telephone and by email. As the first point of contact, the Department Secretary must possess superior customer service skills and have good organizational and communication skills.

The department secretary performs a wide range of administrative tasks, including: processing key permits; photocopy charges, data entry, website communications and word processing; scanning and photocopying; scheduling and handling logistics for meetings and special events; drafting, formatting and proof-reading correspondence and other forms of documentation, including course notes and grant proposals. He/she must be proficient in Word, Excel and SharePoint, and be able to work independently and as part of a team.

- **Level of Responsibility:** minimal; under day-to-day-supervision and direction of Administrative Assistant to Chair
- **Decision-Making Authority:** minimal; under direction of the Administrative Assistant to Chair

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- **Physical and Sensory Demands:** minimal; typical of an administrative position within an office environment
 - **Working Environment:** Regular working hours, no travel, potential for staggered lunch hours. Much of the time is spent sitting in a comfortable position in an open reception area responding to faculty, staff and student needs with frequent opportunity to move about. 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.