

Job Description

Job Title:	Administrative Assistant
Department:	University of Waterloo Special Constable Service
Reports To:	Director, UW Special Constable Service
Jobs Reporting:	None
Salary Grade:	USG 7
Effective Date:	February 2016

Primary Purpose

The Administrative Assistant position (Assistant) is responsible for the administrative functions of the University of Waterloo Special Constable Service. This position supports the delivery of campus-wide Special Constable services which provide a safe and secure campus environment for all students, employees, and visitors.

Key Accountabilities

Administrative Support

- Provides administrative support to the Director, UW Special Constable Service, the Waterloo Regional Police Staff Sergeant as the Operations Manager, the Investigative Coordinator/Administrative Sergeant and all Department Staff, as required.
- Reviews the department's Daily Brief – an internal email identifying all Special Constable calls for service in the previous 24 hours – and inputs applicable data into the Campus Incident System to identify students who may be at risk.
- Performs various administrative duties including maintaining the following:
 - office equipment and supplies;
 - confidential departmental electronic and paper files; and
 - records of departmental key permits.
- Assists Special Constables with photocopying and assembling court crown briefs.
- Initiates and/or participates in departmental process improvement initiatives relating to data management and various administrative functions.
- Organizes and coordinates the Department's annual Special Constable training course.
- Acts as a scribe for emergency situations, as required.
- Performs other duties and/or participates in special projects as assigned.

Financial Administration

- Administers and monitors departmental financial accounts, in accordance with University of Waterloo policies and procedures.
- Assigns expenses and income to applicable financial accounts within the Finance Branch and monitors accounts in the University's online expense claim system against ongoing budgets.
- Monitors monthly expense claim reports and advises the Director on budget issues.
- Maintains departmental petty cash.
- Purchases goods and services for the Department, as required, using a purchasing card and/or purchase orders.
- Processes charge-backs for security services to various University Departments and coordinates payment to the external security provider.

Client Service

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- Acts as the departmental point of contact for various questions and inquiries from internal and external stakeholders, which involves responding to or redirecting questions and inquiries and/or gathering and distributing information, as required.
- Responds to or redirects questions, inquiries, and/or complaints received in person, via email, phone, fax or mail.
- Coordinates the scheduling of security services from external Security Guards and/or Waterloo Regional Police for special events which involves responding to scheduling requests, following up with service providers regarding invoices, and responding to related questions and inquiries.
- Acts as a Commissioner of Oath, as required

Payroll and Staff Scheduling

- Prepares payroll forms for casual student staff.
- Checks, prepares and submits payroll bi-weekly for casual staff using the University's electronic payroll system.
- Responsible for payroll submissions of departmental staff relating to overtime, statutory holiday pay, casual employee pay and maintenance of payroll.
- Monitors and maintains departmental payroll data.
- Checks and enters overtime, statutory holiday time, holiday time, shift bonuses, court attendance, sick time and time off for Department Staff in the departmental time-management spreadsheet.
- Maintains and updates the Finance Roster database for all staff members.
- Tracks and maintains the staff schedule for four platoons, including time off requests, sick time, overtime requirements and postings of training schedules.

Technical Support

- Provides basic desk-side computer support to Department Staff such as: assisting with Microsoft Office and setting up of forms/templates.
- Liaises with the Information Systems Technology (IST) Department regarding departmental technical issues, as required.
- Maintains platoon rosters on an electronic platform.
- Maintains and updates the departmental website using the University' Website Content Management System (WCMS).

**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

- College Diploma in Office Administration, Business Administration or a related discipline

Experience

- Several years of experience performing duties related to the above mentioned key accountabilities in an office work environment required.
- Demonstrated experience in a university work environment preferred.

Knowledge/Skills/Abilities

- Advanced computer proficiency with Microsoft Office (Excel, Word, and Outlook)
- Intermediate computer literacy with an online financial/expense claim system, Microsoft SharePoint and a web content management system.
- General knowledge of basic accounting and invoicing practices

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- Demonstrated ability to:
 - Maintain a high standard of public relations at all times
 - Set priorities, manage a high work demand and conflicting priorities, and meet deadlines
 - Work independently with minimal supervision
 - Communicate ideas and/or information effectively to others verbally and in writing
 - Work independently with minimal supervision
 - Exercise judgement and discretion when handling confidential and sensitive information
 - Use reason and judgement to make effective decisions and develop solutions to problems
- Excellent oral and written communication, organizational, time management and problem solving skills

Nature and Scope

- **Contacts:** The Assistant interacts with both internal and external contacts including: Departmental staff, University staff, external service providers, and the Waterloo Regional Police Service. The nature of interaction includes responding to and redirecting questions and inquiries, providing and exchanging information, and collaborating on work projects/initiatives.
- **Level of Responsibility:** The Assistant is responsible for Departmental administrative functions. The Assistant has signing authority for purchasing goods and services.
- **Decision-Making Authority:** The Assistant works independently and is required to set their own work plan to ensure that all projects are completed in a timely manner and in accordance with priorities set by the Director, UW Special Constable Service.
- **Physical and Sensory Demands:** This position requires exertion of physical or sensory effort resulting in moderate fatigue, as a substantial amount of time is spent at a computer with repetitive keyboard movements.
- **Working Environment:** This position involves minimal psychological risk resulting from unavoidable exposure to disagreeable or uncomfortable environmental conditions. This position deals with a variety of tasks; frequent interruptions and adjustment of priorities and meeting multiple, conflicting, and/or tight deadlines.