

Job Description

Job Title:	Administrative Coordinator
Department:	School of Planning
Reports To:	Academic Services Manager
Jobs Reporting:	None
Salary Grade:	USG 5
Effective Date:	April 2021

Primary Purpose

The incumbent in this role is responsible for the day-to-day operation of the School of Planning administration, with particular support to course administration for each academic term. This role provides dedicated support to the Academic Services Manager.

Key Accountabilities

Office Administration and Client Service including but not limited to:

- Providing a welcoming environment for all forms of front desk interactions – in person, digital, and phone;
- First point of contact for the School of Planning, with the ability to provide clear and accurate information, direct inquiries, handle complex situations while maintaining high standards of professionalism, confidentiality and discretion. This requires knowledge of the School, its programs, personnel, activities and events as well as a general knowledge of UW services;
- Ordering and maintaining an appropriate inventory of supplies, is responsible for mail distribution, courier shipments. Manages the School's Arkadin conference account (PIN numbers, instructions etc.);
- Assisting personnel with the operation and troubleshooting of equipment under the School of Planning's purview;
- Maintaining, updating and distribution of the School's Directory each term;
- Responsible for centralized departmental purchases made via the P-Card;
- Reconciliation and maintains records for Watcard purchases.

Academic Program Support including but not limited to:

- Providing essential course administration service to the unit by supporting faculty and sessional instructors including managing course materials such as course outlines, physical drop boxes and occasional audio-visual requests, printing and photocopying of materials as well as coordination of the ordering of texts and desk copies, arrange parking for guest speakers; update School Calendar and trouble shoot conflicts related to the above;
- Maintaining a repository of all course outlines current and historical for both graduate and undergraduate courses and ensures compliance according to the Associate Vice-President Academic and the School's standard;
- Coordination of field trip logistics in conjunction with supervisor, including transportation, creation of field trip and emergency information forms as required, monitors data and collection of fees where applicable and, monitors receipt of emergency information submission;
- Administration of r Course Evaluation process for all graduate and undergraduate courses;

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- Supporting the UG Advisor with the Undergraduate TA application process each term, communicates mandatory training with successful candidates and arranges for printer codes and administers evaluation process where required.

Facilities Coordination including but not limited to:

- Space booking and maintenance administration of rooms booking for School's conference room and Faculty of Environment conference rooms located on the 3rd floor. Arranges for non-standard bookings for Registrar space for course needs and/or event requests;
- Assistance with maintaining order of administrative space;
- Supporting students/faculty/sessionals using School space with a range of services including coordinating conference technology, fobs, and appropriate connections (internet, phone and media set-up etc.);
- Conduct monthly safety inspections and appropriate follow up actions for space managed by the School;
- Update central directory board each academic year or as required to keep current;
- Responsible for timely rotation of student display in administrative area Administrative.

Special Project Support including but not limited to:

- Scheduling all School meetings and prepare meeting package for distribution (agenda, minutes, reports etc.), take accurate minutes, ensure a historical record is maintained and a database of all actions, standing motions and orders are documented appropriately;
- Assisting the Academic Services Manager with the dissemination of information and items of interest to School stakeholders, faculty, staff, students and community partners, via, the School website, Waterloo LEARN and bulletin boards;
- Supporting the Academic Services Manager with logistics for documentation required for Academic Program Reviews, Accreditation reports, site visits and UARC process;
- Managing document storage, retention and confidential disposal as per university guidelines, in particular sessional instructor course material, including assignments, tests and exams, TA evaluations; serves as a resource for SOP inquiries, Steward of disposition records;
- Supporting and provide assistance with School events, as directed by the Academic Services Manager, with particular attention to the annual dinner in Toronto hosted by UWPAT, Induction and Graduation luncheon;
- Moderates School of Planning Resources LEARN site, with relevant information for faculty, staff and students within the School;
- Assist with updating the School's website, in particular the current events and news sections, on a regular basis;
- Assist with other duties as assigned by the Academic Services Manager.

**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 <ul style="list-style-type: none">• Completion of a Secondary School Diploma, Community College Diploma or equivalent combination of education and experience
Experience <ul style="list-style-type: none">• 2-3 years administrative support experience, preferably in an academic environment• Demonstrated problem solving and customer service experience essential• Experience with minute taking, an asset• Experience with booking meetings in MS Team (and other on-line communication platforms) and use of the Waterloo Content Management System (WCMS) are considered assets
Knowledge/Skills/Abilities <ul style="list-style-type: none">• Competencies will include: well developed organizational, analytical, interpersonal, customer service, and communication skills (oral and written), sound judgement• Aptitude for attention to detail and accuracy are essential• Proven capacity to triage multiple inquiries, while maintaining a professional and pleasant work environment. Ability to work independently and effectively in a team environment• Well-developed interpersonal skills are a must, including the ability to work with a wide variety of stakeholders• Strong planning, time-management skills, ability to multi-task and prioritize work, at times with conflicting priorities, demonstrated capacity to handle high request volume• Intermediate skills in Microsoft Office suite (Word, Excel, PowerPoint, Teams, Outlook)• Other technical skills: experience with, Quest, WCMS and LEARN and SharePoint preferred

Nature and Scope

- **Contacts:** Communicates with staff, faculty and students within the School of Planning as well as the Faculty of Environment on a regular basis to ensure efficient workflow and timely completion of tasks. Must have the ability to see the big picture as it involves the broader School community and function with a high level of professionalism. In addition to interactions with various on campus services and academic units, also interacts with professionals external to the School. Self-management is key in this role as well as the ability to be tactfully assertive.
- **Level of Responsibility:** The position has defined duties and responsibilities, in terms of uncertainty is expected to raise issues with direct supervisor
- **Decision-Making Authority:** This role assesses questions, clearly communicates answers where appropriate and possesses good judgement as to when to refer the inquiry. Responsible for processes related to room bookings, minor work requests and reporting of facilities maintenance. Determination of the office equipment supply needs and placing of orders with suppliers. Priority setting for tasks and provision of support to different areas within the Academic unit. Expectation to independently answer and resolve routine inquiries and problems that arise. Investigates issues, providing information and explanation to those involved and makes adjustments/corrections as necessary.
- **Physical and Sensory Demands:** Normal demands typical of USG position operating within a Faculty environment. Frequent opportunity to move about; occasional lifting of moderate weight is required; no significant risks; there are deadline pressures and potential for multiple, sometimes competing priorities and frequent interruptions.
- **Working Environment:** This role involves minimal physical or psychological risk resulting from unavoidable exposure to hazardous or disagreeable or uncomfortable environmental conditions. There is no privacy at this station and therefore, this role experiences constant interruptions (i.e., by front

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line, phone, and email) from faculty, staff students and visitors to the office. Coverage of the front desk is required for 8:30-4:30 Monday – Friday, occasional evening/weekend work required.