**Job Title:** Administrative Coordinator  
**Department:** School of Planning  
**Reports To:** Academic Services Manager  
**Jobs Reporting:** None  
**Salary Grade:** USG 5  
**Effective Date:** October 2017

**Primary Purpose**  
The incumbent in this role is responsible for the day-to-day operation of the School of Planning administrative area and general reception. This role provides dedicated support to the Academic Services Manager.

**Key Accountabilities**

### Office Administration and Client Service including but not limited to:
- Provide a welcoming environment for all forms of front desk interactions – in person, digital, and phone  
- Is the 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.  
- Orders and maintains an appropriate inventory of supplies, is responsible for mail distribution, courier shipments; monitors and coordinates telephone usage. Manages the School’s Arkadin conference account (PIN numbers, instructions etc.)  
- Assists personnel with the operation and troubleshooting of equipment under the School of Planning’s purview  
- Maintains, updates and distributes the School’s Directory each term  
- Responsible for centralized departmental purchases made via the P-card  
- Reconciles and maintains records for Watcard purchases

### Academic Program Support including but not limited to:
- Provides 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  
- Maintain a repository of all course outlines current and historical for both graduate and undergraduate courses and ensures compliance according the Associate Vice-President Academic and the School's standards  
- Coordinate 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  
- Administer Course Evaluation process for all graduate and undergraduate courses
Job Description

- In collaboration with the Academic Services Manager and designated Faculty member assists with International program exchanges such as the Oxford Exchange, including but not limited to record keeping, travel and accommodation logistics.
- Provides Graduate program assistance with room bookings, committee member invitations, parking and back up phone when necessary for master’s defenses and PhD comp exams.
- Manages the co-op work report submissions on the Waterloo LEARN site by: tracking submissions, providing authorization for the work report evaluator to access to reports, brief the evaluator with expectations for grading in conjunction with the UG Officer, upload final grades.
- Manages UG TA application process each term.
- Coordinates midterm and final exams for the School, submit details to the Examinations Assistant in the Registrar's Office.

Facilities Coordination including but not limited to:
- Space booking and maintenance: administers rooms booking for SOP 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.
- Assists with maintaining order of administrative space.
- Support students/faculty/sessionals using SOP space with a range of services including coordinating conference technology, fobs, and appropriate connections (internet, phone and media set-up etc.)
- Conduct 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 and Special Project Support including but not limited to:
- Schedule 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.
- Assist 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.
- Support the Academic Services Manager with logistics for documentation required for Academic Program Reviews, Accreditation reports, site visits and UARC process.
- Manages 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.
- Support and provide assistance with School events, in particular the annual dinner in Toronto hosted by UWPAT.
- Moderates School of Planning Resources LEARN site, with relevant information for faculty, staff and students within the School.
- Assist with other duties as assigned.

Required Qualifications

Education
- Completion of a Secondary School Diploma, Community College Diploma or equivalent combination of education and experience.

Experience
- Administrative support experience, preferably in an academic environment.
- Problem solving and customer service experience essential.
Job Description

<table>
<thead>
<tr>
<th>Knowledge/Skills/Abilities</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Competencies will include: well developed organizational, analytical, interpersonal, customer service, and communication skills (oral and written), sound judgement</td>
</tr>
<tr>
<td>• Aptitude for attention to detail and accuracy are essential</td>
</tr>
<tr>
<td>• Proven capacity to triage multiple inquiries, while maintaining a professional and pleasant work environment. Ability to work independently and effectively in a team environment.</td>
</tr>
<tr>
<td>• Strong planning, time-management skills, with a proven capacity to handle high request volume and multi-tasking</td>
</tr>
<tr>
<td>• Intermediate level of MS Word, Excel</td>
</tr>
<tr>
<td>• Basic level of PowerPoint</td>
</tr>
<tr>
<td>• Other technical skills: experience with, Quest, Outlook, WCMS and LEARN preferred, minute taking, and experience using Sharepoint an asset</td>
</tr>
</tbody>
</table>

Nature and Scope

• **Contacts:** The Administrative Coordinator must possess exceptional interpersonal and communication skills, 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 and receives direct supervision

• **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 office. 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 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.