

## Job Description

---

<b>Job Title:</b>	Office Administrator
<b>Department:</b>	Library
<b>Reports To:</b>	Associate University Librarian, Administration and Strategic Initiatives
<b>Jobs Reporting:</b>	Administrative Assistant, Library Office Assistant
<b>Salary Grade:</b>	USG 7
<b>Effective Date:</b>	March 2021

---

### **Primary Purpose**

The Office Administrator contributes to the Library's commitment to ensuring a robust employer-employee relationship through responsibility for human resources management, confidential administrative support, and office management.

### **Key Accountabilities**

#### **Human Resources management on a day-to-day basis**

- Interprets and advises on library practices as they relate to Human Resources (HR) policies and procedures, such as recruiting, compensation, and staff leaves
- Documents all library specific practices related to human resource management and ensures that resources are readily available to managers and staff
- Ensures that confidential personnel files and databases are current and accurate for all Library staff
- Anticipates, identifies, and addresses issues, serving as a primary liaison with Human Resources, particularly payroll, compensation, benefits units, and the Library's Human Resources Partner
- In conjunction with the Library's Financial Officer, ensures that expenses related to human resources are properly accounted for and anticipated. Serves as backup for other financial matters as needed in Financial Officer's absence and monitors projection data for office management
- Determines pay rates for casual staff working within guidelines
- Acts as the primary Library contact for the university's HR management enterprise software (Workday). Provides advice and expertise to Library staff on viewing and interpreting data, liaising with campus HR to troubleshoot and resolve any issues.

#### **Recruitment and Onboarding**

- Manages Library recruitment processes including document/track all pertinent information using campus recruitment software (iCIMS's)
- Provide guidance to hiring managers during recruitment activities by advising on the application of best practices and participating in entry-level and mid-level recruits
  - Collaborates with hiring managers to develop appropriate recruiting sources for advertising and posting jobs
  - Liaises with external candidates regarding travel and logistical arrangements for professional recruits
- In consultation with library managers, develops, manages and delivers the library onboarding program to ensure an effective, targeted onboarding experience for all new ongoing hires
- Working with library managers, implements and monitors training and staff development plans which are intended to be library-wide or contribute to the advancement of the Library's strategic directions
- Serves as a resource to departments hiring temporary staff, including student or casual workers

#### **Confidential Administrative Support**

## Job Description



- For senior executive team members in support of Human Resource management
- For senior management committees, including agenda management, all meeting logistics, records management, and relationship management
- Maintains knowledge, provides statistical data and analysis regarding human resource management issues such as attendance, vacation, staff leaves, performance ratings and salary administration
- Provides data driven advice and information to senior executive team, including potential implications of decisions made based on current data and projections

### **Office Management**

- Ensures that the support requirements of the Library Office are met, in conjunction with the Administrative Assistant and Library Office Assistant. Co-ordinates support requirements for managers and staff to the degree that resources are available to do so.
- Hires, trains, supervises, and manages the workload of the Administrative Assistant, Library Office Assistant and any other temporary administrative support staff
- Maintains data and provides statistics and analysis, including an annual report which notes significant items, such as organizational changes and sick leave usage
- Assesses, evaluates and recommends processes and tools that will help standardize and automate processes and create organizational efficiency
- Works cooperatively with the Financial Officer to ensure timely and accurate reporting of data for internal reports and statistical surveys and questionnaires from external agencies

### **Special Projects**

- Leads, contributes to and/or tracks special projects of personal interest or of strategic importance to the Library
- Arranges and/or assists with planning of special events upon occasion
- Volunteer coordination

*\*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**

- University or College degree with several years of administrative experience, preferably in a library or academic environment or equivalent education and/or experience.

### **Experience**

- Familiarity with Human Resource Management and document retention policies and procedures
- Demonstrated experience exercising sound judgement, problem solving, and decision-making skills
- Supervisory experience is an asset

### **Knowledge/Skills/Abilities**

- Professionalism and discretion when dealing with confidential or sensitive matters
- Outstanding interpersonal skills, with a demonstrated ability to work with others in a friendly, calm, cooperative, and diplomatic manner while providing exceptional customer service
- Develop and maintain excellent working relationships with clients at all levels
- Excellent organizational skills with the ability to manage multiple and rapidly-changing priorities while still meeting deadlines
- Ability to work independently and accurately and to take initiative when minimal direction is provided
- Clear and positive communicator (oral and in writing), while paying attention to detail

## Job Description



- Interest in leading or participating in team projects and/or planning events
- Technical: Proficiency in Microsoft Office Suite: Word (Highly Proficient), Excel (Highly Proficient), PowerPoint (Knowledge of), Outlook; document management, and web content management software. Experience with Workday, iCIMS, SharePoint and Unit4 are assets

### Nature and Scope

- **Contacts:** Superb communication and strong interpersonal skills are required to address and resolve issues of procedure and policy, and in note taking of meetings of senior management committees. The Office Administrator communicates internally with library staff as well as Human Resources. Excellent written and verbal communication skills, diplomacy and tact are essential.
- **Level of Responsibility:** The position has defined specialized and routine tasks, most of which involve confidential information. The incumbent receives specific guidance but is expected to perform duties independently with outstanding customer service, sound judgment, a strong work ethic and ability to take initiative where minimal direction is provided. The incumbent manages the workload of the Library Office Administrative Team and ensures that the support requirements of the Library Office are met.
- **Decision-Making Authority:** Resolves problems, makes recommendations and decisions typically involved in day-to-day operations within established policies and procedures. The Associate University Librarian, Administration and Strategic Initiatives will be consulted when a problem falls outside of established procedures or policies, or when a conflict has arisen.
- **Physical and Sensory Demands:** Minimal demands typical of an administrative position working in an office environment. Concentrated attention to detail is required in an environment with frequent interruptions and competing priorities. The incumbent must be able to manage concurrent assignments and prioritize workload in order to meet deadlines.
- **Working Environment:** Minimal exposure to disagreeable working conditions typical of working in an office environment.