Job Description

**Job Title:** Administrative Assistant  
**Department:** CEE Services  
**Reports To:** Executive Officer, Co-operative and Experiential Education  
**Jobs Reporting:** None  
**Salary Grade:** USG 6  
**Effective Date:** December 2019

### Primary Purpose

The Administrative Assistant provides administrative support to the Co-operative and Experiential Education leadership team. The Administrative Assistant arranges and facilitates events and performs administrative tasks within Co-operative and Experiential Education.

### Key Accountabilities

**Administrative Assistance**

- Effectively manages confidential and sensitive information
- Provides support to Directors through detailed management of their calendar; organizing meetings on and off-campus and managing schedules, invitations and the RSVP process
- Handles simple and complex document preparation using Word, Excel, PowerPoint and/or Visio.
- Proofs documents for quality control
- Coordinates and makes travel arrangements for directors within Co-operative and Experiential Education
- Maintains filing and retrieval systems (hard and soft copies) for agreements, MOUs (Memorandums of Understanding) and contracts signed by Co-operative and Experiential Education leaders
- Provides backup administrative support to all units within Co-operative and Experiential Education
- Works closely with the Office Assistant, Financial Assistant and Facilities Coordinator and may provide backup support during short term leaves
- Purchasing Card, including reconciliation of accounts, tracking of purchases and reconciliation of monthly statement.
- Shares best practices and resources with other administrative staff within Co-operative and Experiential Education through a Community of Practice
- Works closely with all administrative staff in Co-operative and Experiential Education on a regular basis to share information and ensure the delivery of high quality administrative support
- Performs other administrative duties as assigned

**Human Resources**

- Maintains organization charts and directories for the Co-operative and Experiential Education portfolio
- Provides logistical and administrative support to the staff onboarding and new hire training processes
- Completes the department co-op student hiring through Workday termly
Job Description

Co-op Student Co-ordination
- Responsible for leading co-op student events (e.g. end of term presentations, orientation)
- Prepares and distributes timely communications to the department co-op students (e.g. 1st pay, completion of mandatory training reminder, midterm evaluation etc.)
- Co-ordinates, administers and compiles results from exit interviews for leadership team

Meeting and Event Management
- Co-ordinates and schedules meetings for Directors within Co-operative and Experiential Education
- Schedules and manages meetings and events within Co-operative and Experiential Education including management calls, team meetings and social events
- Provides administrative support to project teams, steering committees and working groups
- Solicits feedback on meetings and events in an effort to continually improve

*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
- Post-secondary education or equivalent education and experience. University degree is preferred.

Experience
- 3 years of experience providing administrative assistance within a large and complex organization (post-secondary school environment preferred)
- Experience managing complex calendars
- Experience planning and managing events
- Experience booking and arranging executive travel and managing complex schedules

Knowledge/Skills/Abilities
- The position requires substantial skill in managing complexity and coordinating a range of activities and demands
- Responsibility, maturity, and excellent problem-solving skills are critical
- Organizational skills are key, as are managing conflicting priorities from multiple stakeholders
- Ability to support directors whose primary work location is in other buildings on campus
- Proven strategic and pragmatic thinker
- Excellent interpersonal skills
- Proven record of demonstrated tact, judgement and diplomacy, confidence, organization, and the ability to assimilate information and analyze data quickly
- Demonstrated ability to make independent decisions
- Strong attention to detail (e.g. as it relates to scheduling, travel arrangements, report content, etc.)
- Specialized work with minimal supervision
- Excellent communication (oral and written)

Nature and Scope
• **Contacts:** Internal Relationships: This position works closely with the director-team within Co-operative and Experiential Education and other staff in Co-operative and Experiential Education. External relationships: the Administrative Assistant facilitates internal working relationships between the Directors and external stakeholders. The Administrative Assistant also builds and maintains working relationships with other individuals and departments on campus.

• **Level of Responsibility:** The position has responsibility and accountability for providing administrative assistance within Co-operative and Experiential Education; this requires exercising judgment when it comes to decision-making and prioritizing.

• **Decision-Making Authority:** This position will be responsible for making decisions related to scheduling, travel, the escalation of issues, meeting and event agendas and logistics. Problem solving is a critical skill for this position. Unexpected issues and/or conflicts may arise and the incumbent must be capable of analyzing problems and quickly solving issues.

• **Physical and Sensory Demands:** This position requires the ability to work effectively in a fast-paced environment and maintain a high level of attention to detail. The work environment may include lack of control over work pace due to work processes, irregular and/or high volumes beyond one’s control, multiple and/or tight deadlines beyond one’s control and constant interruptions (e.g. phone calls, e-mails, unplanned but urgent support requests, or emergencies).

• **Working Environment:** Regular working hours, some evening/weekend work required. Exposed to stress and pressure associated with senior level responsibilities.