

Job Description

Job Title:	Design Administrative Assistant
Department:	Plant Operations
Reports To:	Manager, Client Services
Jobs Reporting:	None
Salary Grade:	USG 5
Effective Date:	July 2018

Primary Purpose

This position is one of two within the Business Operations area of Plant Operations, mainly focusing on providing administrative support to Client Services and Design & Construction Services related to work requests and design projects. This position is key to creating, organizing, maintaining and processing accurate documentation/files and related workflow, including all aspects of the file (from file creation to preparing tender packages to contract administration to facilitating related payments). This position must work effectively with all internal and external stakeholders through the entire process.

Key Accountabilities

Provide effective, efficient administrative coordination of work requests and project design files

- Create and maintain physical and electronic work request files and supporting documentation, routing to appropriate areas for approval and action, and updating records as needed throughout the project cycle;
- Process and maintain contract and tender documents, ensuring accuracy of information and timely coordination; Collate tender packages for distribution, advising potential contractors, and directing related inquiries to the appropriate design staff member; Record and monitor addendums, change notices, change orders, insurance documentation, and other job instructions related to the contract.
- Processing and reconciling related payment documents, including verification against the work request, ensuring appropriate invoices, and creating journal entries for appropriate charge-outs.
- Monitors design jobs with the help of software tools / reports to ensure list is regularly updated and projects status is accurate; Maintains and coordinates as required, in collaboration with design and work request teams;
- Printing/plotting AutoCAD drawings to paper/PDF format as needed; Printing and binding key-control plans; Assisting in the maintenance of as-built records;

Office Operations and Administrative Support

- Provides excellent service to all stakeholders requiring service/assistance from the Design Administration area.
- Assists with the coordination and tracking of vacation schedules as needed.
- Provides general administrative support as needed;
- Helps to ensure compliance with departmental and university policies and procedures

Effective Communication & Stakeholder Engagement

- Established and maintains positive working relationships with on and off campus stakeholders (including suppliers, clients, faculties, departments, etc.).
- Establishes and maintains healthy, positive relationships within Plant Operations, liaising between all areas as needed.

Support Strategic Plan & Continuous Improvement Initiatives

Job Description



- Look for continuous improvement opportunities related to efficiency and best practices and bring forward to Manager, Client Services.
- Responsible for reviewing service metrics and taking action to return to standard or to improve from the established standard.
- Contribute to creation and maintenance of standard operating procedures.
- Assist with training of new team members as required.
- Support special projects and initiatives as required.

Required Qualifications

Education

- Completion of a post-secondary program (preferably related to business or project administration).
- An equivalent combination of education and/or experience may be considered.

Experience

- Up to 2 years of related experience in an operational/administrative role with knowledge and interest in project coordination.

Knowledge/Skills/Abilities

- Must be detail oriented and able to maintain a high degree of accuracy in a busy office environment with frequent interruptions and distractions.
- Possess excellent customer service skills with a high degree of professionalism and courtesy.
- Demonstrated ability to take initiative and work both independently and in a team setting.
- Excellent communication (verbal and written), organizational and interpersonal skills are required.
- Must be proficient in Windows, Microsoft Office, Email, and other such computer applications. Knowledge and experience with Microsoft Access will be considered an asset.

Nature and Scope

- **Contacts:** Communicates with all levels of department staff and external clients, suppliers, and vendors. Provides general and specific information, responds to inquiries, and facilitates the flow of information internally and externally.
- **Level of Responsibility:** Responsible for supporting and ensuring processes meet quality and service objectives. Responsible for ensuring confidentiality of data and client/department interactions. This position does not have supervision over any direct reports.
- **Decision-Making Authority:** Expected to work independently and prioritize workload in order to meet deadlines. Seek out assistance when direction is required.
- **Physical and Sensory Demands:** Minimal physical demands typical of an office environment. Keen attention to detail is required to ensure accurate results. Required to be able to stay on task while dealing with interruptions and distractions.
- **Working Environment:** Primarily office based setting with regular hours; there may be periods of irregular and/or high volumes of workload.