

Job Description



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| Job Title: | Departmental Administrative Office Assistant |
| Department: | Chemistry |
| Reports To: | Administrative Officer |
| Jobs Reporting: | N/A |
| Salary Grade: | USG 5 |
| Effective Date: | April 2023 |

Primary Purpose

The Departmental Administrative Office Assistant provides a broad spectrum of administrative and operational support to facilitate the day-to-day operations of the Department of Chemistry. This position is a part of the administrative team that creates and maintains a positive student-centered and service-oriented environment in Chemistry. This role moves seamlessly between tasks and shifting priorities, to address critical needs. The Departmental Administrative Office Assistant provides continuity and demonstrates breadth and depth in all core operations in the department with a focus on Chemistry Graduate and Undergraduate programs, Health & Safety and the Chem 13 News/Avogadro Exam outreach program.

Key Accountabilities

Coordinate the logistics and primary contact for the Chem 13 News/Avogadro Exams

- Contact person for all Chem 13/Avogadro exam inquiries;
- Monitor and respond to inquiries sent to the Chem 13 News email alias;
- Communicate changes needed to the Chem 13 News website to the department Web Communications staff member;
- Responsible for ensuring school exam orders are entered correctly and sent to Science Computing to execute on exam days;
- Troubleshoot and manage problems, customer issues and last minute details for the Chem 13 News/Avogadro exams;
- Responsible to work with Finance on the exam payment set up;
- Email final exam results to the participating schools and respond to teacher inquiries regarding the results;
- Prepare and ship final exam prizes for the top 200 exams using the University's 2Ship application system;
- Maintain accurate database for the Chem 13 News/Avogadro exams;
- Maintain archives of the Chem 13 News magazine.

Graduate Program Support

- Assist the Associate Chair Grad and Grad/UG Coordinator/Advisors with TA assignments each term including the communication with faculty and lab instructor staff on TA needs;
- Assist with the management of the TA contracts each term; posting in SharePoint, collecting signatures, etc.
- Maintain TA database of signed contracts each term;
- Track completion of TA training and send reminders to TAs to complete the TA Workshop training modules each term;
- Enter TA assignments each term into MS Access;

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- Assist the Graduate Studies Coordinator with the CHEM 794/Doctoral seminar email announcements and other logistics as needed;
- Assist in the planning and execution of department graduate student events (e.g. monthly grad student coffee/donut);
- Update the graduate studies section of the website as needed.

Undergraduate Program and other Administrative Support

- Assist the UG Coordinator & Advisor with the NSERC USRA process each term;
- Act as back up to the UG Coordinator & Advisor for hiring NSERC USRA and faculty co-op students in Workday each term;
- Update the undergraduate sections of the website as needed;
- Assist with updating and maintaining the department SharePoint site;
- Handles the International Visiting Graduate Student (IVGS) applications; collect required signatures and send to GSPA for processing. Communicate with GSPA contact as necessary.
- Arrange for Immigration (IMM5802) form for all work permits for IVGS students;
- Order textbooks for Undergrad and Graduate courses (if needed) and as required by the Department each term; serves as a liaison person to the Bookstore;

Department Health & Safety Support

- Run monthly Chemistry lab safety inspection reports in Safely and remind research faculty and lab instructors to complete monthly safety inspections;
- Run Chemistry term lab safety inspection reports in Safely and remind the department Health & Safety committee members to complete term safety inspections;
- Schedule department Health & Safety Committee meetings each term, attend meetings, and take the meeting minutes;
- Keep department Health & Safety Committee bulletin board up-to-date;
- Update Safely when there are lab space changes, Department Health & Safety committee members changes, and inspection delegate changes.

General Office Support

- Act as back up to the Web Communications staff member to post event and departmental information on websites and social media, as needed;
- Maintain a database of door key codes for C2, ESC, parts of DC and STC
- Issue key permits to eligible staff, faculty and students
- Provide students, faculty and staff with OWL, photocopier training and support and book meeting rooms as needed for the department;
- Attend meetings and update skills as deemed necessary for this position e.g. WCMS training;
- Assist the Administrative Officer with the submission of work requests, move requests, and asset disposal forms and track to completion;
- Assist with lab and office move changes;
- Assist with planning departmental events (working meetings, Holiday Party, Chem 494 orientation/seminar day, T&P recognition, etc.)
- Act as back up to actively monitor and order departmental supplies;
- Identify and recommend process improvements;
- Assist with special projects, (e.g. departmental outreach), data collection (departmental reviews) and other duties, as assigned by the Administrative Officer.

**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

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| Education <ul style="list-style-type: none">• Completion of a College Diploma and/or University degree or a relevant combination of education and work experience required. |
| Experience <ul style="list-style-type: none">• 2+ years of extensive administrative experience; academic setting is preferred.• 2+ years of experience in a front-line customer facing role• Experience pertaining to undergraduate and graduate programs is an asset• Experience interpreting university policies and procedures is an asset• Familiarity with Science discipline and relevant academic policies is an asset• Experience working with event coordination is an asset |
| Knowledge/Skills/Abilities <ul style="list-style-type: none">• Exceptional interpersonal and communication skills (verbal and written) are required• Superior organizational skills, strong attention to detail and the ability to multi-task and prioritize work• Demonstrated ability to exercise empathy, tact and discretion when handling sensitive and confidential information is essential• Proven ability to work independently to problem solve and to make sound decisions within the scope of the role• Intermediate working knowledge of Word, Excel, Adobe Pro, SharePoint, Microsoft Teams and Outlook Calendar. Experience with Microsoft Access, Power BI, WCMS and Workday is an asset. Willingness to learn new systems strongly encouraged.• Proven experience working in a high-volume, fast-paced office is required• Knowledge and experience with minute taking is required• Ability to manage multiple priorities concurrently and accurately is required• Ability to use the internet effectively for research purposes• Demonstrated ability to support cross functional teams and build consensus. Sensitive to the diverse needs and perspectives of stakeholders and works with them to resolve issues. |

Nature and Scope

- **Contacts:** This position requires communication with internal and external contacts to obtain, clarify, and discuss information. Contact groups and individuals include but are not limited to: Administrative Officer, First Year Academic Advisor, Administrative Coordinator for Graduate Studies, Administrative Coordinator for Undergraduate Studies, Science Graduate Office, Faculty of Science Undergraduate Office, Graduate Studies and Postdoctoral Affairs, Counselling Services, Associate Chairs for Graduate and Undergraduate Studies, Chemistry Department Members, Chemistry Health & Safety Committee, Finance, High School Teachers worldwide, Chemistry graduate and undergraduate students, Catering services internal and external.
- **Level of Responsibility:** The position has specialized work with minimal supervision, provides guidance to others and works closely with the Administrative Officer and departmental staff. Coordinates multiple projects simultaneously to meet competing deadlines. Exercises sound judgment and deals with highly sensitive documents. Ability to anticipate, analyze, strategize, determine priorities, take initiative, and have a high degree of time-management skills with the flexibility to adapt to changing priorities. Receives specific guidance for specialized tasks.
- **Decision-Making Authority:** Responsible and accountable to set priorities for tasks and provision of support to different areas within the department. Expected to independently answer and resolve

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regular inquires and problems that arise. Recommend potential strategies for complex inquires or problems to immediate supervisor for approval.

- **Physical and Sensory Demands:** Typical of an administrative position operating in an office environment. Exposure to a fast-paced service-oriented environment with multiple on-going deadlines, changing priorities, constant interruptions, and large volumes at various times throughout the year.
- **Working Environment:** High volume office with multiple interruptions. Office environment with low exposure to disagreeable conditions and regular working hours. Work volume varies at different times of the year. No significant physical or psychological risks associated with typical clerical-type responsibilities.