

## Job Description

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| <b>Job Title:</b>      | Department Administrator |
| <b>Department:</b>     | Central Stores           |
| <b>Reports To:</b>     | Director, Central Stores |
| <b>Jobs Reporting:</b> | None                     |
| <b>Salary Grade:</b>   | USG 6                    |
| <b>Effective Date:</b> | August 2019              |

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### **Primary Purpose**

The Department Administrator facilitates the work of the University's Central outgoing mail processing plant, including correcting and sorting electronic mailing lists, managing the University's inventory, troubleshooting Information Technology issues and managing the Central Stores website. This position provides administrative support to the Manager and Director.

### **Key Accountabilities**

#### **Outgoing Mail Processing**

- Maintains thorough and current knowledge of postal regulation in order to process outgoing mail
- Oversees and invoices external and internal departments for the financial activity for the University postage. Tracks monthly internal and external postage charges.
- Repairs and maintains postage machine.
- Provides information to the mail specialist by answering questions and requests.
- Generate monthly reports for customers.
- Develop and update procedures to make them more efficient.
- Acts as a backup to the Mail Service Specialist during illness or vacation.

#### **Managing Mailing lists for Central Stores Bulk Mailing**

- Maintains thorough and current knowledge of direct mailing services regulations in order to ensure the Bulk Mailing Specialist has accurate and current information for each job.
- Responsible for data management, address correction, duplicate removal, address verification, providing NCOA (National Change of Address), and mail merge.
- Ensures files are transferred in a secure manner, using UW Secure File transfer Service (Sendit).

#### **Inventory Control**

- Performs data entry for the maintenance and control of inventory in the Atrex Inventory System. This entails both the receiving and releasing of inventory from suppliers and customers.
- Assists throughout the year and in the year-end inventory count by providing the required reports to the Service/Surplus Coordinator.
- Orders all inventory from suppliers and tracks incoming orders including campus wide stock of office and supplies (envelopes, bathroom supplies, etc)
- Reconciles supplier invoices to inventory pricing.
- Maintains current prices and inventory on the website catalogue and in Atrex Inventory System.
- Occasionally fill order(s) between 3:30 – 4:30pm for walk-ins

#### **Central Stores IT**

- Interacts with management and staff of Central Stores to understand and communicate requirements and solutions from and to the UW Information Systems Technology department.
- Working knowledge of hardware, software and web maintenance tools.

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- Diagnosis and resolution of Central Stores software and hardware issues.
- Tests and trains staff on new systems and upgrades.
- Participates in the Vanguard group, receive all updates 1 week or more prior to the rest of the department to test for potential problems with current software.
- Develops and maintains the Central Stores website, including the creation of all Central Stores on-line forms.
- Maintains and repairs Central Stores copier and printers.

### **Departmental Support**

- Records all incoming money from surplus and e-waste, then submits all of the necessary paperwork to Finance and upload to SharePoint.
- Processes casual payment in UW payroll processing system.
- Processes Central Stores overtime payments and invoices corresponding departments.
- Reconciles Canada Post invoices with internal postage charged.
- Reconciles all Central Stores P-card purchases.
- Collects duties from incoming US packages; provides Finance with account, name & department information
- Commits to professional and exceptional customer service
- Ensures all customer inquiries are handled in a professional and timely manner and when customers are redirected to another staff, ensure customer is not left without service.
- Provides daily support to visitors.

### **Other Duties**

- Provides coverage or additional support in other areas as required, in accordance with the Department's business needs.
- Performs other duties and assists with special projects, as assigned.

*\*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 degree/diploma in a related field or equivalent education and experience

### **Experience**

- 3+ years of clerical experience in a material handling facility
- Experience with Canada Post software and guidelines is preferred
- Computer hardware & software experience

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

- Proficiency in MS Word, Excel, and other software such as Adobe Pro
- Attention to detail and problem solving skills
- Excellent written and verbal communication skills
- Strong interpersonal and relationship building skills
- Excellent organizational skills with the ability to prioritize and multi-task
- Excellent working knowledge of hardware, software and web maintenance tools
- Proficiency with i-Address, Atrex, Neopost, agile, Teklynx
- Establishing personal networks with UW staff keeping them informed about our services.
- Participate in professional association (CCUMMA)

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- Demonstrated ability to occasionally lift up to 50 pounds.
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### **Nature and Scope**

- **Contacts:** Frequent interaction with external vendors and customers, faculty, staff and students to obtain and clarify information and answer questions.
- **Level of Responsibility:** The position has specialized work with minimal supervision and provides support to others. Responsible for the management of administrative functions of the department.
- **Decision-Making Authority:** Authority for routine departmental administrative matters. Decides on task priorities given multiple deadlines and demands on diverse work portfolios that can impact department operation. Consults with Manager or Director for complex and non-routine issues. Signing authority for items up to \$50,000.
- **Physical and Sensory Demands:** Will be required to occasionally lift up to 50 pounds. Must have a high attention to detail.
- **Working Environment:** Position is office based with some time spent in the mailroom and warehouse. Must be able to meet deadlines and work extended hours.