

Job Description

Job Title:	Department Assistant
Department:	Electrical & Computer Engineering
Reports To:	Communications and Awards Officer
Jobs Reporting:	None
Salary Grade:	USG 4
Effective Date:	July 2017

Primary Purpose

The Department Assistant provides a wide range of administrative services to facilitate the effective daily operation of the department and its activities. This position helps maintain a professional quality and positive student-centered environment in Electrical and Computer Engineering (ECE).

Key Accountabilities

Department Support Services

- Maintains and updates website and display monitor to promote ECE's activities, including graduate and research seminars, announcements and award winners
- Schedules bookings for all ECE meeting/seminar rooms and equipment; complex booking requests may require liaising with Plant Operations, Information Systems & Technology, UW Police, etc.
- Submits purchase requests for departmental purchases e.g. chairs, equipment or services needed for daily operations of the department
- Submits orders for office and coffee supplies and orders internal forms, stationary, business cards, and copier supplies as required
- Maintains office equipment, ensures that copiers are functional and arranges service as needed;
- Submits print orders e.g. course materials, mid-terms or exams, and ensures confidential materials are stored securely
- Manages diversity of general questions from department visitors, students, staff and faculty
- Handles mail distribution and courier packages
- Maintains and updates various office directories and telephone listings
- Assists with logistical arrangements for meetings, seminars, guest lectures, special events, as required
- Coordinates submission of technical reports, allocates technical report numbers, and updates catalogue of ECE reports
- Reviews existing files and prepares for records management, or disposes of materials as required

Physical Resource Maintenance

- Submits all maintenance, custodial and other service requests to Plant Operations
- Informs Plant Operations of emergencies e.g. spills, floods, etc. that need immediate attention to ensure these facility issues are handled promptly and appropriately
- Tracks all work requests for repairs, caretaking, cleaning, etc. associated with ECE space and identifies billing discrepancies
- Works with Senior Associate Chair to coordinate move requests and furniture or equipment surplus disposal as needed
- Notifies occupants of service interruptions (electrical outage, water shutdown, etc.), building maintenance, or construction-related disruptions

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- Assesses requests for furniture repairs and submits work orders
- Submits department signage requests and updates directories
- Coordinates departmental recycling initiatives

Telephone Administration

- Coordinates all ECE telephone services, including telephone installations/relocations
- Submits telephone changes and repair requests as authorized department requestor
- Reconciles monthly IST invoice, reviews changes, monitors charges, and resolves discrepancies
- Works with the Financial Coordinator to reconcile telephone expenses in excess of \$77,000.00 annually.

Support Faculty Members

- Provide administrative support to faculty in support of their teaching and research responsibilities including typing, copying, faxing, etc. upon request

Other Duties

- Provides backup support to the ECE Space Coordinator during absences and vacation
- Updates and distributes departmental orientation package for new faculty and staff
- Distributes and collects TA copies of course textbooks each term as required
- Assists other administrative staff with work overflow and coverage during absences
- Maintains the position's procedure manual
- Attends all training on new systems and procedures, and meetings as required
- Transcribes minutes of meetings as required
- Assists with special projects and other duties as assigned by the Administrative Officer

Required Qualifications

Education

- Two year college diploma or equivalent combination of education and experience preferred

Experience

- 1-2 years front line reception, customer service, and/or administrative support experience
- Experience with shipping, purchasing, work requests preferred

Knowledge/Skills/Abilities

- Excellent customer service/public relations skills to respond to diverse inquiries independently and provide accurate information in a clear and concise manner
- Must possess cultural awareness, sensitivity and patience to communicate and interact effectively with a wide range of people whose first language may not be English
- Must have strong oral and written communication and interpersonal skills to deal effectively with faculty, staff, researchers, colleagues and students using discretion, diplomacy, and tact
- Strong organizational skills, attention to detail, and good sense of logistics required
- Time management skills including adaptability, flexibility to deal with a variety of tasks in a fast-paced environment with changing priorities
- Ability to work well under pressure of high volume and frequent interruptions, ability to stay calm during challenging times and periodic pressure
- Strong problem solving skills and sound judgement skills to deal with unexpected requests
- Excellent keyboarding with an emphasis on accuracy, and ability to adapt to new computer technology necessary
- Ability to work supportively in a team environment to assist others in the office as required
- Knowledge of UW administrative procedures would be an asset
- High proficiency with WCMS, FileMaker Pro or other database programs

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- Intermediate proficiency with Microsoft Office Suite, Adobe Acrobat
- Experience with internet or web-based applications/programs e.g. Agile

Nature and Scope

- **Contacts:** Internally, communicates with faculty, staff, students, research staff, and other UW academic and administrative or support departments. S/he provides a wide range of general information in response to questions, and identifies urgent issues that require immediate attention and escalates issues to the applicable staff. S/he provides a wide range of general information in response to questions, and handles confidential information or sensitive situations; must evaluate requests for information using tact and discretion in her/his responses. Externally, this position will have contacts with vendors, industry partners, prospective students, external reviewers, delegations, and visitors. This position is the first point of contact for UW's largest academic department, and as such must be a knowledgeable, congenial and professional representative of the department.
- **Level of Responsibility:** Routine amount of initiative and responds independently to inquiries that are specific in nature and require a thorough knowledge of established policies and procedures. Independent judgment in time management, task prioritization and resolving routine issues or unusual or one-time requests. Responsible for creating favourable first impression that reinforces the department's reputation.
- **Decision-Making Authority:** Independent decision-making within a delegated area of authority. Required to use initiative, tact, discretion, and be sensitive to various situations and information. Receives specific instructions on unusual problems or matters that depart from established practice. Refers non-routine, sensitive and complex inquiries or complaints to appropriate staff.
- **Physical and Sensory Demands:** Must possess mental fortitude and patience in cross-cultural and inter-personal relations with a large international clientele. Must lift, push or carry supplies and materials up to 15 kg, bend below the waist, reach above shoulder level, use step stools.
- **Working Environment:** The incumbent must function in a hectic, front line environment with constant interruptions and distractions. Periodic high volumes and conflicting requests e.g. urgent/immediate issues with students and faculty. Minimal psychological stress resulting from managing a number of inquiries and situations at one time. Interacts with people who may be dissatisfied, difficult or demanding.