

Job Description

Job Title:	Department Assistant
Department:	Office of Research
Reports To:	Director, Operations and Communications
Jobs Reporting:	None
Salary Grade:	USG 6
Effective Date:	January 2019

Primary Purpose

The Departmental Assistant is responsible for providing first point of contact customer service for all visitors to the Office of Research including staff, faculty and external visitors. This position provides courteous, professional front line support to all visitors, email, and phone inquiries. Additionally, this position plays a key role in the smooth and efficient running of the Office of Research, ensuring required supplies and equipment are available.

Key Accountabilities

Providing excellent customer service support

- Provide welcoming, professional customer service support at the OR Reception area to internal and external visitors.
- Provide information and share knowledge on a wide variety of topics related to research administration.
- Escalate inquiries as necessary to appropriate subject matter expert
- Responds to main OR line inquiries and ensure follow-up occurs in a timely manner
- Books meeting rooms, arranges visitor parking and gives directions to a wide variety of clientele which may include corporate executive officers and staff or faculty in senior positions
- Directly manage and oversee the distribution of mail and orders arriving in the OR
- Coordinates reception desk coverage as necessary, providing cross-training to staff and co-op students as required
- Maintains order of reception area and boardrooms
- Maintains up to date SOP's for all reception duties

Operations team support

- Orders and maintains an appropriate inventory of office supplies and parking passes
- Responsible for the purchasing of all equipment for the department, issuing purchase requisitions through Unit 4
- Handles all P-card and petty cash transactions with a firm understanding of cash handling and related financial policies and procedures
- Reconciles P-card expenses and petty cash monthly and ensures appropriate record keeping
- Maintains list of personnel with Agile Courier Shipment permissions, coordinates staff additions/deletions from the system with the Shipper
- Prepares shipping labels as required
- Maintains, updates and distributes staff listing and email address list in Outlook
- Performs yearly space survey for the department for submission to Institutional Analysis and Planning

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<ul style="list-style-type: none">• Responsible for all Plant Operations maintenance requests including for issues related to heating, lighting and plumbing.• Completes, submits and follows-up on all required Work Requests• First point of contact for training, maintenance and troubleshooting of printers and multi-function machines• Responsible for handling and disposal of confidential documents
Event planning support <ul style="list-style-type: none">• Coordinates, executes and manages all requests for catering internally through UW Food Services or through external vendors• Ensures food arrives on time and is cleaned up on the day of the event• Manages booking of resources such as laptops, conference lines and peripherals• Manages eight conference line accounts, codes and instructions• Assists with the planning and execution of meetings and special events• Administers Office of Research boardrooms, multipurpose room and break out space bookings including arranging for non-standard bookings for the Enterprise Theatre• On-site support for events including set-up and registration
General Office Administration <ul style="list-style-type: none">• Maintains hard-copy department expense files• Maintains and coordinates file retention processes for two-year, seven year and permanent documents, according to WatCLASS Records Classification and Retention Schedules• Secretary for Waterloo Awards Committee (WAC) - prepares minutes, meeting setup, distributes meeting materials prepared by the Awards Officer• Creates sponsor and sets up new research principal investigators in the grants management system (InfoEd)• Responsible for maintaining activity logging for file retention process

**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 <ul style="list-style-type: none">• Bachelor's degree or equivalent work experience
Experience <ul style="list-style-type: none">• Five years of business experience in an operational/administrative role, with focus on customer service• Previous experience in an academic environment is preferred; understanding of University of Waterloo's policies and procedures an asset• Highly developed customer service skills to provide exceptional customer service
Knowledge/Skills/Abilities <ul style="list-style-type: none">• Outstanding people skills, with proven high level of aptitude for and success in providing superior customer service• Demonstrated aptitude for and success in solving problems• Talent for clear and positive communication, with excellent written and oral communication skills coupled with demonstrated superior attention to detail

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- Demonstrated ability to work collaboratively, build consensus, maintain confidentiality, exhibit sensitivity to the needs and interests of a variety of stakeholders, and support the functioning of a diverse team both within an individual department and across a larger institution
- Strong organizational skills coupled with the ability to handle multiple tasks, meet deadlines, and excel in a fast-paced environment characterized by changing priorities
- Evidence of independent judgment in the areas of time management, task prioritization, and decision-making
- Demonstrated ability to thrive in and contribute to an integrated and collaborative team environment and to apply a positive team approach to working with colleagues.
- Professional demeanor, and ability to exercise tact, judgement, and discretion.
- Attention to detail as demonstrated by proven data entry skills

Nature and Scope

- **Contacts:** Externally communicates with wide variety of clients – from students to senior executives. Must have strong verbal and written communication skills and be able to demonstrate professionalism and a friendly welcoming manner. Internally communicates with staff and faculty members. Must be able to maintain relationships and communicate with team members to resolve data, administrative and transactional issues related to area of responsibility. The incumbent must be fully trained customer service skills and use tact and diplomacy in all interactions.
- **Level of Responsibility:** This position is responsible for supporting processes within the Office of Research Operations and Communications team, ensuring that all practices meet defined quality and service objectives. Responsible for ensuring confidentiality is maintained. Responsible for continual self-assessment and training to keep skills refreshed and ready as needed. This position has defined duties and responsibilities with no direct reports.
- **Decision-Making Authority:** Responsible for decision making and problem solving within the parameters of the process that is being supported. Responsible for assessing reasonability when purchasing supplies and equipment, seeking approval where appropriate. Investigates issues, provides information and explanation to those involved and makes adjustments/corrections as necessary
- **Physical and Sensory Demands:** Moderate sensory demands typical of a busy customer focused environment with varying levels of interruptions, physical demands of long periods of computer data entry may occur during busy times.
- **Working Environment:** As a front-line customer service position there is moderate exposure to disagreeable conditions related to conflict with customers. Regular interruptions to support customers is to be expected.