

Job Description

Job Title:	Administrative Officer
Department:	Print + Retail Solutions
Reports To:	Director
Jobs Reporting:	Marketing Coordinator
Salary Grade:	USG 8
Effective Date:	August 1, 2017

Primary Purpose

The Administrative Officer is accountable for providing administrative, logistical and project management support to the Director, the Management Team and the entire P+RS department, and is responsible for acting and speaking on behalf of the Director and the department from time to time as required. The incumbent supports planning and core business functions for P+RS by overseeing key processes, communication, resources and activities, and takes on improvement-focused projects that result in the effective delivery of services and the achievement of P+RS' strategic goals.

Key Accountabilities

Leadership

- Contributes to goal-setting and strategic planning for the department as a member of the P+RS Management Team, and implements those plans and goals within his or her area
- Assists in the creation of and adherence to P+RS' standards of excellent customer service
- Ensures effective communication of departmental direction and initiatives to direct reports by establishing transparency through shared P+RS goal setting
- Proactively participates in P+RS project prioritization and reviews it on an ongoing basis, while taking the initiative to make recommendations to the Director with respect to potential customer service and conversion improvements to increase sales and profitability
- Models the values of the P+RS department and the priorities of the Management Team in interactions with internal and external partners

Communication, Collaboration and Relationship Management

- Responds to and meets with a broad range of internal and external individuals and groups, frequently related to matters of immediate concern, and coordinates responses, solutions and follow-up with the Director and/or the Management Team
- Facilitates timely, effective communications and decision-making within P+RS, and between P+RS and others
- In consultation with others in P+RS as needed, responds quickly, thoroughly and professionally to requests for information
- Interacts regularly with the Management Team and all P+RS staff and supports cross-promotion of products and services wherever possible
- Establishes and maintains strong partnerships and relationships with units throughout the university and the affiliated colleges that help P+RS achieve its goals, while ensuring that P+RS is represented professionally

Administrative and Operational Support

- Assists in establishing priorities and agendas, researches issues of importance and sensitivity, and produces briefing materials and information on significant matters that require the Directors' or the Management Team's attention
- Records notes and minutes for Management Team and other meetings as required, and ensures accurate documentation is captured and retained for team projects; follows up to ensure action items discussed are completed
- Works with the Director to coordinate the various resources required to ensure P+RS' strategic goals are achieved
- Initiates and oversees all maintenance, repairs and space planning, including filing requests and paperwork with Plant Operations and annual reporting on space usage
- Identifies opportunities for operational efficiency across P+RS through proper human resource planning and management, and effective allocation of financial and operational resources
- Develops and implements processes and procedures through shared team planning to ensure that strategic goals are realized and business targets are met, establishing and maintaining effective and timely processes and response times by liaising with other team members and with on- and off-campus partners
- In consultation with the Management Team and the Marketing Coordinator, develops strategies to build customer loyalty and strengthen the P+RS Rewards program
- Implements systems and processes to establish and maintain records for the operating unit
- Supports the implementation of strong, cohesive promotional strategies and marketing campaigns with the Marketing Coordinator and the P+RS Management Team

Human Resources and Financial Support

- Serves as P+RS' primary contact with the Human Resources department, and ensures compliance with university policies, procedures and health and safety standards
- Coordinates hiring plans and contracts, and works with Human Resources on requests for reclassification and job description amendments
- Maintains staff records and schedules, and ensures absenteeism and vacation records are kept up to date
- Oversees and administers payroll processes for ongoing, temporary and casual staff members, including ensuring payroll activations and terminations are processed
- Provides on-boarding and orientation for new P+RS staff members
- Working with the Manager, Accounting and Financial Analysis, prepares and administers annual budgets, and recommends, implements and administers operating policies and procedures
- Reviews and authorizes a variety of departmental expenses, including travel claims

Customer Service

- Commits to positive interactions with all internal and external customers, and provides appropriate level of assistance regardless of situation or location
- Ensures that all customer inquiries are handled in a professional, timely manner; and in cases when customers should be redirected to other staff, the incumbent will ensure that the redirection is complete and that the customer is not left without service

Staff Management

- Trains, supervises and mentors direct reports and team members
- Initiates and conducts regular performance conversations and annual reviews with direct reports

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- With support from the Director, P+RS, addresses performance and staffing issues quickly and decisively – and proactively, whenever possible – within his or her team

Required Qualifications

Education

- University degree in Office Administration, Business Administration, Human Resources, Accounting or a related discipline
- Equivalent combination of education and experience will be considered

Experience

- Minimum four years of experience providing administrative and/or executive support
- Minimum two years of supervisory experience
- Demonstrated experience in a post-secondary and/or retail environment is preferred
- Experience and demonstrated comfort using databases, spreadsheets and new technologies

Knowledge/Skills/Abilities

- Business acumen and analytical skills
- Critical thinking
- Demonstrated leadership ability
- Excellent written and verbal communication skills
- Interpersonal skills and relationship-building
- Proven ability to navigate complex projects effectively, collaboratively and diplomatically
- Comfortable dealing with highly confidential information
- Familiarity with relevant University of Waterloo policies, procedures, and guidelines including Health and Safety, Staff Employment, Conflict Management and Human Rights, and AODA requirements is preferred
- Intermediate skill with MS Office suite

Nature and Scope

- **Contacts:** Beyond connections with P+RS colleagues, the incumbent has regular contact with campus groups and off-campus suppliers to maintain and develop positive relationships. The incumbent also maintains excellent relationships with colleagues from other institutions to gather best practices and share information related to providing the best service possible to the campus community.
- **Level of Responsibility:** For the areas under his or her oversight as outlined above, the Administrative Officer is responsible for the smooth performance and for meeting the strategic goals and efficiency targets set for his or her areas or responsibility. Staffing for this area includes one full-time staff member and a small number of casual/student staff members.
- **Decision-Making Authority:** This position has decision-making authority for the items outlined above.
- **Physical and Sensory Demands:** This position requires exertion of physical sensory effort resulting in slight fatigue, strain or risk of injury. Some lifting, bending and stretching is required from time to time, in order to move/display equipment and products for sale.
- **Working Environment:** This position works in a typical retail store and office environment. There may be unusual hours or schedules, extended weekend hours, or weekday extended hours with varying volumes of work at different times of the year.