

Job Description

Job Title:	Administrative Officer
Department:	Secretariat
Reports To:	University Secretary
Jobs Reporting:	None
Salary Grade:	USG 10
Effective Date:	June 2023

Primary Purpose

Reporting to the University Secretary, the incumbent provides overarching business and financial support to the Secretariat, senior level administrative support to the University Secretary and business support to the Office of the Secretariat. This position supports the University Secretary in the areas of planning and co-ordination of administrative operations of the department including assistance with human resource administration, management of IST requirements (software, licenses, portals etc.), management of operating budget and financial reporting, procurement and expense management, space management, Secretariat meeting spaces, and office records retention and standard operating procedures within the department.

This position is an integral component of a highly collaborative team. The incumbent demonstrates initiative, personal accountability, outstanding time management skills and excellent judgment in prioritizing duties, responsibilities, tasks, and projects to ensure accurate and timely completion. The incumbent also welcomes and fosters a collaborative work environment with all staff with a high level of precision, demonstrating attention to detail, efficiency, and a commitment to excellent client service.

Key Accountabilities

Budget and Financial Management

- Prepares annual budget for the University Secretariat and prepares reports for projections and scenarios
- Management of the Office's annual operating budget and staffing strategy in consultation with the University Secretary
- Compiles and analyzes financial data, develops reports for the University Secretary on key aspects of financial management, highlighting areas of concern with recommendations for corrective action
- Manages all Office accounts; p-card; performs all general and budgetary accounting functions
- Authorizes purchases and leases for the full scope of office supplies and equipment as required

Administrative Leadership

- Supports and provides advice and guidance to the University Secretary based on thorough understanding of administrative practices and governance practices in a University environment
- Maintains a strong knowledge base of university policies, procedures and guidelines, resources and services, developing and fostering strong and constructive working relationships with senior leadership
- Drafts and manages unit communications to the university community, and the Board of Governors for the University Secretary and senior staff
- Provides executive and administrative support to the University Secretary including calendar management, analytical and research support and project management support to facilitate strategic decision-making and coordinating the central functions of the Secretariat

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- Ensures the University Secretary is prepared for meetings by means of briefing folders, notes and provides advice on approaches to issues
- Develops spreadsheets, reports and other tracking materials as required with the highest level of accuracy
- Assists the University Secretary and Secretariat in the development of annual objectives
- Triage complaints and issues to determine or recommend actions. Liaises with the University Secretary (and other senior leaders as appropriate) to facilitate resolution of issues and ensure consistency. Follow up on resolution and action plans
- Coordinates and track annual staff performance reviews including collection and review of all evaluations and documentation
- Manages space, facilities, furniture and equipment for the Office and Secretariat meeting spaces. This involves resolving building issues such as repairs and service complaints
- Onboarding and offboarding of staff
- Departmental support and meeting coordination of the team in support of the University Secretary
- Complete any corporate/annual filings on behalf of the University Secretary

Special Projects and Events

- Supports special projects and initiatives in support of Waterloo's governing bodies, most significantly the Board of Governors and Senate (ex. Board Retreats, Board/Senate Orientation, Board/Senate Education Sessions, Annual Assessments)
- Responsible for all aspects of special projects and initiatives, including the planning, coordination, execution and evaluation of these activities by attending meetings, conducting research and providing advice and guidance
- Assumes responsibility for all project logistics, reservations, bookings, etc.
- Provides executive and administrative support to ad hoc committees that oversee particular projects or initiatives (at the request of the University Secretary) including meeting agendas in consultation with the University Secretary, producing meeting materials, draft minutes and coordination follow up activities

Governance Portal (*once procured*)

- Project manager for the implementation of the portal solution
- Serves as the primary liaison between the University Secretariat and the service provider and as the subject matter expert at the university for users in all other units across the university including but not limited to Board and Senate members
- Updates access permissions, templates and back-end components of the portal as required
- Ensures appropriate credential management practices are in place. Provides training on portal use to committee secretaries and front-end users across the university as required

Other Duties

- Provides back-up coverage for administrative functions in the absence of Governance Officers/Governance Assistants
- Ensures the University Secretariat website is up to date and coordinates website maintenance functions and audits webpages on a monthly basis
- Coordinate records management functions for the Secretariat including ensuring that retention schedules are adhered to and transfers to Archives as necessary are completed
- Responsible to ensure that the membership database is up to date and accurate
- Ensures consistent electronic file structure across the unit and audits same for consistency
- Departmental IST liaison
- Manage and monitor all technology maintenance and upgrades in Secretariat assigned rooms

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**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">• University undergraduate degree preferred, or equivalent combination of education and experience including several years of increasing responsibilities and administrative experience and leadership
Experience <ul style="list-style-type: none">• Considerable and extensive administrative experience (5 years) implementing innovative administrative processes with the ability to provide administrative and operational management at a senior level in a large institution or corporation• Experience with process and project development with an eye to continuous improvement after implementation• Strong organizational and analytical skills in the gathering and manipulation of data• Ability to quickly assimilate information, analyze data and be able to provide advice, guidance and make sound decisions• Must demonstrate outstanding leadership and management skills and be an accomplished problem solver, demonstrating the ability to make independent decisions• Advanced knowledge of and experience interpreting University policies, procedures and guidelines• Sound judgment and diplomacy are essential
Knowledge/Skills/Abilities <ul style="list-style-type: none">• Strong project management skills and demonstrated ability to manage a large number of matters, conflicting priorities, and competing deadlines• Advanced MS Word, Excel and Powerpoint skills• Advanced knowledge in communication platforms (Microsoft Teams, Zoom)• Advanced skills in several Office 365 (Sharepoint, Visio, Microsoft Forms) is an asset• Outstanding organizational, and problem-solving skills, exceptional time-management skills and meticulous attention to detail• Verbal and written communication skills to clearly express ideas in an objective and discretionary manner• Demonstrate competency and ability to take initiative, to work independently, and follow through on work assignments within tight timeframes• Proven ability to build strong relationships and influence individuals at all levels of an organization as well as external constituents. Collaborative team player comfortable executing and taking constructive input from multiple sources• High ethical standards with a strong commitment to maintain confidentiality and treat sensitive information with discretion• Reflect a positive attitude by engaging, listening, and seeking to understand the needs of all stakeholders• Demonstrate flexibility and adapt readily and effectively to changing and urgent demands• Familiarity with Adobe Creative Cloud is an asset

Nature and Scope

- **Contacts:** Internally, communicate with senior leaders, staff faculty and students to coordinate governance activities and responses to inquiries. Other internal communication is with IST and other

units as appropriate to manage information systems, software, furniture purchases, AV needs for the Board and Senate. This position has contact externally with members of the board of Governors and their assistants, the public, and other external constituents

- **Level of Responsibility:** Responsible to manage the administrative functions of the Secretariat with direction from the University Secretary. Has financial accountability for the office's operating budget under the direction of the University Secretary and is responsible for monitoring and managing that budget including all purchases and other expenses made by members of the office.
- **Decision-Making Authority:** Significant level of responsibility and accountability to provide guidance and problem-solving support to the University Secretary and the office on a wide range of administrative issues. Often manages highly confidential issues.
- **Physical and Sensory Demands:** This position requires exemplary customer service sound judgment, strong work ethic, calm demeanor, ability to work under very tight and challenging time constraints, constant interruptions and competing priorities. This position requires a high mental and visual concentration while working at the computer for extended lengths of time maintaining a high attention to detail.
- **Working Environment:** This is some exposure to disagreeable and frustrated individuals. There is the requirement for extended work hours beyond normal work schedules when deadlines need to be met.