

Job Description

Job Title:	Library Office Assistant
Department:	Library
Reports To:	Office Administrator
Jobs Reporting:	None
Salary Grade:	USG 4
Effective Date:	August 2017

Primary Purpose

The Library Office Assistant is accountable to the Office Administrator and is responsible for completing a wide range of administrative services that contribute to the smooth running of Library Office. The Library Office Assistant is often the first point of contact for visitors to Library Office, including staff, faculty, students and potential donors, and as such provides a welcoming, supportive presence. The key responsibilities for this position include providing reception and administrative support to ensure the work of Library Office is supported efficiently and effectively. In fulfilling these responsibilities, the incumbent will identify potentially urgent or problematic matters and refer them appropriately.

Key Accountabilities

List the major responsibilities of the job, divided into 3 to 5 broad categories. These should reflect 80 - 90% of "what" the job does not the "how". Insert a category heading and in bullet form below, state specific responsibilities.

Reception and customer service support:

- Provides a welcoming presence as the first point of contact for Library Office; responding to in-person, telephone and email inquiries, referring as appropriate
- Schedules meetings and manages conference room bookings; provides basic support for conference room audio visual equipment, as needed
- Coordinates accommodations and arrangements for guests

Administrative support to Library Office staff:

- Supports the senior executive team with day-to-day scheduling and travel arrangements
- Assists in the daily work flow of Library Office (e.g. distributing mail, ordering office supplies, managing petty cash, performing daily lock up procedures)
- Coordinates catering and logistics for various meetings and events
- Assists the Office Administrator with HR processes/procedures
- Assists Library Office staff and Library Managers with routine and ad hoc projects
- Processes Travel Advance and Settlement claims for Library Managers and visitors
- Supports Library Advancement efforts by coordinating donor mailings and processing donor reports
- Conducts monthly Health and Safety inspections for the Library Office to ensure compliance with Occupational Health and Safety Act requirements

Library-wide support:

- Coordinates the approval process for Library display requests
- Supports staff training and development by registering staff for conferences and/or webinars, as needed
- Provides administrative support for Library committees, as needed

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Required Qualifications

If hiring today, what would be the required education, experience, knowledge, skills and abilities?

Education <ul style="list-style-type: none">• Some post-secondary education and/or equivalent experience.
Experience <ul style="list-style-type: none">• Experience in an office environment providing confidential administrative support.• Highly developed customer service skills, and the ability to communicate comfortably with warmth and professionalism.• Demonstrated organizational abilities with a high attention to detail.
Knowledge/Skills/Abilities <ul style="list-style-type: none">• The ability to manage multiple priorities concurrently and accurately• Strong judgement and time management skills• Well-developed interpersonal and communication skills, both oral and written• Proficiency with Microsoft Office including Outlook, Word, Excel and Power Point. Experience with SharePoint an asset• Experience with University payroll/finance systems an asset

Nature and Scope

- **Contacts:** External contacts: visitors, suppliers, donors and students. Internal contacts: library and campus staff/faculty.
- **Level of Responsibility:** This position has defined duties and responsibilities and receives guidance from the Office Administrator, but should perform duties with relative independence and exercise strong judgement. This position has no direct supervision of others.
- **Decision-Making Authority:** The incumbent is able to identify when others in the Library Office need to be informed of issues and knows when to refer matters as appropriate. They will decide upon appropriate information or actions to queries, including re-directing to the appropriate contact. Responsible for decision making and problem solving within the scope of the position, seeking guidance when needed.
- **Physical and Sensory Demands:** Demands typical of an administrative position operating within a client-focused open office environment. Extensive periods of sitting, dealing with interruptions. Requires close attention to detail, thoroughness and accuracy. The incumbent will occasionally be required to carry objects (i.e. catering platters, water pitchers and/or coffee carafes) to/from conference rooms.
- **Working Environment:** Minimal exposure to disagreeable working conditions typical of working in an office environment.