

Job Description

Job Title:	Administrative Assistant
Department:	Library
Reports To:	Operations Manager
Jobs Reporting:	None
Salary Grade:	USG 5
Effective Date:	September 2022

Primary Purpose

The University of Waterloo Library is the campus's partner in learning, research and innovation. Its two main locations and three satellite spaces act as interdisciplinary hubs, bringing together the knowledge, expertise and resources needed by our diverse campus community. The University was built for change and the Library exemplifies Waterloo's agility as we continuously transform our approaches to creating, discovering, using sharing and preserving information. With a commitment to open and equitable access to information, we equip researchers and students with the critical research skills to improve our world as active citizens, creative problem solvers and agile leaders. All of our work is done with a strong commitment to equity, diversity, inclusion and accessibility.

The Administrative Assistant is accountable to the Operations Manager and is responsible for providing professional support to the Library's senior administration and other Library groups as required. The Administrative Assistant provides operational support to ensure the work of the Library Office is supported efficiently and effectively.

Key Accountabilities

Administrative support:

- Managing Library inquiries, email, in-person or phone, and making appropriate referrals
- Managing University Librarian and senior executive team members schedules
- Providing executive-level administrative support to the University Librarian, including preparing confidential materials
- Assisting the Operations Manager and Financial Officer with statistics, surveys and financial reporting, covering some tasks in their absence
- Ensuring confidential personnel files and databases are current and accurate for all Library staff
- Maintaining reports to ensure expenses are properly accounted for
- Coordinating professional development request process for Library staff by compiling the requests for Library Executive Committee's review, tracking approvals and updating as needed
- Supporting staff training and development by registering staff for professional development
- Assisting the Operations Manager with HR processes such as recruitment, onboarding, submitting hires in Workday and entering payroll
- Coordinating professional advancement, probationary review and study leave meetings for the Associate University Librarian, Administration and Strategic Initiatives and University Librarian
- Processing travel advance and settlement claims for Library leadership and visitors
- Ensuring the smooth daily workflow of the Library Office
- Acting as a resource person and liaison with Library Technology and Facilities Services to troubleshoot technical and equipment issues for Library Office staff

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- Working with Library Facilities, monitoring and maintaining inventory of office supplies
- Supporting Library workstation planning (e.g. managing supplies and equipment for hoteling work stations, maintaining database of staff work stations)
- Assisting other Library groups and committees with routine and ad hoc projects as needed
- Identifying potentially urgent or problematic matters and refers them appropriately

Scheduling Support:

- Scheduling meetings and training sessions, managing room bookings and providing basic support for meeting room audio visual equipment, as needed
- Providing administrative support for leadership meetings, including agenda management and minute-taking
- Coordinating catering and logistics for various Library meetings and events
- Coordinating preparations for meetings, conferences and colloquia offered by organizations when the University of Waterloo is acting as host site

Event support and communications:

- Supporting Library advancement efforts by coordinating donor mailings and processing donor reports
- Coordinating catering and logistics for various Library meetings and events
- Supporting Library donor and community events which may include coordinating logistics, catering, managing attendee lists and day-of event support
- Update web pages
- Update and post library digital screen content
- Plan any staff recognition or celebration events
- Provide day-of event support such as greeting guests, name tags, problem solving etc.
- Other projects/duties, as assigned

Required Qualifications

Education

- Some post-secondary education and/or equivalent experience

Experience

- Experience in an office environment providing confidential administrative support
- Demonstrated organizational abilities with a high attention to detail
- Experience preparing agendas and taking minutes
- Experience with Human Resources and Financial systems such as WCMS, Workday, Unit4, Concur and CentreSuite

Knowledge/Skills/Abilities

- The ability to manage multiple priorities concurrently and accurately
- Strong judgement and time management skills
- Well-developed interpersonal and communication skills with a professional and friendly approach
- Possess initiative and can anticipate and address or flag potential issues
- Proficiency with Microsoft Office including Outlook, Word, Excel and Power Point.
- Asset: Knowledge of SharePoint and website management software.

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 Operations Manager, 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 Library Office need to be informed of issues and knows when to refer matters as appropriate. 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. Requires close attention to detail, thoroughness and accuracy.
- **Working Environment:** Minimal exposure to disagreeable working conditions typical of working in an office environment. **This role could be conducted through a hybrid working model.**