

Job Description



Job Title:	Faculty Assistant
Department:	Office of the Dean of Engineering
Reports To:	Faculty Administrative Officer
Jobs Reporting:	None
Salary Grade:	USG 5
Effective Date:	June 2021

Primary Purpose

The Faculty Assistant is the first point of contact for faculty, staff, students and visitors, and must be knowledgeable of routine administrative and operational functions in the Faculty of Engineering. The Faculty Assistant must present a professional and welcoming environment for all visitors and is expected to work effectively in a team environment in which all members contribute collectively to the overall operation of the Office of the Dean of Engineering. The incumbent provides support for program administration, event planning, committee and meeting support, assistance with time sensitive administrative processes during the absences of staff and administrative and special project support to the Dean and other senior staff in the Office of the Dean of Engineering.

Key Accountabilities

Office Administration and Client Service

- Acts as the first point of contact for the Office of the Dean of Engineering. Incumbent answers telephones, greets visitors, handles complex situations and maintains upmost professionalism, confidentiality and discretion
- Provides administrative support for the day-to-day operation of the office including support for new initiatives and special projects
- Manages bookings for the Dean of Engineering conference rooms and dedicated parking spaces for visitors
- Manages document storage, retention and confidential disposal per university records management
- Maintains inventory of office equipment and supplies
- Reconciles p-card and financials, telephone billing reports and payroll for special projects
- Sorts and delivers mail for core and extended Office of the Dean of Engineering. Handles requests for courier services
- Prepares and disseminates directories of staff and senior leadership
- Provides technical support for photocopiers, and printers
- Ensures that kitchen and shared lounge areas are clean and tidy. Orders coffee and related supplies

Program Administration

- Independently administers Faculty of Engineering programs that include faculty, staff and student involvement. Duties include but not limited to communication of program information, regular liaison with program partners and stakeholders, determines participant eligibility, processes documentation, records management, financial tracking and reporting. Programs managed by the Faculty Assistant include Engineering Undergraduate Research Internships (ENG-URI), Undergraduate Research Assistantships (URA), Dean's co-op support, Upper Year Scholarships (UYS), ACES, President's Research and International Experience Awards

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- Maintains databases and produces reports to support program administration
- Processes payments for ENG-URI in Workday, reviews applications for eligibility
- Maintains website for programs including updating program information, changes to processes, deadlines, and supervisor lists,

Administrative and Special Project Support

- Provides administrative support for senior staff including the Executive Officer, Director of Planning and Faculty Administrative Officer. Duties include but not limited to printing requests, coordinates mailings for annual strategic planning reports, support for special projects, committee support, event planning, presentation support, and routine data requests
- Acts as back-up to the Executive Assistant to the Dean by fulfilling all of the responsibilities of the role. Responsibilities include answering the Dean's extension, general administrative support, managing the Dean's calendar, checking and prioritizing email for the Dean to review, and bringing confidential and sensitive issues to the attention of the Dean. The incumbent acts as the liaison between the Office of the Dean of Engineering, academic units, administrative support units, and institutional offices
- In the absence of the Executive Assistant to the Dean, prepares meeting materials for institutional and external meetings for the Dean to review
- Provides administrative support for time sensitive and essential services in the absence of the Faculty Services Manager or during peak workload periods, Duties include but not limited to support of senior leadership committees, including minute taking, handles routine processes for sabbaticals, tenure and promotion, faculty and non-faculty appointments. Incumbent must be familiar with best practice for appointing foreign academics
- With guidance and direction from the Faculty Administrative Officer, the incumbent provides routine administrative support to the student appeals process in the absence of the Faculty Services Manager and must be knowledgeable of relevant policies

Data Support

- Supports the maintenance of the Faculty of Engineering tool for faculty appointments. Responsibilities include independently maintaining information on cross appointments, administrative appointments, jointly with the Faculty Services Manager, maintains all regular and non-regular faculty appointment data
- Maintains database and produces reports on research and operating expense claim variances, and late claims

Committee, Meeting, Event Planning and Support

- Acts as Secretary to the Advisory Committee on Engineering Scholarships (ACES). Duties include but not limited to meeting logistics, preparing agendas, minutes, and following up on action items. The incumbent provides all necessary resources required for the committee to carry out the established selection process for all Engineering scholarships
- Coordinates logistics for meetings involving the Dean, governing council, and administrative committees including regular finance, research finance and human resources related meetings involving the Executive Officer, Budget Officer, Faculty Financial Officer, Faculty Financial Analyst and Faculty Administrative Officer. Duties include but not limited to scheduling, bookings rooms, parking, catering, and disseminating meeting materials
- Provides technical support and presentation support for Engineering Faculty Council and Engineering Faculty Assembly as needed
- Provides administrative support to special projects, new initiatives, strategic planning activities as needed

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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">• Post-secondary degree or equivalent combination of education and experience
Experience <ul style="list-style-type: none">• A minimum of 3 years' experience in an administrative support role with focus on client service, communications, event planning, records management
Knowledge/Skills/Abilities <ul style="list-style-type: none">• High level of computer literacy and willingness to learn new programs• Demonstrated ability to work effectively and discreetly with confidential and sensitive information• Must possess strong client service focus and sensitivity to diversity• Strong organizational skills with the proven ability to manage multiple projects with competing demands and frequent interruptions• Demonstrated aptitude for successfully working in a team-oriented environment• Exemplary interpersonal and communication skills• Strong attention to detail, ability to work independently, take initiative and anticipate needs of a diverse client group• Proven problem solving abilities• Intermediate knowledge of Microsoft Office including Outlook, Word, Excel, and PowerPoint. Knowledge of Concur, Unit4, Workday an asset• Minute taking experience desired• Working knowledge of university policies, procedures preferred

Nature and Scope

- **Contacts:** Internally, communicates with faculty, staff, students, senior leaders and members of academic and administrative support units. Acts as first point of contact for the Office of the Dean of Engineering and provides a wide range of general information in response to inquiries. Incumbent identifies urgent issues that require immediate attention and escalates to manager. Externally, incumbent interacts with visitors, industry partners, campus stakeholders, vendors, prospective students, external reviewers, delegations, and visitors.
- **Level of Responsibility:** This position has specialized work with minimal supervision. Frequently asked to support special projects and may receive specific direction from senior staff. Provides administrative support for essential services including back-up to the Executive Assistant to the Dean, Faculty Services Manager.
- **Decision-Making Authority:** Must exercise good judgement and apply relevant policies and procedures to make independent decisions related to the programs administered. Independently answers and resolves routine inquiries and issues, researches and proposes solutions to complex problems with guidance from manager. Required to use initiative, tact, discretion, and be sensitive to various situations and information
- **Physical and Sensory Demands:** Minimal demands typical of an administrative position within an office environment.
- **Working Environment:** Minimal exposure to disagreeable conditions typical of an administrative role. Experiences frequent interruptions typical of reception duties. Regular working hours. Some evening and weekend work may be required.