

## Job Description



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<b>Job Title:</b>	Administrative Assistant
<b>Department:</b>	School of Architecture
<b>Reports To:</b>	Administrative Officer
<b>Jobs Reporting:</b>	None
<b>Salary Grade:</b>	USG 4
<b>Effective Date:</b>	January 2021

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### **Primary Purpose**

The Administrative Assistant provides front line service and is responsible for wide-ranging administrative support in the School as well as to the Director. This position will also work closely with the Undergraduate and Graduate Program Coordinators to provide academic administrative support and assist with student and School events.

### **Key Accountabilities**

#### **Administration**

- As first point of contact, responds promptly and professionally to in-person, email and telephone inquiries; direct inquiries to appropriate people/departments
- Maintains up to date listing of contacts and term contact lists for Architecture
- Reports and tracks all building maintenance issues to Plant Operations and arranges for building repairs and maintenance as necessary
- Liaises with the Security site supervisor and keeps them informed of events and School closures etc.
- Purchases and maintains office supply inventory using department purchasing card; responsible for allocating the expenses at the end of the monthly financial cycle
- Distributes daily mail to faculty, staff and students and prepares shipping documents as required
- Collects honorarium information for guest reviewers and support Financial Officer with inputting into Workday
- Completes key permit forms and maintain records of key permits issued
- Reviews monthly Taxi logs, reporting any anomalies and required follow up before submitting to Police Services
- Procures School parking passes each term and maintain sign-out records
- Responsible for departmental petty cash and expenses meet with compliance policies
- Supports the Joint Health and Safety Committee by scheduling meetings and minute-taking
- Supports the Administrative Officer and Financial Officer on administrative projects and financial tasks as required

#### **Event support**

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- Works with teaching Faculty to plan and book academic student field trips, book all venues, accommodations and transportation, assembles invoices and provides to Financial Officer for payment and coordinates with FO to set field trip fees for set up in e-commerce site
- Maintains databases and assist with external mailings for annual Lecture Series, distributes posters and work with faculty members on lecture series – booking guests rooms, meals and transportation
- Assists the Undergraduate Program Coordinator with Undergraduate events including admissions week, Open Houses, OUF, You at Waterloo Day, Paths to Practice and co-op related events
- Supports the Graduate Program and Research Coordinator with graduate recruitment initiatives, thesis review days and student symposiums
- Supports all School events such as Convocation, Awards Banquet, Orientation day tasks include booking space, ordering catering, communicating events to Architecture community etc.
- Assists the Advancement Manager as required with Alumni outreach and School events

### **Administrative support for the Director**

- Provides administrative support to the Director, on annual administrative tasks such as merit review and tenure and promotion documentation. Must be able to handle activities of the department in a professional manner and ensure confidentiality
- Works with the Director to schedule regular on-going Faculty meetings, attend meetings and prepare minutes ensuring accuracy and completeness of information
- Supports the Director with meeting bookings, preparing expense claims and other duties as required
- Prepares contracts for faculty appointments/reappointments, including adjunct and cross appointments for review by the Administrative Officer and final approval by the Director
- Connects with faculty and staff for the purpose of information dissemination on behalf of the Director
- Completes other duties and special projects as assigned by the Administrative Officer and/or Director

*\*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**

- Undergraduate degree or equivalent education and experience

#### **Experience**

- 1-2 years of administrative/clerical experience and/or front-line reception/customer service
- Experience within an academic environment an asset

#### **Knowledge/Skills/Abilities**

- Excellent interpersonal skills to effectively communicate and support students, faculty, staff and external stakeholders
- Demonstrated ability to work independently and as a team member in a fast-paced and varied work environment with many interruptions
- Must possess high level of diplomacy and judgement in dealing with daily tasks
- Ability to manage multiple priorities and demands with a high level of accuracy and detail

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- Excellent communication skills (writing, verbal)
- Strong working knowledge of Microsoft Word suite of programs – word, excel, power point
- Working knowledge of University of Waterloo policies and procedures especially as they relate to Undergraduate and Graduate academic programs an asset
- Knowledge of Quest, Teams, Learn, Workday considered an asset

### Nature and Scope

- **Contacts:** Internally, communicates with faculty, staff, students, and other UW academic and administrative or support departments. Externally this position communicates with prospective students, visiting guests/lecturers to the School, Adjunct faculty, catering services, external community groups, Melville Cafe, City of Cambridge and Design at Riverside staff and members of the general community. Provides a wide range of general information in response to questions and identifies urgent issues that require immediate attention and escalates issues to the applicable staff. Incumbent also handles confidential information or sensitive situations; must evaluate requests for information using tact and discretion in their responses. This position is the first point of contact for the School, and as such must be a knowledgeable, congenial and professional representative of the School. As the first point of contact, the Department Assistant must possess excellent customer service skills and have exceptional organizational and communication skills.
- **Level of Responsibility:** Strong initiative to respond independently to inquiries that are specific in nature and require a thorough knowledge of established policies and procedures. Independent judgment in time management and task prioritization to resolve both routine issues or unusual or one-time requests.
- **Decision-Making Authority:** Independent decision-making within a delegated area of authority. Required to use initiative, tact, discretion, and to be sensitive to various situations and information. Receives specific instructions on unusual problems or matters that depart from established practice. Refers non-routine, sensitive and complex inquiries or complaints to appropriate staff.
- **Physical and Sensory Demands:** Minimal – office environment. Ability to work in an open office with many interruptions. Some lifting, carrying and pushing of moderate weight is required.
- **Working Environment:** Office based – open office with other stations in area as well as departmental traffic resulting in many interruptions. Position is exposed to possible disagreeable situations typical of front office position.