Job Description

**Job Title:** Resource Assistant  
**Department:** School of Architecture  
**Reports To:** Financial Officer  
**Jobs Reporting:** None  
**Salary Grade:** USG 6  
**Effective Date:** June 1, 2018

**Primary Purpose**

The Resource Assistant (RA) assists with front line office operations at the School of Architecture and works closely with all faculty, staff and students in the School of Architecture, and also with the Director and Curator of the Riverside Gallery.

The Resource Assistant is responsible for wide-ranging administrative support for the Department’s undergraduate and graduate academic programs, working closely with the Undergraduate Coordinator and Coordinator of Graduate Studies & Research. The incumbent also assists with all university and community events.

**Key Accountabilities**

**Administration**
- As first point of contact, respond promptly and professionally to in-person, e-mail and telephone inquiries, direct inquiries to appropriate team members
- Develop and maintain the Procedure Manual for the position
- Distribute daily mail to faculty, staff and students and prepare shipping documents as required
- Purchase and maintain office supply inventory using department purchasing card; responsible for allocating the expenses at the end of the monthly financial cycle
- Maintain up to date listing of emergency contacts for Architecture faculty and staff
- Report and track all building maintenance issues to Plant Operations and arrange for building repairs and maintenance as necessary
- Assist with various external events by booking space, coordinating any computing and media needs and catering requirements
- Shared responsibility with the Undergrad Student Services Coordinator and Coordinator of Graduate Studies & Research in managing and scheduling rooms in the School of Architecture
- Prepare security memos to keep Security team updated regarding security matters and goings on at the School
- Complete key permit forms and maintain records of key permits issued
- Maintain electronic key system, including maintenance of electronic locks and battery-operated doors
- Participate in hiring and supervision of students, including interviewing applicants, job training and monitoring daily activities
- Conduct building tours for prospective students, visiting guests or donors when required
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### Finance
- Responsible for purchasing, inventory control, and record-keeping and budget reconciliation for all office and student supplies including studio fees, field trips, and key deposits; prepare general ledgers to be submitted to Finance for reconciliation
- Prepare all deposits for pick up every two weeks
- Responsible for petty cash transactions up to $200
- Prepare budget forecasts for school trips; establish cost to students, collect fees and issue receipts, prepare final reconciliation of expenses for each field trip; book all accommodations, transportation and make final arrangements for all field trips
- Conduct monthly reconciliation of Purchasing Card expenses in accordance with uWaterloo policies and procedures
- Collect studio fees from students each term, issue receipts for payment and track all payments
- Distribute and collect monthly telephone charges
- Other duties as assigned by the Financial Officer and Director

### Backup for Undergraduate & Graduate Coordinators
- Support the Undergraduate Student Services Coordinator in the organization and execution of multiple recruitment events throughout the year
- Assist the Undergraduate Student Services Coordinator and the Coordinator of Graduate Studies & Research with planning and implementation of internal events
- Work with contacts within and outside the University providing general customer service and information regarding the undergraduate and graduate programs
- Assist the Undergraduate Student Services Coordinator with admissions week including the execution of 400 in-person applicant interviews
- Assist the Undergraduate Student Services Coordinator to collect and review Rome Visa Paperwork to ensure all student documents are completed in accordance with the Italian Consulate regulations
- Assist the Coordinator of Graduate Studies & Research with Teaching Assistant (TA) hiring, Canadian Architectural Certification Board certificate process and graduate space allocation

### Academic Support
- Maintain electronic course files each term including course outlines, quizzes, exams and assignments
- Assist faculty with course administration including printing and photocopying of material, preparing assignment drop boxes, catering orders for review days etc
- Responsible for the administration of the course critiques as provided by the Faculty of Engineering
- Collect co-op work term reports from undergraduate students, sign and return all receipts to the students as proof of acceptance
- Maintain database and assist with external mailings for annual Lecture Series
- Assist with collection of student work, prepare coursework binders and maintain course database for Accreditation Review by the Canadian Architectural Certification Board
- Administer and assign photocopy codes, track photocopy chargebacks for each course
- Act as a liaison with the University Bookstore and assist faculty members with book orders and courseware orders
- Order and maintain textbook desk copy inventory; distribute and collect TA copies of course textbooks each term

### Required Qualifications

**Education**
- Bachelor’s degree in discipline related to Business, Arts or Administration, or equivalent combination of education and experience
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Experience
- 2+ years of administrative and customer service experience required
- Experience with financial record keeping and account reconciliation

Knowledge/Skills/Abilities
- Working knowledge of University of Waterloo policies and procedures especially as they relate to Undergraduate and Graduate academic programs an asset
- Intermediate knowledge of Microsoft Office – Word/Excel/Powerpoint
- Comfortable using internal document sharing sites; Sharepoint preferred
- Possess a high level of diplomacy and judgment in dealing with all individuals respectfully
- Able to maintain professionalism and tact in dealing with distressed clients
- Excellent communication (oral and written) and interpersonal skills
- Strong analytical and organizational skills
- Demonstrated ability to work independently and as a team member in a fast-paced and varied work environment
- Ability to manage multiple priorities and demands with a high level of accuracy and detail
- Proven ability to interact effectively with faculty, staff, students and external contacts

Nature and Scope
- **Contacts**: Internally this position interacts and communicates with all technical, workshop, graphics, library and administrative staff, faculty and students of the School of Architecture. Other uWaterloo contacts include Plant Operations, Student Award and Financial Aid Office, Dean of Engineering Office, Police Services, Co-op Education and Career Services, Procurement and Contract Services, Central Stores, Food Services and Finance. Externally this position communicates with prospective students, visiting guests/lecturers to the School, Adjunct faculty, catering services, external community groups, Melville Café, City of Cambridge and Design at Riverside staff and members of the general community.
- **Level of Responsibility**: The position has School-wide impact, specialized work with minimal supervision, and reports directly to the Financial Officer.
- **Decision-Making Authority**: Make routine decisions on a day-to-day basis and escalate non-routine decisions to the supervisor.
- **Physical and Sensory Demands**: Typical of an administrative support position within an academic office environment; occasionally dealing with distressed customers.
- **Working Environment**: Working Hours: Regular working hours, some evening/weekend work required. Minimal exposure to disagreeable conditions typical of a front desk position.