

Job Description

Job Title:	Administrative Coordinator
Department:	Dean of Mathematics
Reports To:	Administrative Manager
Jobs Reporting:	N/A
Salary Grade:	USG 5
Effective Date:	June 2020

Primary Purpose

The Administrative Coordinator is responsible for providing general administrative support to the Faculty, department/School, and its faculty members. The position is housed in the Dean of Mathematics Office. However, the services provided by the individual may be in any of the departments/School within the Faculty. This position is designed to provide continuity to the Faculty during temporary vacancies. The intent is that the individual will be assigned by the Administrative Manager to an area of need within the Faculty, for a period ranging from several weeks to several months. Depending upon the need, the incumbent's time may be split between two different areas of need spending a portion of their work week in each of two different areas. In the event of a temporary vacancy, the incumbent will be assigned to a specific supervisor for functional direction. That supervisor has responsibility to ensure that the duties assigned are consistent with the accountability level and qualifications of the incumbent. For purposes of performance evaluation, the Administrative Manager will solicit input from the assigned temporary supervisor.

Key Accountabilities

General administrative support for faculty members, researchers and research groups which may include:

- Prepare travel claims and expenditure reimbursement requests for faculty, postdocs, graduate students and visitors of assigned faculty in compliance with University Policy and Tri-Agency granting requirements
- Coach faculty, post-doctoral fellows and graduate students on administrative procedures and systems
- Manage timetables of one or more individuals, and arrange meetings
- Typesetting and general document preparation
- Manage travel and accommodation arrangements for faculty, research groups, visitors, and graduate students
- Update content for specific web pages related to a faculty member, course or assigned committee as required
- Manage technical reports
- Coordinate and distribute course materials
- Assist with management of class rosters and grade submissions
- Provide orientation to new faculty members and visitors.

Event Coordination

- Assist with both small-scale and large-scale events which may include the design of invitations, registration monitoring, arranging food services, set-up of facilities, greeting guests, etc.

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- Provide administrative support for special Department/School events and off-site research-related conferences
- Organize meetings, workshops, seminars and colloquia, including bookings, preparing advertisements, audio-visual equipment, and ordering refreshments
- Assist with travel arrangements and events associated with visitors

Facilities Coordination

- Initiate work requests for Plant Operations regarding repairs, maintenance and custodial service
- Assist in space allocation, including provision of furnishings, equipment, renovations, and telephone and computing services
- Inspect department space for security, fire and accident hazards and submit work orders to remedy infractions
- Maintain reports of hazardous conditions, near misses and injuries as per University policy and legislated requirements
- Maintain first aid supplies, first aid training lists, and workplace safety bulletin boards
- Maintain space and key inventory; create reports as required.

Administrative support to the Department/School including, but not limited to:

- Provide administrative and secretarial support including minute-taking to one or more Department/School committees
- Perform timetabling duties, such as reporting on enrolments and teaching times, entering and uploading timetabling data
- Maintenance of mailman lists
- Update content of specified web pages
- Monitor and maintain printers, photocopiers and AV equipment
- Maintain distribute incoming mail; arrange courier deliveries
- Order office and department lounge supplies
- Initiate and monitor computing and telephone service requests
- Prepare reports from data sources as requested
- Prepare appointments and appointment letters
- Maintain records for regular and definite-term faculty, visitor and postdoctoral appointments
- Assist with administrative procedures such as budget submissions, contracts administration and work schedules
- Perform basic financial tasks such as making purchases, preparing invoices, and reconciling expenditures

Required Qualifications

Education

- Secondary School diploma, with some post-secondary education or commitment to receive post-secondary training.

Experience

- Extensive administrative support experience in an academic environment.
- Experience onboarding new employees
- Experience making international travel arrangements and event bookings
- Experience with financial reconciliations
- Experience using an online expense reimbursement system
- Experience managing space inventory and generating reports

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- Experience applying University policies and procedures, especially those related to financial matters

Knowledge/Skills/Abilities

Client Service

- Ability to respond to customer needs in a timely, professional, helpful and courteous manner regardless of customer attitude.
- Keeps stakeholders up-to-date on the progress of the service they are receiving and changes that affect them

Teamwork and Relationship Building

- Resolve conflict actively and constructively, engaging in difficult conversations to find collaborative solutions.
- Excellent human relation skills including the ability to develop and maintain constructive relationships with individuals in academic posts

Communication

- Proven business-appropriate oral and written communications skills
- Use multiple channels or means to communicate important messages (e.g., memos, newsletters, meetings, electronic mail).
- Maintains confidentiality and demonstrates a sensitivity to diversity

Managing Change

- Demonstrated ability to use technological solutions to improve processes and communication.
- Willingness to be reassigned to different work groups and participate in job shadowing programs
- Ability and willingness to be trained quickly on new procedures
- A willingness to learn new software as required.

Problem Solving

- Able to approach a complex task by breaking it down into component parts, and to use technology to assist breakdown and tracking
- Documents recurring problems so they may be addressed at a higher level
- Demonstrated creative and critical thinking skills to explore, make connections, and discover knowledge

Planning and Organization

- Ability to take ownership for projects of duration of several months; use good independent judgment when priorities are challenged.
- Uses sound methods to plan, track and report work.

Technical

- Excel and Word Basic
- Filemaker Pro basic
- Mass email systems
- Web content systems

Nature and Scope

- **Contacts:** Position requires communication with internal contacts to obtain, clarify and discuss information, and to receive instructions. Contact groups and individuals include, but are not limited to: Faculty Plant Operations Central Stores Catering
- **Level of Responsibility:** The job has specialized work with minimal supervision and provides guidance to others. Position is accountable for providing necessary information to faculty members regarding accounts; however the overall accountability for the research accounts and associated expenditures rests with the faculty member

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- **Decision-Making Authority:** Moderate decision-making authority. Some examples of decision-making include: Decisions on priorities given multiple deadlines and demands Decisions on troubleshooting techniques and contacts
 - **Physical and Sensory Demands:** Minimal demands typical of an administrative position within an office environment
 - **Working Environment:** Regular working hours. Occasional evening work on average 2 days/year.