

Job Description

Job Title:	Office Coordinator
Department:	Graduate Student Association (GSA)
Reports To:	GSA, General Manager
Jobs Reporting:	None
Salary Grade:	USG 4
Effective Date:	May 2024

Primary Purpose

The primary purpose of this position is to support the GSA administrative requirements. Notable responsibilities include human resources, payroll, administration of essential services, documentation management and office management.

Key Accountabilities

Administrative Support

- Be the primary point of contact for students for GSA services (Health and Dental, Legal Care, GRT etc.)
 - Respond to website queries and emails
 - Support students and direct them to the proper areas of the university
- Conduct the GRT UPass Opt In and Opt Out process at the beginning of each term
- Manage room booking system on Skedda for Grad Lounge and Board Room
- Coordinate Tax Aid clinic every March/April
- Assist with termly Orientation events for new graduate students
- Perform periodic updates to the GSA website regarding offered services
- Take minutes for internal meetings within the GSA
- Support student leaders in preparing for events like purchasing items and setting up the event
- Other duties as assigned by the General Manager and/or GSA President

Human Resources

- Support GSA payroll requirement
- Coordinate hiring process for casual GSA staff
- Process casual staff hiring, termination and Workday management
- Process IT onboarding for staff (emails, card access, Slack etc.)
- Manage Sharepoint site organization, document naming convention and permissions
- Other duties as assigned by the General Manager and/or GSA President

Office Management

- Hold office hours Monday to Thursday, 9:30 AM – 3:30 PM
- Greeting all visitors to the GSA office in a cordial and professional manner
- Support general office administration responsibilities including but not limited to office supply management and keeping the physical space clean
- Manage the GSA Grad Lounge and Board Room – Ensuring it is being used appropriately and the space is kept clean
- Manager software platforms that are used within the GSA
- Other duties as assigned by the General Manager and/or GSA President

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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">• College Diploma in Office Administration or a related discipline• Equivalent combination of education and/or experience will be considered
Experience <ul style="list-style-type: none">• Minimum 2 years' experience in general office reception role• Experience with HR platforms such as Workday or other equivalent platforms are an asset• Demonstrates experience with the following:<ul style="list-style-type: none">○ Performing general office duties○ Payroll○ Client services
Knowledge/Skills/Abilities <ul style="list-style-type: none">• Excellent written and verbal communication skills• Excellent interpersonal and relationship building skills• Excellent customer service skills• Electronic workplace skills (e.g., Microsoft Office, Presentation Software, Graphics software, SharePoint, Microsoft Teams, Sharepoint, Google Drive, etc.)• Website skills (e.g., WordPress, etc.)• Working knowledge of preparing reports and summaries of statistical data.

Nature and Scope

- **Contacts:** The Office Coordinator will focus on enhancing the social and academic experience of graduate students at the University of Waterloo. The Office Coordinator will support communications with graduate students, service providers (e.g., Studentcare), the GSA Board and Council, University of Waterloo administration, and other stakeholders, as required.
- **Level of Responsibility:** The Office Coordinator will operate with significant autonomy. However, they will report directly to the General Manager, who will provide both direction and training for core responsibilities.
- **Decision-Making Authority:** The Office Coordinator must have excellent attention to detail to ensure their activities align with the vision, mission, and values of the GSA.
- **Physical and Sensory Demands:** Minimal demands typical of a position operating within an office environment; extensive periods of sitting and concentrated use of visual senses. Occasional lifting of heavy equipment.
- **Working Environment:** Incumbent will work 24 hours a week, Monday to Thursday. Generally, work schedules will align with normal working hours (e.g., 9:00AM- 4:00PM). **This position is in-person**, requiring the applicant to be present on University of Waterloo campus 4 days a week.
- **Termination:** Either party may terminate this contract by providing two weeks' notice. Where there is just cause for termination, the GSA-UW may terminate the employment without notice, as permitted by law.