

Job Description

Job Title:	Operations & Marketing Coordinator
Department:	Waterloo Institute for Nanotechnology (WIN)
Reports To:	Executive Director, WIN
Jobs Reporting:	None
Salary Grade:	USG 5
Effective Date:	November 2020

Primary Purpose

The primary purpose of the Operations & Marketing Coordinator is twofold: providing administrative support for day-to-day department operational activities and managing all WIN digital and print communications and events such as, Distinguished Lecture Series, Seminar Series, Innovation Series and Industry Series and international symposia.

The Operations & Marketing Coordinator provides support to the Executive Director regarding various operation matters of the institute, including and not limited to, coordinating meetings with diverse stakeholders, documenting meeting minutes, and creating communication documents for different engagements.

This role works closely with various WIN members and stakeholders to ensure the successful execution of WIN's mission, as outlined by the Executive Director.

Key Accountabilities

WIN Communications

- Assess WIN's website for usability, redundancy and overall functionality and makes recommendations for improvements
- Develops website and social media content and grows the WIN's online presence
- Develops communications on behalf of the Executive Director to support communications projects and initiatives as required
- Develops or works with Creative Services to update and develop new print and digital communications including reports, brochures, posters, e-invitations, and graphics
- Ensure excellent quality and consistency in all Institute marketing and communications initiatives, and work collaboratively with University colleagues to achieve this

WIN Committees, Board of Directors (BOD) and International Scientific Advisory Board (ISAB)

- Assists with the development of and updates to the Terms of Reference for all WIN Committees, Thematic Areas, BoD, and ISAB
- Schedules meetings in timely manner at regular intervals
- Prepares and disseminates agendas, minutes, agendas and all supporting documents for the meetings with support of the WIN staff

WIN Outreach

- Works closely with WIN team to organize various WIN events such as international symposia, BoD and ISAB meetings, and seminar series
- Prepares agendas for all WIN visitors and provides facility and lab tours
- Arranges catering for all WIN events
- Creates and maintains all relevant signage for WIN at QNC by working with central offices
- Manages room bookings and works with parking services to arrange parking for visitors
- Administers survey forms for various initiatives in consultation with other WIN support staff
- Prepares new member packages and works with the Communications Coordinator to ensure all the information on the website and promotional materials are updated

Human Resource and Office Administration

- Maintaining calendar appointments for the Executive Director and the WIN staff
- Works with HR to coordinate the scheduling of WIN search committee meetings and interviews and recruitment processes for WIN staff positions
- Interfacing with WIN members and researchers for queries related to day-to-day operations
- Processes paper work related to payroll
- Orders and maintains office supplies
- Other administrative duties as assigned

Training and Co-op Supervision

- Provide training, support, and oversight of the co-op student/any casual hire as and when needed to complete various administrative and communication tasks
- Provide day-to-day guidance to colleagues within WIN as it pertains to web, digital, and creative strategies.

WIN Annual Report

- Works closely with WIN staff and WIN members to develop content and report lay-out
- Makes arrangements for photographs
- Works with Creative Services and printing services to generate the report
- Works with WIN staff to include all relevant research performance indices

**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 in Business, Science or Engineering or equivalent combination of education and experience.

Experience

- Experience in office administration in a private or public organization required; experience in a university office would be an asset.
- Demonstrated event management experience would be an asset
- Proven aptitude for attention to detail and ability to manage multiple competing demands
- Flexibility to adapt to unexpected and time sensitive demands
- Demonstrated proficiency with Microsoft office software and website management tools
- Experience in working in multi-stakeholder environment would be an asset
- In-depth knowledge of social media trends and platforms, digital analytics tools and web content management systems

Knowledge/Skills/Abilities

- Familiarity with an academic or corporate research environment would be an asset
- Strong organizational skills, including disciplined approach to project planning/management and execution with exceptional attention to detail accuracy
- Ability to juggle multiple projects
- Outstanding interpersonal and communication skills, showing tact and diplomacy
- Ability to work with confidential information
- Ability to work independently and in a collaborative team environment, and the capacity to work effectively and efficiently in a complex, fast-paced and changing environment with numerous deadlines and priorities
- Strong analytical skills, accurate data interpretation capability and the ability to integrate report data from various sources.
- Ability to demonstrate leadership, diplomacy and integrity when dealing with internal and external stakeholders, with the goal of advancing WIN's marketing and communications agendas

Nature and Scope

- **Contacts:** Ability and confidence to communicate effectively with researchers and academic administrators including Deans, Chairs and Associate Deans of Research, from a variety of disciplines within all six Faculties, as well as with staff, students, administrators and faculty from other institutions. Team-player who enjoys people and the exchange of ideas and information, and would actually do the work rather than delegating the work load to others.
- **Level of Responsibility:** The incumbent has specialized duties and responsibilities, and provides guidance to others. The Operations & Marketing Coordinator is required to work with minimal supervision and take initiative to execute responsibilities with autonomy.
- **Decision-Making Authority:** Works independently with WIN members, students and staff and suggests necessary solutions for operation related matters.
- **Physical and Sensory Demands:** Much of the incumbent's time is spent in the office interacting with people in person, on the phone or through email. The role may require light lifting to organize catering and signage at events.
- **Working Environment:** The incumbent works in a standard office environment. On rare occasion, traveling may be needed.