

## Job Description

---

|                        |   |
|------------------------|---|
| <b>Job Title:</b>      | Tribunal Clerk & Administrative Assistant |
| <b>Department:</b>     | Secretariat                               |
| <b>Reports To:</b>     | Associate University Secretary            |
| <b>Jobs Reporting:</b> | None                                      |
| <b>Salary Grade:</b>   | USG 8                                     |
| <b>Effective Date:</b> | June 2022                                 |

---

### **Primary Purpose**

The Tribunal Clerk and Administrative Assistant provides expert administrative support to assigned Associate University Secretaries through the management of university-level tribunal processes. This position also provides general administrative support to the Associate University Secretaries, including but not limited to, University Risk Management, Internal Audit and Statutory Compliance, policy management, and relevant committee logistics. The Tribunal Clerk and Administrative Assistant is an integral contributor to the mission of the Secretariat and must observe strict rules of confidentiality in handling highly sensitive materials.

### **Key Accountabilities**

#### **Tribunal Support**

- With minimal supervision, manages tribunal and decision-making processes under Policy 36 – Staff Dispute Resolution, Policy 72 – Student Appeals, Policy 76 – Faculty Appointments and Policy 77 – Tenure and Promotion of Faculty Members. This necessitates an understanding of the governing documents, procedures, timelines, forms, documentation, and individuals and offices that may be involved.
- Assists with the management of processes under Policy 33 – Ethical Behaviour, Policy 42 – Prevention of and Response to Sexual Violence, and Policy 70 – Student Petitions and Grievances.
- Calculates procedural timelines under university policies, ensuring deadlines are met and procedures are followed.
- Advises participants on process, timelines, completion of forms, submission of material and the hearing process.
- Reviews appeal notices for completeness and follows up on deficiencies.
- Organizes and manages files, including requesting, indexing, and organizing documents.
- Prepares charts, chronologies, and summaries of documentary evidence for use by tribunal members and individuals involved in hearings.
- Assists with formation of tribunals, including identifying potential conflicts of interest, tracking requests and responses, and maintaining up-to-date records of availability.
- Provides support prior to and during hearings, including organizing attendance of participants to hearings and set up of room and preparing hearing schedules.
- Communicates throughout the process with tribunal members, involved individuals (who may include students, staff, faculty, managers, the vice-president academic & provost, the president, Faculty deans and other senior administrators) and lawyers retained by the individuals or the university. This requires awareness of the sensitivity of the matter and the exercise of tact, diplomacy and strict confidentiality.
- Ensures integrity of records related to the process.
- Drafts summaries of student matters for posting on web.

## Job Description



- Books meetings and hearings and makes necessary arrangements for these meetings and hearings when required.

### **University Risk Management, Internal Audit and Statutory Compliance**

- Familiarity with Policy 11 – University Risk Management and the related Institutional Risk Management programs and guidelines.
- Assists with the preparation and distribution of reports, data charts, PowerPoints, Excel charts.
- Maintains complete, up-to-date files, master charters, SharePoint sites, websites, binders and other records.
- Completes research and compiles findings as assigned.
- Fields general questions and correspondence from university community members related to Institutional Risk Management processes.

### **General Support for Associate University Secretaries**

- Provides administrative support to the Associate University Secretaries for committee and tribunal work, specifically in preparing for meetings whether held in-person or electronically.
- Assists with meeting logistics, including the preparation and distribution of agendas, minutes and other meeting materials, parking, catering, and room bookings.
- Arranges meetings for several committees and councils, often for large groups, usually involving complex and demanding individual schedules.
- Liaises with other support staff, both within the department and throughout the campus community, to aid in efficient and effective conduct of governing committees.
- Fields general questions and correspondence from committee members.
- Maintains committee and council records, membership lists, databases, and websites with special attention to timely updating, accuracy, currency and consistency, and compliance with UW governance processes.
- Develops and maintains department websites to reflect current legislation, best practices.
- Develops and implements innovative strategies to improve process, procedures, record and file management.
- Undertakes research, as directed by Associate University Secretaries.
- Other administrative duties as assigned.

*\*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**

- A law clerk or legal assistant diploma, or equivalent combination of education and experience.

### **Experience**

- 3-5 years' experience as a law clerk or legal assistant.
- Experience in administrative law is ideal, however, a demonstrated record of high-level administrative assistance where attention to detail, superior written and verbal communication skills, and superior time management and organizational skills were required will be valued.
- Demonstrated experience working in a highly confidential environment at the executive level.

## Job Description



- Proven project management experience and the ability to manage numerous projects concurrently

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

- Understanding of administrative law.
- Demonstrated outstanding interpersonal and relationship-building skills, tact, judgment and diplomacy and positive and helpful attitude.
- Ability to apply principles to factual situations.
- Ability to understand and appreciate diverse points of view about complex and often inter-related issues.
- Demonstrated ability to take initiative and work independently in a fast-paced and challenging environment.
- Organizational and planning skills, with ability to think logically and to anticipate issues.
- Independent judgment in areas of time management and task prioritization.
- Ability to balance competing demands on tight deadlines within a results-oriented environment.
- Demonstrated experience with filing systems and ability to manage large files, including requesting, indexing and organizing documents with unwavering attention to detail.
- Demonstrated ability to effectively handle large volumes of work; ability to calculate procedural timelines and ensure adherence to same.
- Understanding of the mandates of several committees/councils and a familiarity with the mandates of all such bodies supported by the Secretariat.
- Familiarity with UW policies, procedures and UW governance processes described in the University of Waterloo Act and related Board and Senate Bylaws.
- Awareness of national current issues and events in post-secondary education.
- Ability to handle confidential materials with discretion.

### **Nature and Scope**

- **Contacts:** Internal: Communicates with the president, vice-president academic & provost, president of the faculty association, president of the staff association, Faculty deans and associate deans (graduate/undergraduate) on sensitive matters including appeals and committee membership. For appeals, also communicates with students, staff, and faculty members to obtain, clarify and discuss information or to answer questions. Interacts for the purpose of receiving instruction, scheduling or information gathering or sharing with the associate university secretaries, Faculty deans and other senior administrators. Interacts with Secretariat co-workers to organize meetings, collect and check information. External: This position will have contact externally with lawyers and arbitrators, and with faculty members of other institutions.
- **Level of Responsibility:** The Clerk performs no direct supervision of others. The Clerk will use judgment to make decisions in a highly confidential environment at the executive level. The Clerk will be involved in developing recommendations to settle highly sensitive, confidential matters that are critical to the university.
- **Decision-Making Authority:** The Clerk is expected for the most part to be self-directed in responding to inquiries related to tribunal matters and in managing tribunal processes and committee memberships.
- **Physical and Sensory Demands:** Minimal demands typical of a position operating within an office environment.
- **Working Environment:** This role involves minimal psychological risk resulting from unavoidable exposure to hazardous, disagreeable or uncomfortable environmental conditions. There is exposure to emotionally disturbing experiences and/or interactions with people who are upset, angry, or unpredictable (e.g., dealing with students, staff or faculty members who have submitted appeals),

## Job Description

---



some situations may require escalation. The role involves irregular and/or high volumes and multiple and/or tight deadlines beyond one's control (e.g., multi-tasking, conflicting and multiple timelines/deadlines) and high demands for accuracy and completeness. There may be unusual hours (e.g., flexible/extended work hours to meet changing priorities, pressing deadlines or tribunal availability); irregular and/or high volumes and multiple and/or tight deadlines beyond one's control, and constant interruptions (e.g., phone, e-mail). The Secretariat deals with a heavy workload and regularly interacts with senior university officers as well as faculty, staff and students. There is frequent need to give close attention to various stimuli such as written material and information communicated verbally to/from co-workers. There are strict deadline pressures and potential for multiple, sometime competing priorities and frequent interruptions. Thoroughness, accuracy and attention to detail are required. The incumbent will routinely deal with confidential and sensitive information and records.