

## Job Description

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<b>Job Title:</b>	Receptionist / Office Coordinator
<b>Department:</b>	Institute for Quantum Computing
<b>Reports To:</b>	Assistant Director, Administration
<b>Jobs Reporting:</b>	none
<b>Salary Grade:</b>	USG 4
<b>Effective Date:</b>	August 2018

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### **Primary Purpose**

The Receptionist / Office Coordinator is responsible for providing professional, front line customer service for the members and visitors at the Institute for Quantum Computing and assist with the efficient operation of the Institute.

### **Key Accountabilities**

#### **Office Administration**

- Provide professional, front line service to members and visitors of the Lazaridis Quantum Nano Centre
- Manage the booking calendars for QNC meeting rooms and QNC parking lot
- Manage inventory of office and kitchen supplies and restock as needed. Oversee kitchens daily for cleanliness and stock
- Manage all key cylinder information, key permits, fob and keys for QNC building. Maintain inventory of desk and cabinet spare keys
- Ensure mail room is organized and distribute mail twice daily
- Update website with member changes – incoming and outgoing. Notify appropriate people of changes to membership
- Prepare welcome packages for new members and provide tours of QNC building. Handle onboarding process for new members
- Reach out to departing members to complete offboarding process
- Work with Assistant Director, Administration to track space and desk allocations for IQC members. Ensure space is prepared for new member arrival including office signage
- Inventory desktop telephones and extensions in labs and offices. Work with telephone services for moves, adds and changes for desktop phones in the QNC building
- Maintain emergency contact information for IQC members
- Act as back up resource for Visitor Coordinator and assist during peak period - greets visitors, assigns offices, issue keys, prepares travel claims.
- Contact Plant Operations for building issues such as heating, cooling, elevator problems and maintenance
- Manage promotional merchandise and note when inventory needs to be reordered

#### **Event Planning**

- Coordinate and plan monthly gatherings and other events as required
- Complete event setup and tear down
- Responsible for advertising and organizing catering for event

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- Connect with plant operations, parking services, security staff, and central stores regarding events
- Responsible for maintenance and updating of all display/bulletin boards
- Handle parking permits and work with parking services for events

### **Financial and Statistical Data**

- Collect and record merchandise and coffee sales and prepare money for deposit
- Regularly track and maintain membership statistics by various categories for reporting to government and industry agencies

## **Required Qualifications**

### **Education**

- Completion of a Bachelor's degree or equivalent education and/or experience

### **Experience**

- Experience working in an administrative role within a dynamic and fast-paced environment, preferably in academia
- Experience with event organization and planning

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

- Professional, reliable and team player mindset
- Strong attention to detail with the ability to multitask competing responsibilities
- Strong communication and organizational skills
- Proficient in Microsoft Office and Apple OS

## **Nature and Scope**

- **Contacts:** The Receptionist/Office Coordinator is the first point of contact for external and internal IQC inquiries. The Receptionist/Office Coordinator has regular contact with faculty, postdocs, staff and students within the Mathematics, Science and Engineering faculties.
- **Level of Responsibility:** This position is responsible for the efficient and professional operation of the front desk, kitchens and mail room and keeping supplies in stock. The incumbent is also responsible for tracking, and communicating with others about arrivals and departures.
- **Decision-Making Authority:** The incumbent is expected to work independently carrying out tasks under her/his scope. When needed, the incumbent is expected to seek assistance from the Assistant Director, Administration.
- **Physical and Sensory Demands:** Demands typical of a position within an office environment including frequent distractions, attention to detail and occasional lifting. Some hours outside of normal office hours may be required.
- **Working Environment:** Minimal exposure to adverse conditions.