

Job Description

Job Title:	Engagement Specialist and Administrative Assistant
Department:	Centre for Bioengineering and Biotechnology (CBB)
Reports To:	Manager, CBB
Jobs Reporting:	Co-op Students
Salary Grade:	USG 6
Effective Date:	December 2020

Primary Purpose

Reporting to the Manager, the Engagement Specialist and Administrative Assistant provides clerical, administrative and communications support necessary to manage the Centre. This includes financial, human resources and physical resources. Liaison and administrator for CBB faculty members, graduate students and other administrative units in the CBB, the Engagement Specialist and Administrative Assistant is the first point of contact for the Centre. The position provides executive level support to the Executive Director (ED) and CBB program management team. Provide backup as needed to the Program Coordinator.

Key Accountabilities

Financial Clerical Support:

- Ensuring that all operating accounts are soundly managed including monthly reconciliation, and that activities comply with university policies and procedures
- Process expenditures for events such as conferences and seminar series
- Liaison for guidelines and policies governing the university and contracts (between centre members and Compliance team). Responds to inquires related to financial issues
- Liaison with other units when interdisciplinary or institutional activities are being performed
- Maintains all documentation to support audit and reporting requirements
- Complete travel and settlement claims, process request for payments, casual earnings forms, complete work requests, handle faculty requests

Administrative Coordination including:

- Support for the Program Coordinator on research projects, grants, seed funding, and sponsorships
- Ensuring the effective and efficient operation of the various committees and CBB governing bodies (Board of Directors, Advisory Board, and Operations Committee); serving as a resource to committees and director as required (e.g. policy and procedure adherence, recommend modifications to centre constitution, centre policies and procedures, agenda development and travel arrangements for board members)
- Managing the CBB's administration office (e.g. overseeing maintenance and repairs, authorizing the purchase and allocation of equipment, furnishings and supplies, petty cash fund, purchasing card)
- Assisting in the recruitment of casual staff, co-op and work study students, providing comments to support their evaluation
- Provide oversight and functional direction to casual hires, co-op/work-study students or volunteers through the Centre
- Ensuring the efficient and equitable use of facilities and equipment including booking of space

Marketing and Engagement Communications:

- Works with the Manager to create marketing and communications material for CBB (internal and external, e.g. developing targeted seminars/workshops, centre branding, marketing materials and promotional activities)
- Manages Centre Web Content. Stays current with WCMS best practices
- Writes and posts content, manages the post: Newsletters, event posts, website news articles, tweets, LinkedIn
- Coordinates recruitment and hire of external writers. Prepares information for and collaborates with external writer to ensure CBB interests are conveyed
- Collaborates with the Manager in developing a strategic communication plan that reflects Centre goals and mission, communicating with other faculties and departments, the greater bio-community and public relations, preparation of monthly newsletter for members, communicating news, announcements, funding and collaboration opportunities
- Prepares all pre-event, event, and post event material including but not limited to: promotional material, agendas, slides, thanks you notes and evaluations

Relationship Building and Event Planning:

- Supervises CBB events to monitor arrangements and ensure smooth functioning of all activities. As the first point of contact at events, troubleshoots, and resolves event issues that arise
- Builds, fosters, and supports collaborative partnerships and relationships with internal (CBB Governance) and external (on-and off-campus) stakeholders to better understand events and engagement needs
- Collaborates across all CBB units and relevant external stakeholder groups to ensure clear communication of event plan
- Liaise with event stakeholders to determine event goals and requirements, planning and coordinating all necessary arrangements including (but not limited to): locations, room bookings, room set-up, staffing, volunteering, seating, food and beverage, equipment rental, webpage, participant lists, social media, name tags, and accommodation considerations
- Develop and review measures to gauge the degree to which event goals were met and make recommendations to address any shortfalls
- Maintain regular contact and communication with key event leads and stakeholders and provide capacity where appropriate
- Maintains an inventory of materials and supplies appropriate for CBB Events
- Supervises Event Volunteers, if appropriate
- Expediting travel arrangements and preparing itineraries
- Uses inclusive practices when planning, coordinating, and executing events

Records, reports, write documents and proposals:

- Responsible for maintaining cumulative statistics for the Centre for funding and research and analysis to create evaluation reports, documents, and presentations
- Managing, accessing, and maintaining databases, web content, and other information resources
- Preparing and distributing memos, correspondence, and meeting notes

Required Qualifications:

Education

- Bachelor's degree with business administration, marketing, and accounting; or equivalent education and/or experience. Research Administration Certification an asset.

Experience

- Minimum of 5 years of establishing and managing interdisciplinary research events, health research an asset.
- Minimum of 5 years of working in an administrative support, financial reconciliation, and reporting role.
- Marketing and communications experience required. Marketing campaign creation an asset.
- Experience with online events/meetings, financial reporting systems and granting agency systems.

Knowledge/Skills/Abilities

- Excellent human relation skills, in particular, ability to work on complex issues (confidentially and strategically) with faculty members and staff, guide and develop staff and foster constructive team relationships. Experience fostering internal and external partnerships is an asset.
- Independent judgment in areas of time management, task prioritization and decision-making.
- Proven ability to manage a large volume of work, conflicting priorities and deadlines.
- Knowledge of the bioengineering and biotechnology field, grant program requirements, rules and constraints would be considered an asset.
- Exceptional verbal and written communication ability.
- Ability to adapt to changing administrative and financial systems.
- Basic experience with SharePoint and web content management software.
- Intermediate experience Microsoft Word, PowerPoint, Excel, including features such as databases and pivot tables.
- Social media, content creation and curation, video editing, Drupal website management
- Knowledge of the University of Waterloo's faculties, departments, centres/institutes and services is an asset

Nature and Scope

- **Contacts:** Works with significant internal and external relationships: CBB Faculty, and Student Members, Vice President Research, Dean(s), and Associate Dean(s) of Research for all campus Faculties, Centre Board of Directors and Advisory Board, Centre Management Team and subsequent committees. Interactions between Centre Research Themes and Groups, Office of Research, Finance, Human Resources and other faculty/academic departments and Centres/Institutes on campus. Local and international corporate and institutional partners, Universities and College partners, Government Ministries and Agencies (Federal, Provincial, Local and International). External suppliers and service providers.
- **Level of Responsibility:** Provides oversight and functional direction to casual staff, co-op and work study students. The Administrative Assistant is responsible for monitoring financial activity within the Centre. The Administrative Assistant executes financial transactions and assesses whether university policies and guidelines are being followed.

- **Decision-Making Authority:** Works independently, establishes own priorities and takes direction from the Manager. Interprets and applies UW policies and guidelines. Exercises judgement in identifying and recommending improvements to processes in the Centre administration.
- **Physical and Sensory Demands:** Minimal demands typical of an administrative position within an office environment.
- **Working Environment:** Regular working hours, some evening/weekend work required.