

Job Description

Job Title:	Administrative and Events Coordinator
Department:	Waterloo International
Reports To:	Administrative Officer (Directly), Director, Waterloo International (Indirectly)
Jobs Reporting:	None
Salary Grade:	USG 6
Effective Date:	July 2018

Primary Purpose

Under the general direction of the Administrative Officer and Director of Waterloo International (WI), and working closely with the members of WI, and collaboratively with other units on campus including Senior Administration Offices, Academic Support Units and Faculties, the incumbent will provide a high level of administrative and event support to the Office of Waterloo International. The incumbent will play a key role in the coordination of all incoming delegations and outbound missions including logistics, customer service; maintain efficient office procedures and logistics; update website content; and contribute to collecting and organizing relevant reports, documentation and provide general administrative support to the office.

Key Accountabilities

Responsible for ensuring exceptional customer service for all WI visitors, including the management of logistics and event coordination for visiting international delegations and outbound missions

- Provides friendly customer oriented service for all students, faculty, staff, external visitors, and international delegations and screens and handles all inquiries in person, by telephone, or electronic communication.
- Manages effective relationships with visitors and others and ensures that they receive prompt, expectation-exceeding service and accurate information, balancing deadlines and responsibilities while graciously accommodating interruptions to deal with a wide range of questions as well as complex public relations issues as they arise.
- Provides event coordination and logistics support for the incoming delegations and outbound missions which include catering, room bookings, AV support, name cards, printing of briefing materials, gifts, and travel logistics (flight/transportation/hotels).
- Records gifts received from visiting delegations and manages the display of gifts.
- Represents the university in a mature, credible, personable, professional manner that reinforces UWaterloo's reputation.
- Alerts all staff to any issues that require responses within appropriate time frames and displays judgement in alerting the Director and Administrative Officer to any urgent or sensitive items.

Provides effective, efficient administrative support for the WI team

- Coordinates conference room bookings, including technical support and maintenance.
- Maintains internal and external contact lists, and provides accurate, efficient data entry for areas such as but not limited to risk management and memoranda of understanding (MOUs).
- Oversees and manages day-to-day office procedures, including but not limited to courier shipments, mail, scanning, photocopying, and the circulation of documents for signatures, such as but not limited to MOUs and travel claims.

Job Description



- Coordinates and assists with the planning and execution of a variety of special events, such as departmental training/retreats, as necessary.
- Prepares any information packages required for events, trips, conferences, or delegations and other visitors, including requesting appropriate brochures and materials from other campus areas such as the faculties, research centres, and Communications and Public Affairs (CPA).
- Responsible for the effective inventory control and ordering of office and kitchen supplies, using a preset-limit UWaterloo Purchasing Card and exercising signing authority for specific non-salary WI accounts.
- Manages relationships with any on- and off-campus suppliers to ensure that quality, budget, and delivery objectives are met.
- Responsible for attending meetings and preparing accurate minutes for a variety of groups as needed.
- Develops, writes, and follows appropriate process documentation that accurately records all components of each particular initiative for which s/he is responsible.
- Researches and recommends enhanced office procedures and keeps current with respect to best practices.

Responsible for the effective maintenance of WI websites and other digital content

- Acts as the Waterloo Content Management System site coordinator under the direction of Communications Officer, in coordination with WI team members and in consultation with Director, Waterloo International
- Ensures that news events, profiles, and other content are up to date, uploading photographs and descriptions of any international delegation visits and other events in a timely manner.
- Monitors on- and off-campus websites and other news media to find and upload events, stories, information, and profiles appropriate for WI websites.
- Uploads, monitors, and manages any documents to be published on the WI SharePoint site.
- Manages digital display content and schedule, ensuring visitors are welcomed and content is updated on a regular basis.

Other

- Assumes some of the Administrative Officer's responsibilities in his/her absence.
- Carries out other general and specific duties as may from time to time be determined.
- Keeps fully informed and knowledgeable about all WI strategies as well as internationally related UWaterloo programs, research, projects, and other initiatives and how any changes impact the tasks for which s/he is responsible.
- Maintains awareness of cultural norms and sensitive issues in international areas relevant to WI interests.

Required Qualifications

Education

- Bachelor's degree or equivalent work experience

Experience

- 5 years in an administrative and event coordination/assistant role dealing with front-line services. Familiarity with the University of Waterloo, its policies, and procedures.
- Experience with the specialized requirements associated with updating web content and familiarity with a content management system and digital displays.
- Typing speed of 60wpm; MS Office Suite, experience using databases, web content management systems, email and internet including mail merge. Experience with computerized scheduling software.

Knowledge/Skills/Abilities

- Outstanding people skills, with proven high level of aptitude for and success in providing superior customer service.
- Demonstrated aptitude for and success in solving problems.
- Talent for clear and positive communication, with excellent written and oral communication skills coupled with demonstrated superior attention to detail.
- Awareness of and sensitivity to cultural, language, religious, political, socio-economic, and other relevant factors in areas associated with Waterloo's international interests.
- Demonstrated ability to work collaboratively, build consensus, maintain confidentiality, exhibit sensitivity to the needs and interests of a variety of stakeholders, and support the functioning of a diverse team both within an individual department and across a larger institution.
- Strong organizational skills coupled with the ability to handle multiple tasks, meet deadlines, and excel in a fast-paced environment characterized by changing priorities.
- Evidence of independent judgment in the areas of time management, task prioritization, and decision-making.
- Demonstrated ability to thrive in and contribute to an integrated and collaborative team environment and to apply a positive team approach to working with colleagues.
- Essential: ability to influence and motivate others.
- Excellent oral and written communication, interpersonal, decision-making and organizational skills. Enthusiastic and friendly, with demonstrated customer service orientation.
- Professional demeanor, and ability to exercise tact, judgement, and discretion.
- Ability to maintain strict confidentiality. Ability to interact with a diverse range of individuals including students, staff, faculty, international visitors, and members of the community. Demonstrated initiative and flexibility. Meticulous attention to detail. Ability to receive direction and work effectively for multiple individuals. Ability to remain calm under pressure and to meet deadlines. Ability to work both independently and within a team environment. Fluency in another language is an asset.

Nature and Scope

- **Contacts:** Internally, communicates with a wide range of departments and groups and at all levels as well as with undergraduate and graduate students to ensure the logistical success of WI initiatives; externally, communicates with a wide variety of audiences to deal with, influence, and motivate others to achieve university goals, often representing the first UWaterloo point of contact for local and international visitors and delegations.
- **Level of Responsibility:** Responsible for ensuring the efficient execution of day-to-day office procedures and the effective logistical support of WI initiatives; as the first contact, responsible for ensuring that a mature, professional, welcoming, helpful "face of UWaterloo" greets all WI visitors, creating a favourable first impression that reinforces the university's reputation and promotes the achievement of institutional internationalization goals.
- **Decision-Making Authority:** Continually makes decisions about the most effective methods of conducting all activities for which s/he is responsible, including research, organization of resources, personal interactions and collaboration, work flow, consultation, budget, and other key accountabilities; determines the optimal course of action to solve problems and to exert a positive influence on other stakeholders; makes independent decisions about and is accountable for supplies and inventory as well as webpage content.
- **Physical and Sensory Demands:** Minimal demands typical of a position operating within an office environment; periods of extensive sitting and concentrated use of visual senses; constant interruptions and distractions because of front office/foyer location.

Job Description



-
- **Working Environment:** Minimal exposure to disagreeable conditions typical of an office environment; exposure to stress and pressure associated with coordination-level responsibilities that include the requirement to prioritize conflicting requests; intermittent work outside the normal operating hours of the institution and occasional travel.