

Job Description

Job Title:	Administrative Co-ordinator
Department:	Office of the Registrar
Reports To:	Executive Officer
Jobs Reporting:	None
Salary Grade:	USG 5/6
Effective Date:	March 2021

Primary Purpose

The Administrative Co-ordinator is responsible for administrative support for the units within the Registrar's Office. The Co-ordinator works in a fast paced and deadline driven role and must manage high volumes of time sensitive work during peak periods. The Co-ordinator is charged with ensuring that deadlines are achieved and that work completed meets the high degree of accuracy required.

This position will be primarily responsible for general administrative support, document scanning, mail processing, shipments and couriers, and inventory management.

Key Accountabilities

Administrative Support:

Aids in the effective operations of the office providing a wide scope of administrative services including:

- Purchases office supplies, general office equipment, membership purchases and completes purchase requisitions or uses the P-card as required for purchases. Reconciles P-card on a monthly basis;
- Provides administrative onboarding support;
- Oversees and responds to staff inquiries to support office requests and purchases, and will be assigned a portfolio of duties managed in the request tracking system
- Organizes meetings by arranging for room bookings, catering, and aiding in preparing for office wide events;
- Plans and coordinates events as required on behalf of the Registrar and leadership team. Supporting and assisting with the planning and execution of various special events as necessary;
- Manages key control inventory, key disbursement, key records, and arranges security records;
- Responsible for facilities coordination, including arranging for Plant Operations and Central Stores service requests, organizes repair requests through Plant Operations and moving requests through Central Stores;
- Responsible for asset disposal processes in the office and moving requests through Central Stores;
- Maintains first aid supplies, first aid training lists, and workplace safety bulletin boards;
- Performs Health and Safety inspections, and aids in supporting health and safety compliance;
- Aids in the hiring and training of document services/administrative support team, including 1 or 2 students per term
- Primary contact for Central Stores, ensuring communication of deadlines, shipment quantities and service expectations are relayed
- Responsible for the preparation and time sensitive shipping of packages, outgoing bulk mailing, and other printed materials by courier and mail

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- Assigns appropriate accounting codes for courier mailing and ensures accuracy of processing and billing of accounts
- Recognizes the emergence of problems and issues, which require the attention of the appropriate manager. Exercises judgment in determining whether issues or requests for meetings and events are appropriate or best referred elsewhere
- Makes purchases under 5K
- Other duties as assigned by Executive Officer and Registrar.

Document Services:

- Accountable for the accuracy and quality of scanned applicant transcripts, test results, supporting admission documents, bursaries, and student records. This accountability includes: identifying document types which determine the scanning process, , setting scanning preferences, provides quality assurance, assess and enters data into OnBase, ensures scanned output is suitable to the client needs, and verifies work completed by temporary staff for accuracy;
- Accountable for efficient document services delivery using OnBase, the document management system (DMS) for the several units in the Registrar's Office by working with managers and staff. The Co-ordinator must understand the complexities and demands of each section, be able to effectively prioritize and provide support
- Responsible for the accurate assessment of document types, A constant review of procedural documentation with units is required to ensure that assessment is made in a transparent and uniform way
- Prioritizes student records, transcripts, and student requests in a timely manner;
- Ensures accurate routing of incoming documentation utilizing distribution lists and QUEST (PeopleSoft Student Information System);
- Compiles distributions lists and ensures lists are accurate and up to date;
- Works with Information, Systems, and Technology (IST) to ensure maintenance of scanning quality. Manages quality assurance issues, and proactively troubleshoots with IST;
- Called upon to work with IST to aid in the testing of system upgrades or document types changes;
- Responsible for the care and maintenance of the office scanners;
- Has a sound understanding of Policy 46, Information Management Procedures and Guidelines and follows WATCLASS retention schedules, completes appropriate paperwork, and arranges for storage or destruction of records;
- Organizes and submits archival material to University Archivist.
- Leads the processes and preparations regarding file destruction of dated documents, ensuring secure shredding and disposal processes are followed for all departments within the office.

Procedure Maintenance

- Establishes and sustains the development of procedures, documentation, and implementation of administrative and operational procedures
- Updates web content
- Responsible for continuous examination of process steps to identify improvement opportunities.
- Independently verifies, calculates, and processes casual pay and overtime submissions. Manages issues that require payroll follow-up either with managers or with Human Resources;
- Guides managers and staff on the interpretation and application of University policies, guidelines, and Registrarial procedures while exercising sound judgment and maintaining confidentiality;
- Organizes monthly office wide meeting, creates presentations slides, and gathers information, predicts communications needs for meeting. Ensures education sessions and meetings cover topics that are strategically aligned with timelines and events occurring in the office;
- A contributor of the administrative procedural documentation. Creates documentation supporting administration, operational, and financial processes

Inventory Management

- Responsible for maintaining a comprehensive listing of equipment and resources, the listing allows for understanding of resources allocated, identifies rollover dates for purchasing and budget planning
- This role works closely with the IST rep to aid in inventory release and management of tech equipment, including identifying purchase needs and asset disposals.

**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

- Post-Secondary education and/or administrative/document management work experience.

Experience

- 2 years administrative experience preferably in a post-secondary environment and/or a combination of administrative and document management and scanning experience.
- Experience using online Student Information Systems and Document Management Systems is an asset.
- Incumbent should have excellent working knowledge and experience with Microsoft office suite products
- Demonstrated experience providing administrative and operational support of a multi-departmental office or large office.

Knowledge/Skills/Abilities

- Excellent attention to detail is essential
- Excellent teamwork skills are required, the incumbent must be a positive, contributing member of a team; working collaboratively determining work allocations and work priorities; and to apply a calm, positive team approach to working with colleagues
- High degree of initiative, striving for efficiencies and process improvements
- Customer service oriented
- Excellent interpersonal communication skills
- Excellent written and verbal communication skills and experience in editing and proofreading under very tight deadlines is required
- Demonstrated ability to work independently
- Proven organizational and time-management skills: able to manage multiple priorities from different portfolios, with tight deadlines;
- Sound judgment, tact, diplomacy, and problem-solving skills
- Intermediate to Advanced proficiency in Microsoft Word
- Intermediate proficiency in Microsoft Excel
- Excellent judgment and decision-making with demonstrated aptitude for and success in solving problems
- Knowledge and experience with Information Systems and Technology client services and processes for hardware, software, equipment maintenance, and support is an asset
- Outstanding relationship management, negotiating skills, and ability to influence others is essential
- Demonstrated high level of tact and aptitude for and success in providing superior customer service

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- Proven ability to manage high volumes of activity and change while demonstrating the ability to maintain confidentiality, ensuring sensitivity to the needs and interests of a variety of stakeholders and supporting the functioning of a diverse team both within an individual department and across a larger institution
- Proven organizational skills coupled with the ability to handle multiple tasks, manage workloads across several managers, and project team leaders, meet deadlines, and excel in a fast-paced environment characterized by changing priorities

Nature and Scope

- **Contacts:** Communicates with all employees in the Registrar's Office, Library Archivists, Graduate Studies Office, Information, Systems and Technology, Plant Operations, Central Stores, Creative Services, Human Resources, Key Control, Procurement, Finance, external vendors and general public.
- **Level of Responsibility:** The incumbent is expected to work independently with minimal supervision. The incumbent aids in hiring and training of work placement or casual staff to scan, pre-index, and process documents in DMS and administrative support services. Manages quality assurance issues, and proactively troubleshoots with IST. At working level incumbent is able to direct workload, and make sound decisions on priorities. Must have a sound understanding of policies related to Human Resources, financial management and travel to successfully support administrative work. The Co-ordinator must be able to direct internal and external inquiries to appropriate resources on behalf of the Registrar.
- **Decision-Making Authority:** Tasks typically are well defined, but the nature of the job requires decision making to identify and manage workflow and task priorities. This position must respond accurately to all inquiries to ensure adherence of policies and accuracy of records. Incumbent will follow processes and advises the Executive Officer or unit managers of any issues. Will continually make 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, workflow, consultation, budget, and other key accountabilities. The incumbent is expected to determine the optimal course of action to solve problems and to exert a positive influence on other stakeholders.
- **Physical and Sensory Demands:** The demands are typical of an administrative position within an office environment. The Administrative Co-ordinator will experience periods that will require work in a fast-paced environment with multiple and concurrent deadlines. Some physical and mental sensory effort may be required to stand or sit for periods while scanning and sorting mail. Some lifting of mailing materials will be required, and assistance is available as needed for heavier items.
- **Working Environment:** Minimal exposure to disagreeable conditions that are typical of an office environment. This role involves minimal physical or psychological risk resulting from unavoidable exposure to hazardous, disagreeable or uncomfortable environmental conditions.