

## Administrative Assistant to the Vice-President, Advancement

<b>Department:</b>	Vice-President Advancement	<b>Effective Date:</b>	February, 2014
<b>Grade:</b>	USG 06  35 hr/wk	<b>Reports to:</b>	Executive Officer, Administration  Office of the Vice- President, Advancement

### Primary Purpose

The Administrative Assistant reports to the Executive Officer, Administration in the Office of the Vice-President, Advancement, and provides administrative assistance in carrying out all activities under the VP's area of responsibility including a variety of tasks in support of the goals of the Office of Advancement, organizational, secretarial, and administrative support. It is the responsibility of the Administrative Assistant to assist the Executive Officer by carrying out a wide variety of activities at a high level of performance and to ensure that the office operates in an efficient and professional manner. On behalf of the VP, the Administrative Assistant may also give direction to and provide support to other Associate Vice-Presidents and Directors in Advancement as necessary.

### Key Accountabilities:

#### Management of the Vice-President's Schedule

The Administrative Assistant controls and coordinates the competing demands on the Vice-President's time by providing advice, options, recommendations and decisions regarding all aspects of the Vice-President's calendar and meeting schedule based on the Vice-President's priorities and goals.

- The incumbent must have a broad knowledge of the various activities and responsibilities of the Vice President in order to prepare the VP with the materials required for effective participation in and/or chairing of meetings with donors and prospects, organizations and committees. The incumbent will interact with senior university administrators, faculty members, Deans and corporate leaders and their executive administrative staff and key volunteers in preparing the VP for key meetings. In consultation with the Executive Officer, manages the Vice-President's schedule including the determination of which meetings and events the Vice-President will, providing strategic advice on timing and duration of meetings and ensures the Vice-President's time is being used effectively
- Manages access to the Vice-President for members of the team for urgent or high-priority issues.
- Proactively offers strategic advice regarding meetings and events that should be initiated by the Vice-President's Office and ensures that they are scheduled at an appropriate time.
- Keeps the Vice-President and Executive Officer, Administration well informed of sensitive issues related to meetings or events
- Maintains and updates an Advancement planning calendar for all staff with special events/visits including international meetings/events on a bi-weekly basis – requires regular contact with senior management and the President's Office

- In collaboration with the Executive Officer, contacts senior corporate, university and government officials to coordinate meetings on behalf of the Vice-President, and often, the President and senior university volunteers, requiring the coordination of several individuals' calendars, and in several geographic locations
- Handles detailed management of the VP's itinerary by ensuring that all necessary information and documentation is prepared and available in order to meet the needs of the Vice-President's timetable such as the preparation for donor and prospective donor meetings. Working under the guidance of the Executive Officer, this involves:
  - working with the advancement research unit for profiles and back up materials, e.g., bios, agendas
  - ensuring all participants for calls (UW staff and volunteers) are fully briefed and prepared with appropriate backgrounders and materials
- Manages all logistics for Vice-President's national and international travel.

#### Events Coordination

- Schedules all events hosted by the Vice-President. This includes finding an appropriate date and time on the Vice-President's calendar and informing the appropriate people of the impending event.
- Assists the Executive Officer with the planning, organizing and execution of all functions hosted by the Vice President
- Responds to all invitations received by the Vice-President, whether the response be acceptance or regrets

#### Communications

- Reviews for consistency and accuracy, all drafted correspondence submitted to the Office of the Vice-President for the Vice-President's signature and ensures it is signed and sent-out in a timely manner.
- Reviews and filters incoming mail, and handles or redirects correspondence as appropriate; brings matters of priority to the attention of the Executive Officer;
- Under the direction of the Executive Officer, drafts correspondence letters, memos or other communications as required by the Vice-President;
- On occasion may act as a point of contact between the VP and the Directors/AVPs in the Office of Advancement and ensures the effective flow of information and follow-up;
- Interacts frequently with the Office of the President, Provost and other office administrators to relay information, seek advice, and engage parties in visits/events/meetings.

#### Office Administration

- Maintains an atmosphere of warmth and professionalism in the Office and ensures that all visitors to the office feel welcome.
- Maintains contact database for Vice-President and Executive Officer, Administration.
- Maintains access to a supply of gifts for international visitors.
- Researches contact information using Raiser's Edge database.
- Responsible for greeting all visitors to the Office of Advancement.
- Books meeting room space as required.
- Books catering.
- Books audio visual/telecommunications equipment for meetings as required.

- Coordinates courier pickup and deliveries.
- Conducts research on various subjects and provides summaries at the request of the Executive Officer, Administration.
- Under the guidance of the Executive Officer, is responsible for maintenance of current hard copy and electronic file system for the Office of Advancement. Maintains files, correspondence (paper and e-mail), and retrieval system for the VP's office including confidential files on many major prospects, contracts, government files under discussion and negotiation, etc.
- Meets with the Executive Officer, Administration regularly to ensure goals are being met
- Handles word processing of documents, letters, memoranda, reports, presentations, etc.
- Responds to telephone calls, e-mails, handles faxes, photocopying etc.
- Coordinates travel arrangements, travel claims and expense claims as necessary
- Other duties as assigned

**Position Requirements**

Education:

Post-secondary diploma or equivalent experience .

Experience:

- At least five years' experience in a senior administrative support position with focus on calendar management, events management, project management, records management
- Prior experience in a fast-paced, high profile executive or academic environment
- Ability to work either independently or with a team in a busy environment with numerous interruptions and constantly changing priorities
- Familiar with the University's policies and procedures
- Strong technical aptitude and proficiency in a Microsoft Office environment
- Excellent communication (oral and written), interpersonal, organizational and time management skills; superior accuracy and attention to detail; ability to think and write in a creative manner; good research skills, exceptional judgment, ethical standards,
- Consistent display of discretion , professionalism, diplomacy and confidentiality
- Understanding of fundraising practices
- Strong customer service skills
- Culturally sensitive

Technical:

Required technical skills:

MS Word	MS Excel	MS PowerPoint	Raisers Edge
MS Outlook			

**Nature and Scope**

The Vice-President, Advancement's portfolio encompasses a wide variety of professional activities including involvement on a number of internal/external committees and organizations.

### Internal Relationships:

Must develop and maintain contacts across the University in administration, support and academic units, including:

- the Offices of the President, Vice-President Academic & Provost, Vice-President Research, Vice-President University Relations, Vice-President Finance, the Deans, Board of Governors, College heads and other senior University Administrators;
- The Vice-President's internal committee memberships including the Executive Council in addition to support to the Board of Governors and Senate, and other ad hoc committees as they arise.

### External Relationships:

- Must develop and maintain contact with those groups, organizations and individuals who liaise on a regular basis with the Office of the Vice-President, including: University of Waterloo alumni, friends, donors, volunteers, prospects (individual, corporate, foundation, etc.)
- University of Waterloo fundraising campaign leaders (TBD)
- University of Waterloo international advancement steering committees, i.e. The UW China-Hong Kong steering committee
- University of Waterloo international alumni associations, i.e. The UW China Hong Kong Alumni Association
- Senior business and industry leaders across North America and globally regarding fundraising and development strategy and university priorities
- Vice-Presidents, Advancement and External Relations, of other universities in North America.

This position provides guidance and problem-solving support to the Executive Officer, Vice-President and other Department members on a wide range of issues which may include interpretation of UW policies and procedures. Provides solutions to administrative and operational problems, as appropriate; responds to these issues on behalf of the Executive Officer as required. Resolves scheduling conflicts on a routine basis.

### **Level of Responsibility:**

- The Administrative Assistant must act with tact, professionalism, and confidentiality at all times.
- This position performs no direct supervision of others. The role has a mix of defined, specialized and routine tasks and unusual or one-time requests.

### Decision-Making Authority:

- This position requires an individual who can multi-task and make quick decisions in order to properly refer visitors and telephone calls. The individual must be well informed regarding the schedule of the Vice-President and Executive Officer.
- Deciding, recommending and using strategic creativity relating to the Vice-President's calendar and the management of his time.
- Deciding upon appropriate information or actions to queries, including re-directing to the appropriate office.
- Instant assessment of risk potential from telephone calls or correspondence is critical and an ability to determine next steps is essential. The ability to react calmly in all situations is necessary.
- Prioritizing and multi-tasking daily schedule based on workload demands in a fast-paced environment.

**Physical and Sensory Demands:**

This position works independently and requires outstanding customer service, sound judgment, a strong work ethic and an ability to work under very challenging time constraints and conditions.

- Extended time at the computer

**Working Environment:**