

Job Description



Job Title:	Office Assistant
Department:	Co-operative and Experiential Education – CEE Services
Reports To:	Executive Officer
Jobs Reporting:	None
Salary Grade:	USG 4
Effective Date:	June 2020

Primary Purpose

The Office Assistant performs administrative tasks that contribute to the efficient operation of Co-operative and Experiential Education.

Key Accountabilities

Facilitates Day to Day Activities of the Department:

- Orders business cards for employees
- Manages 'ceed-admin' inbox; involves replying to queries and forwarding e-mails to the appropriate people
- Ensures all incoming and outgoing mail is handled in a confidential and timely manner
- Ensures that the supplies inventory is adequate for the operation of the department
- Uses P-card to purchase supplies and other items as requested (e.g. computer hardware and accessories); allocates costs to appropriate work orders and reconciles P-Card monthly
- Responsible for various communications to co-op students hired within CEE (e.g. mid-term evaluations etc.)
- Updates organization charts for staffing changes
- Updates staff directory for staffing changes
- Handles simple and complex document preparation using Word, Excel, Visio, and/or PowerPoint

Meeting and Event Support

- Orders catering for various meetings and events
- Books rooms for various meetings and events
- Assists with the co-ordination of department meetings, social events and visits
- Assists with the planning and co-ordination of co-op student orientation and end-of-term events; involves booking rooms, advertising events, arranging a host, blocking calendars etc.

Facilities Support

- Responsible for the assignment, distribution and collection of key permits and security codes to employees
- Monitors building issues received in the RT tracker; involves communicating with the employee who raised the issue and with the appropriate service provider
- Prepares and administers requests for service from Plant Operations and Central Stores (e.g. building issues); follows-up as needed to ensure a timely resolution

Back-up Support

Job Description



- Provides back-up support to other members of the Executive Office Team and other administrative staff in Co-operative and Experiential Education during short-term leaves or periods of high workload

**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

- College diploma or equivalent education or experience

Experience

- Experience providing task-level administrative support in an office environment
- Experience exercising 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/Skills/Abilities

- Excellent verbal and written communication ability
- Excellent problem-solving skills
- Average Microsoft Office, Visio and SharePoint skills
- Strong attention to detail and ability to stay calm and organized during busy, changing or challenging times
- Strong customer service skills
- Ability to work independently with minimum supervision, as well as within a team.

Nature and Scope

- **Contacts:** Internal Relationships: CEE leadership and staff, co-op students, academic support units (e.g. Food Services, Plant operations, Central Stores, Procurement)
- **Level of Responsibility:** The job has a mix of defined specialized and routine tasks and unusual or one-time requests. The Office Assistant back-up support for other administrative roles and members of the Executive office team.
- **Problem solving:** The Office Assistant provides guidance and problem-solving support to department staff on a wide range of issues related to administrative and general operational problems.
- **Financial Accountability:** The Office Assistant is responsible for the use and reconciliation a P-card, which is mainly used for transactions related to office supplies and technical purchases. The Office Assistant may also use a purchasing card to register managers at various administrative functions.
- **Physical and Sensory Demands:** : This position requires the ability to work effectively in a fast-paced environment and maintain a high level of attention to detail. The work environment may include lack of control over work pace due to work processes, irregular and/or high volumes beyond one's control, multiple and/or tight deadlines beyond one's control and constant interruptions (e.g. phone calls, emails, unplanned but urgent support requests, or emergencies).
- **Working Environment:** This role involves minimal physical or psychological risk resulting from unavoidable exposure to hazardous, disagreeable or uncomfortable situations. The role may involve irregular and/or high volumes and multiple and/or tight deadlines beyond one's control (e.g. supporting multiple people with conflicting and overlapping requirements; calendaring conflicts; urgent/immediate issues with students and employers), and constant interruptions due to phone calls and e-mails.