Job Description

Job Title:	Administrative Coordinator
Department:	University Relations
Reports To:	Director, Strategy and Operations
Jobs Reporting:	None
Salary Grade:	USG 7
Effective Date:	January 2022

Primary Purpose

Reporting to the Director, Strategy and Operations, the Administrative Coordinator supports various administrative functions which includes new staff onboarding; health and safety adherence; asset management; project management; and making purchases using the departmental procurement card (Pcard).

The Administrative Coordinator plays a key role in technical coordination, support and acquisition for computer hardware and software, printers, and mobile and desktop telephones. This could include diagnosing issues, resolving issues either on their own or with assistance from the Information Systems & Technology (IST) department.

The Administrative Coordinator will provide efficient and effective administrative support to the University Relations senior leadership team which includes organizing, scheduling and coordinating multi-attendee/group meetings. This support is provided to: the Associate Vice-President, Marketing and Brand Strategy; the Associate Vice-President, University Communications; the Associate Vice-President, Government Relations; and the Senior Director, Community Relations and Events.

The Administrative Coordinator provides continuity in the absence of the Director, Strategy and Operations.

Key Accountabilities

Administration and Project Management

- Working with the Director, Strategy and Operations, manage, coordinate and support special projects and initiatives of the University Relations senior leadership team ensuring that milestones are completed on time. Guide projects and workflows from initiation to completion while providing status updates on progress and performance of the projects. Update project sites as required (e.g., Airtable, MS Teams, SharePoint, etc.).
- Provide limited administrative support to the University Relations senior leadership team which can include organizing, scheduling and coordinating multi-attendee/group meetings. This may include booking facilities, preparation and/or distribution of meeting materials, catering requests, parking requests, etc. The preparation or distribution of confidential materials and drafting of routine correspondence may be required.
- Develop spreadsheets and generate information and reports as required by the Director, Strategy and Operations and the University Relations senior leadership team. Information may be compiled, analyzed, formatted and modified for various audiences and to meet various administrative needs. The highest level of accuracy is imperative with respect to the management of the data.

- Develop and/or support presentations, such as PowerPoint, for the University Relations senior leadership team.
- Responsible for office supplies, which includes purchasing and distributing supplies, maintenance of the supply room and ensuring the supplies inventory is adequate for the department.
- Consult and collaborate with the Director, Strategy and Operations to provide a positive and proactive approach to assess, evaluate and recommend processes and tools to deliver solutions to help improve administrative processes and create organizational efficiency within University Relations.
- Support the Director, Strategy and Operations with new staff onboarding, e.g., workspace set-up, staff seating signage, etc.
- Manage and coordinate travel preparations for the University Relations senior leadership team, which can include transportation, accommodation, conference registration, etc.
- Working with the Director, Strategy and Operations, oversee all changes and updates to the office manual/workflow processes and procedures manual.
- Respond to and/or redirect telephone, e-mail and in-person inquiries in a professional and personalized manner on behalf of University Relations.
- Receive and distribute University Relations mail to a central mailbox location for individual employees.
- Ensure that the Director, Strategy and Operations and other department staff are fully informed of emerging issues of importance and/or sensitivity.

Technical Support and Records Management

- First point of contact for department colleagues who are requesting technical, desk telephone and mobile device support.
- Act as first point of contact and liaison with Information Systems and Technology (IST) to initiate, coordinate, and resolve technical, desk telephones and mobile device requests in IST's Request Tracker system.
- Work closely with various units within IST and act as University Relations representative at IST initiated Computer Reps meetings. Update University Relations staff and take action as required on IST initiatives.
- In conjunction with the Director, Strategy and Operations, act as the primary team member responsible to provide and/or request from IST the appropriate research and acquisition of new technology, hardware and software for department colleagues.
- Manage the set-up of computers, equipment, desk telephones and mobile devices.
- Manage and maintain an accurate asset database of computer equipment, hardware and mobile devices to ensure proper management and appropriate rollover of computer equipment through IST's Computer Equipment Rollover Program.
- Manage and maintain a database of computer software used within the department to ensure licensing compliance.
- Manage and maintain departmental communication lists which includes University Relations mailman, University Relations Teams, multiple University Communications campus communicator's mailman lists and the Community Relations partner list.
- Facilitate updates to department web pages as required.

Financial

- Manage the departmental procurement card (Pcard) as the administrator for University Relations to purchase or oversee the purchase of products which can include supplies, equipment, subscriptions, conference registration, etc.
- Act as the verifier of the departmental Pcard to complete monthly statement reconciliation to ensure all purchases are charged to the appropriate account, tax codes are appropriately coded, receipts

and required paperwork for all transactions meet established University guidelines, procedures and processing requirements. Maintain all statements and receipts as required.
- Complete travel expense submissions using Concur (University's online expense claim system) for the University Relations senior leadership team. The incumbent will ensure all University and University Relations guidelines, procedures and processing requirements are followed.
- Manage the procurement of mobile phones, department computers and equipment.
- Complete the receipt verification of equipment, software and hardware purchases in Unit4.
- Work with and brief the Financial Officer on financial matters as required.

Asset and Space Management

- Working with the Director, Strategy and Operations:
  - Manage, authorize and act as department access controller with signing authority to issue keys and FOBs. This includes reviewing requests for access; managing Plant Operations key reports; performing key and FOB audits; and maintaining the University Relations key and FOB database.
  - Act as the principal liaison with Key Control for access requests, lock changes and to keep current on University key policies and procedures.
  - Act as the principal liaison with IST for FOB requests, policies and procedures.
  - Act as the principal liaison with Plant Operations for maintenance requests such as heating, lighting and custodial requests within University Relations space. This includes advising staff of repairs, utility shutdowns, etc.
  - Act as the principal liaison with Plant Operations to manage, monitor and issue work requests, coordinating client approval for expenditures, completion of requests and follow-up action.
  - Administer visitor parking permits and department temporary parking permits.
  - Oversee the meeting spaces, common areas and the kitchen in University Relations and communicate to the University Relations team to ensure that staff are aware of their personal responsibilities.

Health and Safety

- As a department health and safety coordinator, liaise with the University's Safety Office to facilitate and establish the healthiest and safest work and educational environment reasonably attainable.
- Maintain the departmental health and safety bulletin board and first aid supplies.
- Work with departmental staff to ensure compliance of first aid providers.
- Maintain, distribute, post and notify departmental staff, as required, the emergency evacuation procedures.
- Identify urgent or high importance health and safety matters and redirect issues as appropriate.
- Ensure all staff receive information on health and safety policies and procedures.
- Work with the Director, Strategy and Operations to participate in the development of policies, procedures and process reviews related to emergency preparedness and health and safety management.
- Working with the Director, Strategy and Operations, ensure that building and department safety procedures and practices are followed.

Other Duties

- Provide administrative support to large events managed by University Relations such as on-site or virtual registration support or creation of name tags.
- Perform other duties of a comparable level/type as assigned in accordance with department and/or University objectives.

**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

- University degree, college diploma or equivalent education and experience.

Experience

- Minimum of 4 years of experience in an office work environment that includes providing administrative and technical support.
- Experience with database development is essential.
- Experience and/or familiarity with computer equipment is required.
- Previous experience with a corporate Purchasing Card is an asset.
- Experience with email list management is an asset.
- Experience in a financial role is an asset.

Knowledge/Skills/Abilities

- Excellent listening skills and the ability to communicate clearly both verbally and in writing are mandatory.
- Extensive administrative experience with a demonstrated ability to manage multiple tasks, meet deadlines, and excel in a fast-paced environment with changing priorities. Must have strong planning and organizational skills, exceptional time-management and demonstrated meticulous attention to detail.
- Must be results-oriented and a proven team player.
- Flexibility to adapt to unexpected and time sensitive demands.
- Ability to set priorities and manage a high work demand with conflicting priorities at times.
- Working and demonstrating a team-based approach is a necessity as it is a small administrative team for University Relations with the need to work in a participative, efficient and anticipatory environment. No two days are ever the same. The need for quick and accurate analysis of issues, constant communication of priorities, and collegial resolution to matters is expected.
- Strong customer focus, sensitivity to diversity, excellent judgment ability, display of discretion and diplomacy is required.
- High degree of responsiveness and ability to maintain absolute confidentiality. Portray a professional image by interacting knowledgably and courteously with all. Ability to remain calm in stressful situations.
- Methodical and thorough when considering solutions to issues. Ability to trouble shoot and problem solve independently as well as when part of a team.
- Technical skills:
    - Advanced knowledge of Microsoft Word, Excel, PowerPoint, Outlook and Airtable;
    - Knowledge of Web Content Management System (WCMS) is an asset; and
    - Experience with, or knowledge of: Workday, iCIMS, SharePoint and Unit4 is an asset.
- High capacity for work and a willingness to go beyond a regular work schedule when required to meet deadlines.
- Ability to serve the needs of multiple stakeholders and elicit their confidence and cooperation.

Nature and Scope

- **Contacts:**
  The Administrative Coordinator facilitates collaborative working relationships on behalf of University Relations within the department as well as with other University employees and departments.

- **Level of Responsibility:**
  This position is accountable for the administration, appropriate use and integrity of the departmental procurement card (Pcard) with a $10,000/month spending limit.

  This position provides a wide range of administrative and technical guidance and must be able to quickly analyze an issue and seek resolution as required.

  The position requires substantial skill in managing and coordinating a wide range of activities and demands. Responsibility, maturity, and excellent problem-solving and organizational skills are essential to manage conflicting priorities and requests for work completion.

  The role has a mix of defined, specialized and unusual or one-time task requests.

  This position is expected to exercise sound judgement and apply relevant policy and procedures to make independent decisions.

  The incumbent receives specific guidance but is expected to perform duties independently with outstanding customer service, a strong work ethic and ability to take initiative where minimal direction is provided.

- **Decision-Making Authority:**
  Problem solving is a critical skill for this position as unexpected issues and/or conflicts may arise and the incumbent must be capable of analyzing problems and quick-solve issues.

  Responsible for meeting critical project milestones and deadlines.

  Responsible and accountable for prioritizing and executing various administrative and technical tasks, with and without guidance.

  This position, at times, will assist in prioritizing conflicting requests for meetings on behalf of the University Relations senior leadership team which requires exercising good judgement, discretion and flexibility in juggling busy schedules.

  Provide solutions and respond to administrative and technical issues, as appropriate or on behalf of the Director, Strategy and Operations as required.

  Resolves problems, make recommendations and decisions typically involved in day-to-day operations within established policies and procedures. The Director, Strategy and Operations will be consulted when an issue falls outside of established procedures or policies, or when a conflict has arisen.

  Expected to work independently carrying-out all tasks.

- **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.

  Concentrated attention to detail is required in an environment with frequent interruptions and competing priorities. The incumbent must be able to manage concurrent assignments and prioritize workload in order to meet deadlines.

- **Working Environment:**
  Minimal exposure to disagreeable conditions typical of a position exposed to stress and pressure associated with administrative responsibilities. Responsiveness is critical to the role.

  Some exposure to stressful situations caused by constant interruptions and lack of control over work pace due to irregular and/or high volume workload.