

## Job Description

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<b>Job Title:</b>	Administrative Assistant
<b>Department:</b>	Office of the Vice President, Academic & Provost
<b>Reports To:</b>	Executive Officer, Academic
<b>Jobs Reporting:</b>	None
<b>Salary Grade:</b>	USG 6
<b>Effective Date:</b>	November 1, 2017

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### **Primary Purpose**

This position is responsible for the development and organization of administrative systems to support the Vice President Academic & Provost and the Deputy Provost.

The Office Assistant provides senior executive administrative support to the Vice President Academic & Provost and the Deputy Provost.

### **Key Accountabilities**

#### **Administrative Support**

- Manages the scheduling of meetings for the Vice President Academic & Provost and the Deputy Provost.
- It is essential to be mindful of the calendars, to be aware of any issues or upcoming meetings, and to ensure the information flow complements the respective schedules. Facilitation of these meetings may include booking facilities, preparation and/or distribution of meeting materials, catering requests, parking requests, etc.
- Manages Vice President Academic & Provost email and triages messages based on schedule and availability. This includes answering, forwarding and prioritizing.
- Provides executive level administrative support to the Vice President Academic & Provost and the Deputy Provost, which can include preparation of confidential materials.
- Responsible for the successful operation of the Office of the Vice President Academic & Provost reception area. This includes greeting visitors, answering questions, providing directions, etc.
- Receives and distributes mail to a central mailbox location for individual employees.
- Acts as the meeting room bookings coordinator for all office of the Vice President Academic & Provost conference rooms.
- Manages and coordinates travel preparations for the Vice President Academic & Provost and the Deputy Provost, which can include transportation, accommodation, conference registration, etc.
- Responsible for office supplies, which includes purchasing and distributing supplies, ensuring supplies inventory is adequate for the department, organization and maintenance of the supply room.
- Assists with the coordination of office equipment maintenance and purchases.
- Provides ongoing support to other members of the Department.
- Assists with the maintenance of Electronic Faculty Files.
- Assists in the Lunch & Learn training sessions as needed.
- Responsible for preparation and tracking of key permits and has signing authority for keys.

#### **Event Coordination**

- Schedules all aspects of events hosted by the Provost

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- Uses Event Management system to track invitees/attendees.

### **Other Duties**

- Performs other duties of a comparable level/type as assigned.

## **Required Qualifications**

### **Education**

- College Diploma or University Degree
- Equivalent combination of education and/or experience will be considered

### **Experience**

- A minimum of 4 years of experience in an office work environment that includes providing senior executive level support to multiple individuals.

### **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.
- Working and demonstrating a team-based approach is a necessity as it is a small administrative team 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.
- Advanced technical skills to include: Word, Excel, PowerPoint, Outlook

## **Nature and Scope**

- **Contacts:** This is the office of the Chief Operating Officer of the University. There is constant contact with individuals at all levels from inside and outside of the University, including: federal and provincial government offices, local and national businesses and corporations, senior administrators, faculty, staff, students, and other offices reporting to the Vice President Academic & Provost. It is important that the Office Assistant responds in a helpful and timely manner, maintaining professionalism, and strict confidentiality at all times.
- **Level of Responsibility:** The Office 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. Financial Accountability Responsible for the administration and reconciling of a P-card (\$10k), which is mainly used for transactions related to office supplies and events. The Office Assistant may also use a purchasing card to register the Provost at various administrative functions. As scheduler on behalf of the Provost the Office Assistant must have the ability to make independent decisions when conflicts arise.

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- **Decision-Making Authority:** The Office Assistant is responsible for prioritizing conflicting requests with the ability to make independent decisions when conflicts occur. Exercising good judgement, discretion and flexibility in juggling a busy schedule is a must. S/he is an individual who can multi-task and make quick decisions in order to properly refer visitors and telephone calls. As the first contact in the Office of the Vice-President Academic & Provost, the individual must be well informed regarding the schedule of all staff (and their expected visitors/phone calls), especially that of the Provost and Deputy Provost. S/he decides upon appropriate information or actions to queries, including re-directing to the appropriate office.
- **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
- **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.