Job Description

Job Title:	Administrative Assistant
Department:	Office of the Associate Vice-President, Equity, Diversity, Inclusion & Anti-Racism
Reports To:	Administrative Officer
Jobs Reporting:	N/A
Salary Grade:	USG 6
Effective Date:	February 2023

Primary Purpose

The Administrative Assistant is responsible for providing overall administrative assistance for the Equity, Diversity, Inclusion and Anti-Racism (EDI-R Office). Accountable to the Administrative Officer, this position provides comprehensive and strategic support to three Directors within the Unit, including detailed calendar management, coordination of internal and external meetings, research, document preparation, and event support. This position plays a key role in the efficiency and overall functioning of the EDI-R office.

Key Accountabilities

Customer Service

- Provides welcoming, professional customer service support at the EDI-R Office reception area to internal and external visitors, including students, staff, faculty, and external stakeholders
- Responds to telephone calls and manages the general email inbox, directing and escalating inquiries to appropriate team members in a timely manner
- Arranges visitor parking and gives direction to a wide variety of clientele

Administrative Support

- Provides comprehensive administrative support to three Directors, including detailed and proactive calendar management and support in planning and executing various administrative and operational activities
- Organizes and coordinates meetings with internal and external stakeholders on and off-campus, managing invitations and RSVPs, drafting agenda materials, preparing handouts and reports, assisting with electronic presentations, taking minutes, producing meeting notes, handling responses, and attending to special requests
- Interacts with key internal and external stakeholders to engage parties in meetings, relaying information and seeking advice
- Manages and coordinates travel preparations for Directors within the EDI-R Office, which can include transportation, accommodation, conference registration etc. Occasionally this will involve coordination of group travel and travel outside North America
- Creates, formats, proofreads, prints, distributes and/or publishes various confidential presentations and documents for diverse audiences
- Conducts research to garner information to assist in the preparation of reports, briefing notes, letters, agendas, and other documents as required
- Effectively organizes and maintains various SharePoint and Teams sites, including keeping the sites curated, using appropriate naming conventions, filing, archiving, and deleting files as appropriate
- Attends various team meetings to stay abreast of current work, staffing, projects, and priorities

- Provides ongoing support to other members of the Department as needed

Coordination of Department Events

- Assists with the planning and execution of office events and visit requests
- Books rooms, venues, facilities, parking, catering, monitors registration, coordinates invoices and payments, manages technical requirements and support, disseminates marketing materials and monitors event budget
- Oversees events inventory
- Represents the team at in-person events in a professional manner consistent with EDI-R practices

Purchasing and Financial Assistance

- Assists the Administrative Officer in overall budget management through ongoing management and reconciliation of annual program area budgets
- Responsible for monthly budget reconciliation for Directors
- Manages the Unit purchasing card, including reconciliation of accounts, payment of invoices
- Responsible for office supplies, which includes purchasing and distribution, ensuring supplies inventory is adequate for the department, organization, and maintenance of the supply room

Co-op Student Coordination

- Initiates and coordinates the Work Placement co-op student hiring process termly and provides detailed information to hiring managers
- Provides recruitment support to hiring managers, which may include pre-screening resumes and cover letters, performing pre-screening phone calls, reviewing, and summarizing resumes, scheduling and conducting interviews, and providing hiring and pay details for the upcoming term
- Responsible for the preparation and delivery of a variety of key messages to incoming co-op students including welcome messages and details about their orientation schedule and pay details for the upcoming term
- Coordinates onboarding schedules, department communications and acts as a key contact for the Student Awards and Financial Aid Office
- Conducts exit interviews and provides detailed summaries to senior leadership team noting any recommendations or changes

**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 University Degree
- Equivalent combination of education or experience will be considered

Experience

- 3 years of administrative experience in a complex, dynamic and fast-paced environment with a focus on exceptional customer service
- Experience providing senior executive level support and managing complex calendars for multiple individuals

- Previous experience planning and managing events, booking, and arranging travel
- Experience working within a large and complex organization (post-secondary environment considered an asset)

Knowledge/Skills/Abilities

- Outstanding people skills, with proven high level of aptitude for and success in providing superior customer service to diverse internal and external stakeholders
- Demonstrated knowledge on the concepts of equity, human rights, inclusion, and diversity
- Talent for clear and positive communication, with excellent written and oral communication skills coupled with demonstrated superior attention to detail
- Demonstrated ability to work collaboratively, build consensus, maintain confidentiality, exhibit sensitivity to the needs and interests of a variety of stakeholders, and support the functioning of a diverse team both within an individual department and across a larger institution
- Strong organizational skills coupled with the ability to handle multiple tasks, meet deadlines and excel in a fast-paced environment characterized by changing priorities
- Evidence of independent judgement in the areas of time management, task prioritization, and decision-making
- Demonstrated ability to thrive in and contribute to an integrated and collaborative team environment and to apply a positive team approach to working with colleagues
- Professional demeanor and ability to exercise tact, judgement, and discretion
- Strong attention to detail as it relates to scheduling, travel arrangements, report content etc.
- Proactive project management skills and ability to complete complex tasks professionally and on time

Nature and Scope

- **Contacts:** Reporting to the Administrative Officer, this position communicates with a diverse population of stakeholders both internal and external to the university. Must have strong verbal and written communication skills and be able to demonstrate professionalism and a friendly welcoming manner. Internally communicates with students, staff, faculty, and senior administration. Must be able to maintain relationships and communicate with team members to resolve issues. The incumbent utilizes exceptional customer service skills, have a working knowledge in the concepts of equity, human rights, inclusion and diversity and use tact and diplomacy in all interactions
- **Level of Responsibility:** This position is responsible for supporting processes within the EDI-RO team, ensuring that all practices meet defined quality and service objectives. Responsible for ensuring confidentiality is maintained. Responsible for continual self-assessment and training to keep skills refreshed and ready as needed. This position has defined duties and responsibilities with no direct reports
- **Decision-Making Authority:** Responsible for decision making and problem solving within the parameters of the process that is being supported. Responsible for assessing reasonability when purchasing supplies and equipment, seeking approval where appropriate. Investigates issues, provides information and explanation to those involved and makes adjustments or corrections as necessary
- **Physical and Sensory Demands**: Moderate sensory demands typical of a busy customer focused office environment with varying levels of interruptions. 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. Willingness and ability to work evenings and weekends as required. Some travel in the GTA area or within a 3-hour driving distance from Waterloo may be required in this position