Job Description

Job Title: Administrative Assistant

Department: Organizational & Human Development

Reports To: Manager, Operations & Marketing

Jobs Reporting: None

Salary Grade: 5

Effective Date: November 1, 2019

Primary Purpose

The Administrative Assistant is responsible and accountable for the administrative activities and support to the Organizational & Human Development (OHD) department. Administrative activities including (but not limited to) Staff Learning & Development programming and workshops, the Academic Leadership Program (ALP), as well as supporting Operations and Marketing including OHD events and initiatives, such as the Waterloo Staff Conference.

Key Accountabilities

Provides administrative support to the department
- Oversees administrative functions of the department in partnership with the office management team
- Provides support and assistance to department employees, new faculty, and workshop instructors as required
- Prepares and maintains minutes and agendas for department meetings; follows up on relevant business as required
- Manages department resources (space, equipment, and furnishing purchases and maintenance, telephone maintenance)
- Manages department training tracking program with the creation of course lists, maintaining employee training records
- Gathers statistical data for reporting
- Support departmental travel with planning, bookings, etc.
- Prepares print jobs, work requests, etc., as needed
- Arranges catering, room bookings, etc.

Provides support to the department’s financial management
- Provides day-to-day support regarding the preparation and processing of all Finance forms related to the department operating budget
- Reconciles transactions, including as accounts payable and receivable, purchase orders and invoices, consultant payments, etc.
- Issues and processes payments for OHD services/events for affiliated institutions and for absence charges
- Completes purchase requisitions or uses the P-card as required for departmental purchases
- Oversees invoice creation and billing to both internal units and external campus partners
- Reconciles department expenditure, including P-card, on a monthly basis
- Responsible for Petty Cash fund.

Provides client services support
- Manages inquiries (made in-person, by phone, or email) for information regarding Organizational and Human Development programs and activities.
- Advises clients on recommendation of appropriate resources either in-house or other departments (CTE, CEL, IST), or web-based resources.
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- Maintains and supports the OHD Learning & Development Library, including signing out materials
- Provides support to the Manager, Operations & Marketing
  - Assists with the event planning and logistics, communications and marketing, and OHD-in house events (e.g., social events, meetings, retreats).
  - Assists, with developing presentation materials, including PowerPoints
  - Arranges travel arrangement of speakers and presenters
- Provides support to the Leadership Forum
  - Liaises with the Director, Organizational & Human Development, for support of the program including meetings, workshops, events, and its related initiatives
  - Maintains Leadership Forum resource materials

Required Qualifications

Education
- Business Diploma/Office Administration or equivalent combination of education and experience.

Experience
- Administrative experience in an a Higher Education environment, including working knowledge of institutional policies and procedures
- Several years’ financial and office administration support
- Experience including managing schedules and minute taking; planning
- Experience in event and travel planning

Knowledge/Skills/Abilities
- Well-developed organizational, analytical, customer service and communication skills (oral and written)
- Strong interpersonal skills with the ability to interact in a positive and supportive manner
- Proven capacity to multi-task and handle a high volume of work
- Proven capacity for detail and accuracy
- Experience in website maintenance with WCMS
- Proficiency with Microsoft Office (Word, Excel, PowerPoint, Outlook)
- Experience with Unit4 Financial system, CONCUR, Finance SharePoint
- Experience with Workday Administration
- Knowledge of SharePoint
- Knowledge of Minute-taking

Nature and Scope
- Contacts: Internal employees, occasional student, limited external contacts
- Level of Responsibility: Administrative, possible co-op employee direction
- Decision-Making Authority: Limited; guided by the Director, OHD, and Manager, Operations & Marketing
- Physical and Sensory Demands: frequent interruptions, attention to detail
- Working Environment: standard office environment