

## Job Description

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<b>Job Title:</b>	Senior Administrative Co-ordinator
<b>Department:</b>	Office of the Registrar
<b>Reports To:</b>	Executive Officer
<b>Jobs Reporting:</b>	None
<b>Salary Grade:</b>	USG 7
<b>Effective Date:</b>	February 2022

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### **Primary Purpose**

The Senior Administrative Co-ordinator is responsible for administrative support for each unit of the Registrar's Office. This role works in a fast paced and deadline driven role and must manage high volumes of time sensitive work during peak periods. The Senior Administrative Co-ordinator is charged with ensuring that deadlines are achieved, and that work completed meets the high degree of accuracy required.

This position will be responsible for general office communications, general office procedures, assists the Financial Officer with purchasing and reconciliation, and acts as team lead and trainer for the Administrative Co-ordinator and Administrative Assistant (co-operative student role).

### **Key Accountabilities**

#### **Administrative Lead**

Responsible for the effective and proficient operations of the office providing a wide scope of administrative services including:

- Works with Executive Officer, to plan out training schedules, work delegation and regularly provides EO with updates on team training and task assignments.
- Provides training to the administrative team, organizes and ensures requests are assigned equitably amongst the administrative team, to enable timely and accurate responses;
- Aids in administrative hiring, selections, and interviews, and provides input on performance reviews and pathways progressions
- Ensures timely and reactive support for each unit of the Registrar's Office, recognizing where support is needed, understanding diverse unit needs and timelines;
- Exercises sound judgement and recognizes the emergence of problems and issues, which require the attention of the appropriate manager;
- Anticipates administrative needs of office, and has agency to make purchases of office supplies, general office equipment, membership purchases and completes purchase requisitions or uses the P-card as required for purchases;
- Has a monthly purchasing threshold of 10K, and reconciles P-card on a monthly basis;
- Aids Financial Officer with purchasing and reconciliation. Is back up for the Financial Officer for Unit 4 invoicing approvals;
- Aids in space management, renovation planning, and furnishing purchases;
- Leads the administrative onboarding process and manages onboarding resources for managers. Responsible for the administrative onboarding of office's co-op students;
- Will aid managers in processing pay and hiring casual staff in HR system, including entering and tracking Work Placement hires
- Plans and coordinates events as required on behalf of the Registrar and leadership team;

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- Is the administrative lead on planning and execution of various special events, including public facing events like the Ontario Universities Fair participation;
- Makes decisions on how to effectively manage and appropriately assign key control inventory, key disbursement, key records, and arranges for security records;
- Responsible for facilities coordination, including arranging for Plant Operations and Central Stores service requests, organizes repair requests through Plant Operations and moving requests through Central Stores;
- Responsible for asset disposal processes in the office;
- Aids in guiding administrative team on efficient courier and mail processes, guides on appropriate accounting codes for courier mailing and ensures accuracy of processing and billing of accounts;
- Organizes monthly office wide meetings, creates presentations slides, takes minutes, gathers information, predicts communications needs for meetings. Ensures education sessions and meetings cover topics that are strategically aligned with timelines and events occurring in the office;
- Regularly manages projects assigned by the Registrar, Financial Officer, and Executive Officer; .

### **Procedure Maintenance and Office Communications**

A lead contributor of the administrative procedural documentation.

- Establishes and sustains the development of procedures, documentation, and implementation of administrative and operational procedures including for document management, document scanning, archival process, file retention and distribution lists;
- Responsible for and creates office wide administrative communications;
- Is the lead contributor of the administrative web content;
- Responsible for continuous examination of process steps to identify improvement opportunities;
- Guides managers and staff on the interpretation and application of university policies, guidelines, and Registrarial procedures while exercising sound judgment and maintaining confidentiality;
- Resource person for the Registrar's Office staff and Management Group, ensuring documentation, forms, and orientation items are available and accurate.

### **Document Services and student documents processing**

- Accountable for efficient document services delivery using a document management system (DMS) for the several units in the Registrar's Office by working with managers and staff. This role must understand and be able to train the administrative team on the complexities and demands of each unit.
- Prioritizes student, staff, and faculty inquiries and incoming paperwork to ensure that priority information is flagged;
- Prioritizes workflow; and workload and ensures scanning is completed efficiently; Trains staff to scan documents in the Document Management System, verifying accuracy, ensuring quality and legibility of scan and appropriate assessment and distribution;
- Works with Information, Systems, and Technology (IST) to ensure maintenance of scanning quality. Manages quality assurance issues, and proactively troubleshoots with IST;
- Called upon to work with IST to aid in the testing of system upgrades or document types changes;
- Has a sound understanding of Policy 46, Information Management Procedures and Guidelines and follows WATCLASS retention schedules, completes appropriate paperwork, and arranges for storage or destruction of records;
- Organizes and describes archival material prior to delivering to the Archivist;
- Consults with University Archivist to ensure that archival processes are followed for information such as highly confidential and historical university items, convocation materials, student records, student awards and financial aid information, and highly confidential government forms;
- Leads the processes and preparations regarding file destruction of dated documents, ensuring secure shredding and disposal processes are followed for all departments within the office.

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*\*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**

<b>Education</b> <ul style="list-style-type: none"><li>• Post-Secondary education and/or administrative/document management work experience.</li></ul>
<b>Experience</b> <ul style="list-style-type: none"><li>• 3-5 years demonstrated experience providing administrative and operational support of a multi-departmental office; preferably in a post-secondary environment and/or a combination of administrative and document management and scanning experience;</li><li>• Training experience is required;</li><li>• Incumbent should have excellent working knowledge and experience using Microsoft office products;</li><li>• Some experience with budget development and analysis, is considered an asset.</li></ul>
<b>Knowledge/Skills/Abilities</b> <ul style="list-style-type: none"><li>• Proven organizational skills coupled with the ability to handle multiple tasks, manage high volumes of workload supporting several managers and project team leaders, meet deadlines, and excel in a fast-paced environment characterized by changing priorities;</li><li>• Excellent teamwork and leadership skills are required, the incumbent must be a collaborative team lead aiding in determining work allocations and work priorities;</li><li>• Works to meet objectives, negotiating timelines and service delivery with managers, navigating within the department and across the institution;</li><li>• High degree of initiative, striving for efficiencies and experience in process improvement;</li><li>• Excellent attention to detail is essential;</li><li>• Ability to present data clearly and professionally;</li><li>• Experience using accounting software is an asset;</li><li>• Demonstrated high level of tact and aptitude for and success in providing superior customer service;</li><li>• Proven ability to maintain confidentiality, ensuring sensitivity to the needs and interests of a variety of stakeholders;</li><li>• Excellent interpersonal communication skills, outstanding relationship management, negotiating skills, and ability to influence others is essential;</li><li>• Excellent written communication skills and experience in editing and proofreading under very tight deadlines is required;</li><li>• Proven organizational and time-management skills: able to manage multiple priorities from different portfolios, with tight deadlines;</li><li>• Excellent judgment and decision-making with demonstrated aptitude for and success in solving problems;</li><li>• Demonstrated ability to work independently;</li><li>• Intermediate to Advanced proficiency in Microsoft Word;</li><li>• Intermediate to Advanced proficiency in Microsoft Excel;</li><li>• Experience using PowerPoint and Microsoft Teams, to aid in creation and organization of presentations;</li></ul>

### **Nature and Scope**

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- **Contacts:** Communicates with all employees in the Registrar's Office, Graduate Studies Office, Information, Systems and Technology, Library Archivists, Plant Operations, Central Stores, Creative Services, Human Resources, Key Control, Procurement, Finance, external vendors, and general public.
- **Level of Responsibility:** The incumbent is expected to work independently with minimal supervision. This position provides functional direction to the administrative team. The incumbent aids in hiring and training of processing administrative coordinators and assistants. Manages quality assurance issues, and proactively troubleshoots with IST. Is able to direct workload and make sound decisions on priorities. Must have a sound understanding of policies related to Human Resources, financial management to successfully support administrative work. The Senior Administrative Co-ordinator must be able to direct internal and external inquiries to appropriate resources on behalf of the Registrar. The incumbent will additionally ensure that the office runs smoothly, ensuring resources are available to staff and must anticipate peak periods ensuring that there is no interruption in services. This role is a resource to the staff and management group and is expected to provide expert and timely solutions, formulate decisions, develop recommendations, and will have access to confidential information.
- **Decision-Making Authority:** The Senior Administrative Co-ordinator must be self-directed in executing their responsibilities. The incumbent is expected to make informed decisions on administrative expenditures and resource allocations. Must make judgment calls for requests, is able to make experienced decisions and provide proactive problem solving, including knowing when to escalate an issue to the Executive Officer or Registrar. This position must respond accurately to all inquiries to ensure adherence of policies and accuracy of records. Incumbent will follow processes and advises the Executive Officer or unit managers of any issues. Will continually make decisions about the most effective methods of conducting all activities for which they are responsible for, including research, organization of resources, personal interactions and collaboration, workflow, consultation, budget, and other key accountabilities. The incumbent is expected to determine the optimal course of action to solve problems and to exert a positive influence on other stakeholders.
- **Physical and Sensory Demands:** The demands are typical of an administrative position within an office environment. The Senior Administrative Co-ordinator will experience periods that will require work in a fast-paced environment with multiple and concurrent deadlines. Some physical and mental sensory effort may be required to stand or sit for periods while scanning and sorting mail. Some lifting of mailing materials will be required, and assistance is available as needed for heavier items.
- **Working Environment:** Minimal exposure to disagreeable conditions that are typical of an office environment. This role involves minimal physical or psychological risk resulting from unavoidable exposure to hazardous, disagreeable or uncomfortable environmental conditions.