Job Description

Job Title: Administrative Coordinator
Department: Office of the Registrar
Reports To: Executive Officer
Jobs Reporting: N/A
Salary Grade: USG 5-7
Effective Date: March 2018

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

The incumbent provides general administrative support for each unit in the office. This position will be assigned a portfolio of duties that compliment and support the administrative needs of the office. This position will be responsible for general office communications and general office procedures.

Guidelines and criteria to progress through the Administrative Coordinator roles are documented in the Administrative Coordinator Advancement Criteria.

Key Accountabilities

**Administrative Support:**
- Aids in the effective operations of the office providing a wide scope of administrative services including:
  - Purchases office supplies, general office equipment, membership purchases and completes purchase requisitions or uses the P-card as required for purchases. Reconciles P-card on a monthly basis;
  - Provides administrative onboarding support;
  - Assists in managing online request tracker system inquiries to support office requests and purchases, and will be assigned a portfolio of duties managed in the request tracking system;
  - Organizes meetings by arranging for room bookings, catering, and aiding in preparing for office wide events;
  - Plans and coordinates events as required on behalf of the Registrar and leadership team. Supporting and assisting with the planning and execution of various special events as necessary;
  - Manages key control inventory, key disbursement, key records, and arranges 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 and moving requests through Central Stores;
  - Maintains first aid supplies, first aid training lists, and workplace safety bulletin boards;
  - Performs Health and Safety inspections, and aids in supporting health and safety compliance;
  - Aids in the hiring and training of document services/administrative support team, including 1 or 2 students per term;
Job Description

- Responsible for the preparation and shipping of packages, outgoing bulk mailing, and other printed materials by courier and mail;
- Assigns appropriate accounting codes for courier mailing and ensures accuracy of processing and billing of accounts;
- Supports the Financial Officer with purchasing, and reconciliation as needed;

**Document Services:**
- Accountable for the accuracy and quality of scanned applicant transcripts, test results, supporting admission documents, bursaries, and student records. This accountability includes: identifying document types which determine the scanning process, identifies when to index or pre-index, setting scanning preferences, provides quality assurance, assess and enters data into OnBase, ensures scanned output is suitable to the client needs, and verifies work completed by temporary staff for accuracy;
- Accountable for efficient document services delivery using OnBase, the document management system (DMS) for the several units in the Registrar’s Office by working with managers and staff. The Coordinator must understand the complexities and demands of each section, be able to effectively prioritize and provide support both operationally and administratively to Admissions, Records, Student Services, Students Awards, and Financial Aid;
- Responsible for the accurate assessment of document types, identifying official and unofficial records, mitigating risk of processing fraudulent documents. The Coordinator consults and rationalizes decisions with the Executive Officer and unit managers on complex document assessments. A constant review of procedural documentation with units is required to ensure that assessment is made in a transparent and uniform way;
- Prioritizes student records, transcripts, and student requests in a timely manner;
- Prioritizes workload and ensures scanning is completed efficiently; Trains temporary staff to scan documents in the Document Management System (OnBase), verifying accuracy, ensuring quality and legibility of scan and appropriate assessment and distribution;
- Ensures accurate routing of incoming documentation utilizing distribution lists and QUEST (PeopleSoft Student Information System);
- Compiles distributions lists and ensures lists are accurate and up to date;
- 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;
- Responsible for the care and maintenance of the office scanners;
- 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.

**Procedure Maintenance and Office Communications**
- 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;
- Updates web content;
Job Description

- Responsible for continuous examination of process steps to identify improvement opportunities.
- Independently verifies, calculates, and processes casual pay and overtime submissions. Manages issues that require payroll follow-up either with managers or with Human Resources;
- 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;
- Regularly manages projects assigned by the Registrar and Executive Officer. The incumbent provides direct administrative support to the Registrar and is delegated special projects to assist and support the Registrar, including providing and interpreting data and reports, to assist with informed decision-making;
- Organizes monthly office wide meeting, creates presentations slides, and gathers information, predicts communications needs for meeting. Ensures education sessions and meetings cover topics that are strategically aligned with timelines and events occurring in the office;
- A lead contributor of the administrative procedural documentation. Creates documentation supporting administration, operational, and financial processes;
- Provides administrative support for and anticipates the needs of the Registrar including, but not limited to, arranging meetings, handling scheduling priorities and managing travel plans;
- Prioritizes student, staff, and faculty inquiries and incoming paperwork to ensure that priority information is flagged;
- Recognizes the emergence of problems and issues, which require the attention of the appropriate manager. Exercises judgment in determining whether issues or requests for meetings and events are appropriate or best referred elsewhere;
- Assists Financial Officer with reconciliation and makes purchases under 10K;
- Other duties as assigned by Executive Officer and Registrar.

Required Qualifications

Education
- Post-Secondary education and/or administrative/document management work experience.

Experience
- 2-3 years administrative experience preferably in a post-secondary environment and/or a combination of administrative and document management and scanning experience;
- Experience using online Student Information Systems and Document Management Systems is an asset. Incumbent should have working knowledge and experience with OnBase (or document scanning systems), Microsoft office products, Outlook and PeopleSoft;
- Training experience is an asset;
- Some experience with budget development, forecasting, management, and analysis;
- Demonstrated experience providing administrative and operational support of a multi-departmental office;

Knowledge/Skills/Abilities
- Excellent attention to detail is essential;
- Excellent teamwork skills are required, the incumbent must be a positive, contributing member of a team; working collaboratively determining work allocations and work priorities; and to apply a calm, positive team approach to working with colleagues;
- High degree of initiative, striving for efficiencies and process improvements;
- Customer service oriented;
- Excellent interpersonal communication skills;
Job Description

- Excellent written and verbal communication skills and experience in editing and proofreading under very tight deadlines is required;
- Demonstrated ability to work independently;
- Proven organizational and time-management skills: able to manage multiple priorities from different portfolios, with tight deadlines;
- Sound judgment, tact, diplomacy, and problem-solving skills;
- Intermediate to Advanced proficiency in Microsoft Word;
- Intermediate to Advanced proficiency in Microsoft Excel;
- Basic proficiency in PowerPoint;
- Excellent judgment and decision-making with demonstrated aptitude for and success in solving problems;
- Knowledge and experience with Information Systems and Technology client services and processes for hardware, software, equipment maintenance, and support is an asset;
- Knowledge of archival process and procedures is an asset;
- Outstanding relationship management, negotiating skills, and ability to influence others is essential;
- Demonstrated high level of tact and aptitude for and success in providing superior customer service;
- Proven ability to manage high volumes of activity and change while demonstrating the ability to maintain confidentiality, ensuring sensitivity to the needs and interests of a variety of stakeholders and supporting the functioning of a diverse team both within an individual department and across a larger institution;
- Proven organizational skills coupled with the ability to handle multiple tasks, manage workloads across several managers, and project team leaders, meet deadlines, and excel in a fast-paced environment characterized by changing priorities;
- Intermediate to advanced ability to present data clearly and professionally;
- Experience using accounting software;

Nature and Scope

- **Contacts:** Communicates with all employees in the Registrar’s Office, Library Archivists, Graduate Studies Office, Information, Systems and Technology, 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. The incumbent aids in hiring and training of work placement or casual staff to scan, pre-index, and process documents in DMS and administrative support services. Manages quality assurance issues, and proactively troubleshoots with IST. At working level incumbent is able to direct workload, and make sound decisions on priorities. Must have a sound understanding of policies related to Human Resources, financial management and travel to successfully support administrative work. The Coordinator must be able to direct internal and external inquiries to appropriate resources on behalf of the Registrar. At **USG 7** level, 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. The Coordinator prioritizes administrative work for team. The Coordinator 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:** Tasks typically are well defined, but the nature of the job requires some decision making to identify and manage workflow and task priorities. 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
Job Description

make decisions about the most effective methods of conducting all activities for which s/he is responsible, including research, organization of resources, personal interactions and collaboration, workflow, consultation, budget, and other key accountabilities. The incumbent is expect to determine the optimal course of action to solve problems and to exert a positive influence on other stakeholders. At the USG 7 level, the Coordinator must be self-directed in executing their responsibilities. At this level, the incumbent is expected to make informed decisions on 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.

- **Physical and Sensory Demands**: The demands are typical of an administrative position within an office environment. The Administrative Coordinator 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.