

Job Description

Job Title:	Administrative Assistant
Department:	Faculty of Arts, Stratford Programs
Reports To:	Administrative Officer
Jobs Reporting:	n/a
Salary Grade:	USG 5
Effective Date:	July 1, 2017

Primary Purpose

The Administrative Assistant is accountable for maintaining effective administrative and operational processes to support its teaching, learning and service/research missions. The position requires a thorough knowledge of University policies and procedures, UW Finance systems. The Administrative Assistant is the first point of contact for students, faculty and visitors to the Stratford Campus and requires excellent communication skills and the ability to interact effectively with faculty, staff, students and external guests/stakeholders.

Key Accountabilities

Provides a comprehensive range of administrative support to the Administrative Officer and other members of the Stratford team

- Direct student and other enquiries appropriately; identifies urgent or sensitive issues and routes to the appropriate staff or faculty member as required.
- Minutes meetings as required, and follows up on relevant action items.
- Prepares correspondence and reports as required, and assists with paperwork, record-keeping, copying, scanning, shredding, archiving, and distribution of materials as required. Responsible for mail and courier services.
- Answers all general Campus telephone and e-mail inquiries.
- Assists I.T. specialist with equipment loans process, contacts borrowers as required;
- Develops and maintains the Department's records, including a calendar of administrative activities and databases as required;
- Provides comprehensive office support including photocopying, faxing, mailing, filing, and other tasks as required
- Records and monitors promotional and collateral inventory; orders business cards, stationery and other materials for campus and staff.
- Maintains telephone lists and contact information for faculty, staff and other personnel; maintains emergency contact information.
- Welcomes and registers all visitors to Campus.

Provides support to the financial management of the Stratford Campus

- Monitors appropriate use of department accounts for accuracy and consistency with UW policies;
- Completes purchase requisitions or uses the P-card as required for faculty and staff purchases, including significant volume in I.T. equipment purchases;
- Reviews all department operating expenses prior to A/O authorization;
- Reconciles department expenditure, including P-card, on a monthly basis;
- Provides day-to-day preparation and processing of all Finance forms related to the department operating budget;
- Manages petty cash for UWS
- Initial reviewer of Concur expenses to ensure accuracy, receipts attached, expenses complete
- Prepares Concur travel claims and cash advance requests for staff as required.
- Unit4 & SharePoint representative for UWS
- Records routine financial transactions in a timely manner, verifying accuracy, approvals and ensuring appropriate policies are applied.

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Provides support to the programming, communications and special events of the Stratford Campus

- Assists with logistics of and preparation for campus events as required (i.e.: Community Partner events, Orientation, Bootcamp, March Break Open House, etc.)
- Assists with room bookings as required (200+ events each year)
- Offers feedback and suggestions based on understanding of UWS operations and campus user experience;
- Maintains broad-based knowledge of UWS programs and activities to facilitate communication with visitors/tours/prospective students and their families.
- Communicates with various external contacts to support logistics/details concerning campus activities and events, including: prospective students, faculty members, staff; community members, general public; Stratford Fire, Police, Mayor's Office, City CAO; event attendees; employers/internship partners; media; delegations; vendors; community drop in guests.

Provides comprehensive support to the day to day operations of the Stratford Campus

- Responsible for day-to-day operation of public service area; provides welcoming, prompt, and professional responses to visitors and others;
- Liaises with UW Plant Ops: develops/oversees UWS-related work processes, prepares work requests for purchases and routine building maintenance issues, compiles data and maintains activity spreadsheets; identifies/reports/logs building deficiencies;
- Acts as primary contact for external contractors and for G4S Security – main contact for security guards and maintains/updates security/front desk manual.
- Manages library loans process - charging/discharging books, processing hold requests
- Maintains overall site awareness– internal, external (i.e. visitor tracking, parking, snow/ice removal);
- Is knowledgeable about all Emergency Operations processes/procedures; acts as fire warden. Participates as required in the administration of all Health & Safety requirements (i.e. paperwork, reporting, awareness, compliance);
- Maintains key control, corresponding paperwork and audit. Responsible for the allocation and collection of keys;
- Assists the Administrative Officer with School and University space utilization reports.
- Assigns lockers and maintain records for approximately 500 students.

Required Qualifications

Education

- Post-secondary education or equivalent combination of education and experience

Experience

- Administrative experience in an academic environment, including knowledge of university policies and procedures. Well-developed organizational, analytical, interpersonal, customer service, and excellent verbal and written communication skills. Aptitude for attention to detail and accuracy are essential. Ability to anticipate, prioritize and take initiative. Proven capacity to handle high volume and multi-tasking.

Knowledge/Skills/Abilities

MS Word	Excel	PowerPoint	Other
Intermediate	Intermediate	Intermediate	Quest, Outlook, FORE, Unit 4, SharePoint, minute taking, Concur, Library loans system

Nature and Scope

- **Interpersonal Skills:** This position requires communication with a wide range of internal and external contacts to obtain, clarify and discuss information. In dealing with faculty and students, presents and discusses information

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and proposes solutions. The position requires sensitivity to the needs of a wide client base, including faculty, domestic and international students, and students registered with AccessAbility Services. Communicates and creates first impression with a number of key internal and external stakeholder groups, including: Administrative Officer; Director, Academic Programs; other UWS staff; current/prospective students; faculty; various Plant Ops; UW Police Service; Dean of Arts' staff.

- **Level of Responsibility:** This position has generalized work with minimal supervision and provides guidance and information to others. Responsible for day to day management of administrative systems within established guidelines. Expected to perform duties with relative independence and use judgment in determining when involvement of others is required. Coordinates multiple activities with competing deadlines.
- **Decision-Making Authority:** Authority for routine departmental day to day administrative matters. Consults with Administrative Officer for complex and non-routine issues.
- **Physical and Sensory Demands:** Typical of an administrative position in an office environment; peak times can include many simultaneous demands and interruptions.
- **Working Environment:** Occasional travel to Waterloo Campus. Regular working hours. No significant physical or psychological risks.