

Job Description



Job Title:	Outreach Activities Administrator
Department:	Centre for Education in Mathematics and Computing (CEMC)
Reports To:	Outreach Activities Manager
Jobs Reporting:	None
Salary Grade:	USG 5
Effective Date:	February 2021

Primary Purpose

The position is the first point of contact for CEMC clients and is primarily responsible for customer service and outreach administrative support for various CEMC activities such as: school visits, contests, book orders, workshops, events, etc. The role involves answering or directing inquiries, problem solving customer issues, record keeping, organizing activities, book order inventory and fulfilling orders. The position provides staff and faculty support as needed and offers day-to-day office administration such as supplies ordering, data entry and general office duties.

Key Accountabilities

Outreach Activities support – CEMC contests

- Support contests by responding to queries by phone, email or in person
- Investigate and verify new school participation requests (both international and domestic), and process new school applications
- Place, coordinate, and organize the administration of contest orders (both new and late) using the contest registration system
- Enter new customer information into a contest registration system
- Help resolve issues as appropriate or bring issues forward to others in CEMC

Outreach Activities support – school visits

- Support local, domestic and international school visit logistics for CEMC faculty
- Support school visits by responding to requests by phone, email or in person
- Help resolve issues as appropriate or bring issues forward to others in the CEMC

Outreach Activities – CEMC book orders

- Process, package, and ship CEMC publication orders (both international and domestic)
- Track, reconcile and maintain CEMC publications inventory
- Order new books as needed to ensure sufficient inventory in stock
- Track and reconcile CEMC book inventory

Outreach Activities support – workshops and events

- Provide logistical support to the Events team and faculty facilitators
- Support events and workshops by responding to requests by phone, email or in person
- Help resolve issues as appropriate or bring issues forward to others in the CEMC

General clerical support

- Coordinate and maintain the inventory of supplies and equipment such as printers, photocopiers, and other supplies, including the service/maintenance of these items
- Provide support to all areas of the CEMC as required, including clerical support for staff and faculty
- Other duties as assigned to support CEMC activities

Job Description



**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 <ul style="list-style-type: none">• College diploma or some post-secondary education in office administration and/or customer service and minimum 5 years of equivalent experience and training
Experience <ul style="list-style-type: none">• Experience with customer service and office administration provision in a high-paced service setting• Intermediate experience with web-based order entry and customer database systems• Intermediate experience in office procedures and processes• Intermediate experience with Microsoft Word and Excel• Experience working with ESL individuals (English as a Second Language)• Experience handling sensitive and confidential information with discretion• Experience in a secondary or post-secondary school work environment considered an asset
Knowledge/Skills/Abilities <ul style="list-style-type: none">• Ability to respond to customer needs in a timely, professional, helpful and courteous manner regardless of customer attitude or English language proficiency• Excellent written and verbal English language skills• Bilingual would be considered an asset (ie: French, Mandarin)• Excellent attention to detail skills required• Knowledge of University policies and procedures considered an asset• Ability to work independently and as a team in a busy environment with competing deadlines

Nature and Scope

- **Contacts:** Externally, this position interacts with suppliers, other service providers, clients, parents, and students of all ages. Internally, this position interacts regularly with Mathematics and Computer Science faculty and staff, Central Stores, a contest processing team, and many departments and Faculties across campus.
- **Level of Responsibility:** This position has specific tasks and is provided functional direction
- **Decision-Making Authority:** Moderate decision-making authority. Some examples of decision-making include decisions on priorities given multiple deadlines and demands; decisions on how best to meet customer demands in cases where they conflict with established practices/procedures
- **Physical and Sensory Demands:** No specific demands
- **Working Environment:** Office based working environment; regular working hours with occasional evenings and weekends