

Job Description

Job Title:	Resources Assistant
Department:	Campus Wellness
Reports To:	Operations Supervisor
Jobs Reporting:	None
Salary Grade:	USG 3
Effective Date:	May 2019

Primary Purpose

The Campus Wellness Administration team serves the University of Waterloo community by supporting all units within Campus Wellness (Health Services, Counselling Services and Health Promotion) with effective, efficient, collaborative, client-focused administrative service.

The Resources Assistant is accountable to the Operations Supervisor to maintain the inventory of all supplies and printed resources used in all Campus Wellness venues in two buildings on main campus. This position is a member of the Campus Wellness Operations Team.

Key Accountabilities

Inventory Maintenance

- Order, stock, process and maintain inventory of supplies/resources by working with vendors on and off campus
- Order and ensure delivery of all supplies/office stationery
- Order / compile / deliver all resource packets for use in clinics (e.g. Birth Control packets, Health Promotion materials)
- Order / deliver psychometric instruments from clinical suppliers
- Organize and maintain supply areas to ensure maximum efficiency for users

Technical Organization of Inventory Documentation

- Create and maintain electronic inventory system (software used: Inflow)
- Trigger system for re-order of regular items, including tracking minimum inventories
- Monitor, track and deliver orders to various Campus Wellness locations (two locations on main campus)
- Monitor and track timeliness of deliveries, ensuring quality and quantity of material

Personnel Support for Resources

- Provide exceptional customer service to staff and clinicians by ensuring they have the resources and supplies they need
- Maintain regular, on-going collaboration with individuals /departments to consult regarding their resource needs
- Support staff members with information, including providing options for special orders, events
- Research/source/recommend items, options and suppliers as required
- Provide shipping resources and support for out-going items

Financial Responsibility

- Maintain up-to-date financial records according to established practice – allocating purchases to appropriate accounts and work orders through UW financial systems including purchase-card

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system

- Ensure best value/decision-making when ordering supplies / materials
- Purchase all materials within established financial boundaries; escalate requests to supervisor when special orders fall outside of boundaries
- Ensure quality by inspecting goods received for shortages, damage, etc. Resolve problems when necessary.

**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

- High school diploma required.
- Completion of specialized training in relevant materials management field is preferred.
- Medical terminology course, health care clinic assistant courses beneficial.

Experience

- At least two years' administrative/client customer service experience in healthcare facility (preferably post-secondary setting).
- Experience with inventory management beneficial.

Knowledge/Skills/Abilities

- Inventory management software – working knowledge
- Excel – extensive knowledge
- MS Word – working knowledge
- Interpersonal skills - Superior organization, attention to detail, approachable, professional, reliable, assertive; must be a self-starter, good at time management, able to work independently in a fast-paced and varied environment, with multiple demands of varying priority.

Nature and Scope

- **Contacts:** Internal contacts: All Campus Wellness clinical, Health Promotion and administrative staff
External contacts: This person works with a wide variety of vendors, suppliers, shippers to source and order all necessary resources
- **Level of Responsibility:** Responsible for all aspects of inventory and resource management as described.
- **Decision-Making Authority:** Position involves significant movement between at least two buildings and at least five locations where Wellness services are delivered. Requires moderate physical demands, including lifting and moving of materials between venues.
- **Physical and Sensory Demands:** Exposure to normal stress and pressure associated with a service-oriented position.
- **Working Environment:** Located indoors in comfortable, fast-paced office environment populated by clinical, health promotion, administrative staff, as well as clients (University of Waterloo students, staff and faculty and their families). There may be unusual hours or schedules, multiple and/or tight deadlines beyond one's control and constant interruptions; work volume varies at different times of year. At times, hours of operation include from 8:00 a.m. to 8:00 p.m. Position requires flexibility to occasionally shift working hours to include evenings.