Job Description

Job Title:	Administrative Officer
Department:	Office of the President
Reports To:	Executive Director
Jobs Reporting:	None
Salary Grade:	USG 11
Effective Date:	May 2025

Primary Purpose

The Administrative Officer reports directly to the Executive Director and is responsible for supporting the day-to-day administrative oversight of the Office of the President (OTP). The Administrative Officer provides support across the OTP portfolio. This portfolio requires professional support in a complex and highly confidential environment. This position supports the President and the Executive Director in planning and co-ordination of administrative operations of the department, including assistance with managing operating accounts, financial reporting, paying invoices and reconciling expense accounts, as well as emerging and ongoing issues management. This position will support and address inquiries and issues from senior administrative leaders, Deans, faculty and staff members, and the public. This position is responsible for managing logistics, briefing materials, and international travel.

Key Accountabilities

Support and Leadership

- Supports and provides advice and guidance to the OTP and Executive Director
- Provides administrative support with in-depth knowledge and management of a high volume of files and various matters and the overall day-to-day operations of the OTP
- Ensures the effective management of confidential and highly sensitive information
- Serves as a support for various portfolios across campus, to consult and advise on planning, implementation, and evaluation of complex, sensitive or confidential matters, answering or re-directing inquiries as appropriate
- Identifies urgent and emerging issues that require immediate attention and facilitates a resolution, escalating issues that require President and/or Executive Director attention, where necessary
- Maintains a strong knowledge base of university policies, procedures and guidelines, resources, and services, developing and fostering strong and constructive working relationships with senior leadership and administration of the University and often serving as a resource to consult and advise on internal and external information
- Promotes a culture of continuous improvement in terms of efficiency and leveraging systems capacities and new technologies
- Represents the OTP in presidential trip planning meetings with respect to Waterloo International, Advancement, University Relations, and Government Relations initiatives
- Supports the President and Executive Director by overseeing all changes and updates to the internal workflow processes and procedures in the OTP

Financial Management

- Supports the Executive Director in managing and overseeing the OTP operational budget and monitors allocations in order to make recommendations to work processes and/or resource allocation to meet defined budgets, as needed
- Supports the OTP to ensure the day-to-day financial activities of the office are carried out according to best practices and comply with University policy and procedures
- Supports the OTP by assisting with internal control, monitors all accounts and investigates over expenditures or irregularities
- Reconciles monthly accounts including P-card and the President's Amex
- Completes and submits travel and expense claims on behalf of the President and Executive Director

Administrative & Office Management

- Establishes an efficient administrative unit based on best practices
- Manages the day-to-day operations of the OTP
- Ensures the President is prepared for meetings by means of daily briefing folders, briefing notes, and/or other documents and provides advice on approaches to issues
- Manages administration and ensures effective and efficient management of the President's schedule
- Generates briefing notes for various meetings, follow-up on actions from meetings
- Leads the administrative management of complex calendars of the President and Executive Director
- Books travel on behalf of the President
- Coordinates and organizes meetings that may include multiple internal and external stakeholders and ensures that meetings are prioritized and scheduled based on time sensitivity and importance
- Provides relationship management and administrative co-ordination for OTP including preparation of reports, and agendas
- Assesses filing systems and processes to ensure efficiency and effectiveness and proposes and implements changes where necessary and desirable
- A resource for informed decision-making and creative problem-solving
- Responsible for records and information management with the OTP office in accordance with University records management and retention policies guidelines and legislated requirements
- Develops spreadsheets, reports and other tracking materials as required. The highest level of accuracy is required
- Assists the OTP and Executive Director in the development of its annual objectives
- Provides leadership and direction to administrative, communications and events staff, fostering constructive working relationships, setting effective team agendas, and ensuring performance goals are set and achieved
- Serve as a resource to consult and advise on planning, implementation, and evaluation of complex, sensitive or highly confidential initiatives, special projects, events, or emerging issues
- Conduct, direct, design, and implement administrative systems and structure including work processes and procedures
- Recommend changes/improvements and follow through to implementation of all technical and service matters for the physical office
- Manage office restructuring and moves with deliberate planning, attention to detail and coordination ensuring smooth transitions and uninterrupted workflows, including all space management requirements and renovation projects
- Leverage extensive contacts and relationships across campus to solve problems, gather data and ensure administrative initiatives are successful

Communications/Event Management

- Provides leadership and direction and coordinates with the other executive communications members daily to support the President's agenda and communications needs with respect to remarks, messages, videos, website, and social media.
- Serves as a resource and ensures the coordination and organization of all functions hosted by the President
- Provides advice to the President's team on ideas/strategies for various stewardship, faculty, staff, and student relations and how to work with other units to create events and profile opportunities for the university and the President
- Ensures all arrangements are in place, troubleshoots when required and ensures the President has all necessary information for events sponsored by the President
- Provides leadership on all events initiated by the President and is responsible for managing and delegating the various activities to ensure a successful event

**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

- University undergraduate degree preferred, or equivalent combination of education and experience including several years of increasing responsibilities and administrative experience and leadership

Experience

- Extensive experience (7 to 10 years) supporting and advancing the priorities of a C-suite office,
- including executive administration, strategic coordination, and project management to enable
- effective decision-making and organizational success.
- Experience with process and project development with an eye to continuous improvement after implementation.
- Strong organizational and analytical skills in the gathering and manipulation of data.
- Ability to quickly assimilate information, analyze data and be able to provide advice guidance and make sound decisions
- Must demonstrate outstanding leadership and management skills and be an accomplished problem solver, demonstrating the ability to make independent decisions
- Advanced knowledge of and experience interpreting University policies, procedures and guidelines
- Sound judgment and diplomacy are essential
- Strong technical aptitude and proficiency in a Microsoft Office Environment

Knowledge/Skills/Abilities

- Strong project management skills and demonstrated ability to manage a large number of matters, conflicting priorities, and competing deadlines
- Outstanding organizational, analytical, and problem-solving skills, exceptional time-management skills, and meticulous attention to detail
- Verbal and written communication skills to clearly express ideas in an objective and discretionary manner

- Demonstrate competency and ability to take initiative, to work independently, and follow through on work assignments within tight timeframes
- Proven ability to build strong relationships and influence individuals at all levels of an organization, as well as external constituents. Collaborative team player comfortable executing and taking constructive input from multiple sources
- High ethical standards with a strong commitment to maintain confidentiality and treat sensitive information with discretion
- Reflect a positive attitude by engaging, listening, and seeking to understand the needs of all stakeholders
- Proven ability to deescalate challenging situations effectively when dealing with the public
- Demonstrate flexibility and adapt readily and effectively to changing and urgent demands

Nature and Scope

- **Contacts:** Regular contact with the President, Executive Director all Vice-Presidents and other senior administrative leaders, Deans, faculty, students, staff, and external stakeholders
- **Level of Responsibility:** This position supports the President directly and reports to the Executive Director in the administrative operation and efficiency of the OTP Office. This position often acts as a point of first contact to triage high profile and time sensitive matters
- **Decision-Making Authority:** Significant level of responsibility and accountability to provide guidance and problem-solving support to the President, Executive Director, and the office on a wide range of administrative issues involving strategic and operational matters, which may include interpretation of guidelines, policies, and/or procedures or which may require decisions for which no known precedent exists. Often manages highly confidential issues for the Office. Provides direct support to the President and Executive Director. The OTP manages highly complex issues and requires decisions to eliminate or mitigate significant areas of risk to the University.
- **Physical and Sensory Demands**: This position requires exemplary customer service, sound judgment, strong worth ethic, calm demeanor, ability to work under very tight and challenging time constraints, constant interruptions and competing priorities. This position requires a high mental and visual concentration while working at the computer for extended lengths of time maintaining a high attention to detail.
- **Working Environment:** There is some exposure to disagreeable and frustrated individuals. There is the requirement for extended work hours beyond normal work schedules when deadlines need to be met.