

Job Description

Job Title:	Administrative Assistant
Department:	Transformative Quantum Technologies
Reports To:	Program Director, Transformative Quantum Technologies
Jobs Reporting:	None
Salary Grade:	USG 4
Effective Date:	October 1, 2017

Primary Purpose

The Administrative Assistant provides daily operational support to the Transformative Quantum Technologies (TQT) program. This role serves as the main point of contact for inquiries and is responsible for implementing established TQT and uWaterloo approval and compliance frameworks across a variety of finance and administrative support areas.

Key Accountabilities

Financial Support

- Process all purchase orders, shipping requests, expense reimbursements, and travel claims for multiple projects within the TQT program
- Gather, organize and maintain accurate and complete documentation of purchases, travel claims, and expense reimbursements
- Manage Purchasing Card (Pcard) transactions and card limit on a regular basis, consolidate Pcard report at the end of the billing cycle
- Track progress of orders/reimbursements, and follow up as appropriate to completion; including confirmation of goods received in good working condition
- Maintain knowledge of UW procurement/travel policies and procedures; and of appropriate processing modality (i.e. Unit4, Pcard, Concur, hardcopy claim) for different categories of expenses

Program Support Services

- Act as the point of contact for general inquiries, oversee and direct the tqt@uwaterloo.ca email
- Welcome new program members by organizing with TQT Staff, IQC Graduate Coordinator, IQC Visitor Coordinator, and IQC Reception
- Collect all RA2 lab safety training documents, distribute to the IQC and TQT administrative staff as appropriate
- Ensure up-to-date member photos on the online directory and RA2 entryway photoboard
- Assist with logistical and hosting arrangements including catering orders, set-up, parking, and agenda packages, for meetings, seminars, guest lectures, special events, as required

Laboratory and Building Support Services

- Maintain lab equipment inventory (LEBS)
- Submit all maintenance, custodial and other service requests to Plant Operations
- Informs Plant Operations of emergencies, e.g. spills, floods, etc. that need immediate attention to ensure these facility issues are handled promptly and appropriately
- Track all work requests for repairs, caretaking, cleaning, etc. associated with RA2 space
- Manage office supply inventory and troubleshoot print workstation
- Maintain tidiness of RA2 general areas
- Unlock main RA2 door at start of day

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Resource Administration

- Order, label, and sort books in the RA2 library
- Maintain up to date electronic library inventory
- Follow up with library loans for book return
- Maintain and update various office directories and telephone listings
- Support record management in the TQT intranet system

Other Duties

- Attend training on new systems and procedures as required
- Serve as backup to the Research Support Specialist

Required Qualifications

Education

- Undergraduate degree, College Diploma, or equivalent work experience with demonstrated record of professional training

Experience

- Two years in an academic (preferred) or office environment
- Professional experience as a front-line receptionist and/or customer service representative
- Experience with implementing University of Waterloo policies and procedures preferred

Knowledge/Skills/Abilities

- Excellent intrapersonal skills; proven high-quality customer service interactions
- Ability to exercise good judgment and discretion and work independently with minimal supervision within a fast-paced, deadline driven multi-tasking environment
- Proven aptitude for attention to detail
- Demonstrated decision-making skills, including the ability to ask probing questions and anticipate researcher needs
- Must possess cultural awareness, sensitivity and patience to communicate and interact effectively with a wide range of people whose first language may not be English
- Technical proficiency with: intermediate level MS suite, Unit 4, Agile, Databases; willingness to learn new computer skills
- Ability to proactively support and assist others in a team environment as required
- Accountable with a strong work ethic
- Self-motivated and demonstrated record of professional development
- Demonstrated ability to express oneself clearly and professionally in all written communication, including email

Nature and Scope

- **Contacts:** The Administrative Assistant will work closely with the TQT Project Accountant and Research Support Specialist; on campus service groups; IQC Administrative and IT Teams; and vendors and suppliers
- **Level of Responsibility:** The Administrative Assistant is required to demonstrate good judgment, flexibility, and confidentiality. It is important to note there are multiple projects within the TQT Program, which requires good organization and context awareness to effectively administer day-to-day financial support. The incumbent shall demonstrate initiative relative to day-to-day tasks and responds independently to inquiries that are specific in nature and require a thorough knowledge of established policies and procedures. Independent judgment in time management, task prioritization and resolving routine issues or unusual or one-time requests. Responsible for creating favourable first impression that reinforces the program's reputation.

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- **Decision-Making Authority:** Executes decision making authority on day-to-day financial and administrative tasks within a defined scope of responsibility, defers questions outside scope to Research Support Specialist, or Research Project Accountant, on a case-by-case basis.
 - **Physical and Sensory Demands:** Must possess mental fortitude and patience in cross-cultural and interpersonal relations with a large international clientele. Able to focus with a high level of interruptions. Lift up to 40 lbs, walk 2km
 - **Working Environment:** Office based, may require occasional travel to vendor location for order pickup, travel between main campus and RA2. Periodic high volumes and conflicting requests e.g. urgent/immediate issues with students and faculty. Interacts with people who may be dissatisfied, difficult or demanding.