

Job Description

Job Title:	Research Administrative Assistant
Department:	Mechanical and Mechatronics Engineering
Reports To:	Administrative Officer
Jobs Reporting:	None
Salary Grade:	USG 4
Effective Date:	May 2018

Primary Purpose

The Research Administrative Assistant provides organizational, administrative and financial structure and support to the management of an international joint research centre hosted in Mechanical & Mechatronics Engineering (MME). This includes support in the areas of finances, human resources and physical resources. The Research Administrative Assistant also provides executive level support to the Executive Director (ED) of the research centre.

Key Accountabilities

Administration

- Accountable for overall quality and responsiveness of daily office operations such as reception, phone, correspondence, mail, and filing
- Plan and execute daily events within the centre (meetings, visits, requests, events)
- Provide the ED with organized, confidential information and data to support decision making
- Prepare and process travel advances/claims and expense reimbursement claims for ED and his teams and visitors
- Assist lab management with purchase of equipment and supplies for research groups
- Assist with preparation of payroll forms for research staff, students, appointments of Post-Doctoral Fellows and visiting scholars
- Assist with special projects and other duties as assigned by the ED

Meeting/Event Support

- Coordinate arrangements for special events, conferences, seminars, lectures and industry/researcher/student meetings; this includes scheduling, catering, preparing and disseminating agenda packages or other materials
- Book rooms for meetings and events
- Attend meetings and transcribes minutes, as required

Other Duties

- Create and update information on centre websites and other social media such as WeChat, Twitter, LinkedIn, and ResearchGate
- Field inquiries and direct students/research staff to the appropriate staff member, office or resource department as required
- Assist in arranging the outreach and travel of the ED
- Performs other duties as assigned

Required Qualifications

Education <ul style="list-style-type: none">• High school diploma with some post secondary education, or equivalent combination of education and experience
Experience <ul style="list-style-type: none">• 1-2 years of administrative and customer service experience, preferably in an academic environment• Proven high-quality customer service interactions with faculty, staff and students• Demonstrated ability to maintain strict confidentiality• Knowledge of University of Waterloo policies and procedures are an asset
Knowledge/Skills/Abilities <ul style="list-style-type: none">• Intermediate computer skills and knowledge of software applications used in an office setting, including Word, Excel, website creation and management software, SharePoint, FORE and Concur, Unit4, or willingness to learn• Proven aptitude for attention to detail and the management of multiple demands• Demonstrated decision-making skills, including the ability to ask probing questions and anticipate customer needs• Ability to exercise good judgment and discretion and work independently with minimal supervision within a fast-paced, deadline driven multi-tasking environment• Excellent communication skills, oral and written• Excellent interpersonal skills interacting with campus employees

Nature and Scope

- **Contacts:** Faculty, research teams, students, staff and industry/government sponsors.
- **Level of Responsibility:** Routine amount of initiative 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. Incumbent will receive specific guidance on tasks.
- **Decision-Making Authority:** Decide on task priorities given multiple deadlines and demands. Required to use initiative, tact, discretion, and be sensitive to various situations and information.
- **Physical and Sensory Demands:** Minimal demands typical of an administrative position within an office environment.
- **Working Environment:** Regular working hours required. The incumbent must function in a hectic, front line environment with constant interruptions and distractions.