

Job Description



Job Title:	Administrative Coordinator
Department:	Conrad School of Entrepreneurship and Business
Reports To:	Administrative Officer
Jobs Reporting:	None
Salary Grade:	USG 6
Effective Date:	October 2021

Primary Purpose

Reporting to the Administrative Officer, the Administrative Coordinator is responsible for overseeing and ensuring the efficient operation of day-to-day office procedures and the effective logistical support of Conrad School initiatives. This involves coordinating key elements of customer service, maintaining efficient office procedures and logistics, contributing to research and projects and financial control. This individual will take daily functional direction from the Academic Programs Administrator/Advisor in support of the Conrad School's graduate admission processes and will be required to take on leadership and ultimate responsibility for strategic assignments from the Director and Administrative Officer. The success of this role is critical for the achievement of institutional academic and entrepreneurship goals.

Key Accountabilities

Administrative coordination for the Conrad School team

- Oversee and manage day-to-day office procedures, including but not limited to maintenance and repairs within departmental space, safety inspections, key control, courier shipments, mail, scanning, photocopying, and the circulation of documents for signature.
- Support the Academic Programs Administrator/Advisor by monitoring the flow of graduate applicant files and completing a preliminary review of application materials.
- Responsible for effective inventory control and ordering of office and kitchen supplies, using the UW Purchasing Card.
- Offer guidance and confidential administrative support to the Director to meet the teaching, outreach and research goals and objectives of the School.
- Works closely with the Administrative Officer managing applications for new and vacant faculty positions. This includes responding to applicants, checking academic qualifications and maintaining a detailed database for reporting purposes.
- Maintain positive working relationships with on- and off-campus suppliers to ensure that quality, budget, and delivery objectives are met.
- Coordinate conference room bookings, including technical support and maintenance.
- Maintain strict confidentiality with respect to assigned tasks and projects, employing a high degree of discretion, tact, and judgement.
- Manage travel arrangements for the Conrad School faculty, staff and students, as required.
- Contribute to the development and implementation of special projects and events, ensuring their logistical success.
- Attend meetings and prepare accurate minutes for a variety of groups, including but not limited to Conrad Council and other working groups/committees.

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- Maintain internal and external contact lists
- Research and recommend enhanced office procedures and remain current with respect to best practices.
- Organize, update and resolve conflicts in the Director's schedule if they require this assistance.

Financial control

- Reconcile operating accounts monthly for review and approval by the Administrative Officer.
- Conduct monthly reconciliation of Purchase Card expenses in accordance with UW policies and procedures.
- Review staff/faculty/student reimbursement claims, travel advances, etc. for reasonableness, appropriate documentation, authorization, and expense categorization in keeping with UW policies and procedures.
- Review vendor invoices and validate goods received or services delivered before processing.
- Verify that Purchase Card and Concur transactions comply with university policies and procedures, and other governing regulations e.g. Broader Public Sector Expenses and Procurement Directives.

Customer service for all Conrad School stakeholders

- Provide a warm and welcoming greeting for all students, faculty, staff, external visitors, and international delegations who contact the Conrad School in person, by telephone, or electronically.
- Manage effective stakeholder relationships and ensure they receive prompt, expectation-exceeding service and accurate information.
- Balance deadlines and responsibilities while accommodating multiple interruptions to deal with a wide range of questions and issues as they arise.
- Support the academic undergraduate and graduate program administrative needs including research, printing, copying, document formatting and distribution, catering, and event planning.
- Support outreach activities by coordinating logistics related to visiting international delegations and other guests, including parking; hospitality reservations, catering, and food; gifts; transportation; and special requests.
- Represent the university and the Conrad School in a mature, credible, personable, professional manner that reinforces UW's reputation for excellence.

Collaborate, advise and consult

- Collaborate with, advise, and support the Academic Programs Administrator/Advisor; fulfilling appropriate duties in their absence.
- Collaborate with, advise, and support the Administrative Officer, fulfilling appropriate Finance and possibly HR duties as a delegate in his/her absence.
- Keep fully informed and knowledgeable about all Conrad School strategies, programs, research, projects, and other initiatives, knowing how they fit with the university and surrounding entrepreneurship eco-system.
- Provide expertise with respect to effective office procedures, customer service issues, and logistical elements related to projects and strategies.
- Work collaboratively to build consensus and ensure the success of Conrad projects through effective interactions with UW faculty, staff, and students.
- Perform other duties as assigned.

**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">• Post-secondary education or equivalent combination of education and experience required
Experience <ul style="list-style-type: none">• 3-5 years of recent experience providing client-centered service with a positive, dynamic and outgoing approach in a busy office environment• 1 year experience working in a post-secondary environment is strongly preferred
Knowledge/Skills/Abilities <ul style="list-style-type: none">• Demonstrated ability to work positively and collaboratively, build consensus, maintain confidentiality, and exhibit sensitivity to the needs and interests of a variety of stakeholders.• Proven ability to support the functioning of a diverse team both within an individual department and across a larger institution.• Strong organizational skills coupled with the ability to handle multiple tasks, meet deadlines, and excel in a fast-paced environment characterized by changing priorities.• Outstanding people skills, with high aptitude for and success in providing superior customer service.• Demonstrated aptitude for solving complex problems.• Talent for clear and positive communication. This involves excellent written and oral communication skills coupled with demonstrated and superior attention to detail.• Evidence of independent judgment in the areas of time management, task prioritization, decision-making, problem identification and initiative.• Awareness of and sensitivity to cultural, language, religious, political, socio-economic, and other relevant factors in areas associated with UW and Conrad School interests.• Thorough knowledge of UW policies and procedures, and a full understanding of academic programming is preferred

Nature and Scope

- **Contacts:** Internally communicates with a wide range of departments and groups at all levels as well as with undergraduate and graduate students to ensure the logistical success of Conrad School initiatives. Externally communicates with a wide variety of audiences to deal with, influence, and motivate others to achieve university goals, often representing the first UW point of contact for prospective students, visitors, vendors, alumni and other stakeholders.
- **Level of Responsibility:** Responsible for overseeing and ensuring the efficient operation of day-to-day office procedures and the effective logistical support of Conrad School initiatives; as the first contact, responsible for ensuring that a mature, professional, welcoming, helpful “face of UW” greets all visitors, creating a favourable first impression that reinforces the School’s reputation and promotes the achievement of institutional entrepreneurship goals. The incumbent must possess excellent judgement, initiative and flexibility to adapt to competing tasks with minimal supervision. Works with a high degree of autonomy on matters related to tenure and promotion proceedings, annual faculty review, and other procedural matters.
- **Decision-Making Authority:** Continually makes decisions about the most effective methods of conducting all activities for which s/he is responsible, including research, organization of resources, personal interactions and collaboration, work flow, consultation, and other key accountabilities; determines the optimal course of action to solve problems and to exert a positive influence on other stakeholders; makes independent decisions about and is accountable for supplies and inventory as well as financial control of accounts.

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- **Physical and Sensory Demands:** Minimal demands typical of a position operating within an office environment; periods of extensive sitting and concentrated use of visual senses; constant interruptions and distractions because of front office/foyer location.
 - **Working Environment:** This role involves minimal exposure to disagreeable conditions typical of an office environment; exposure to stress and pressure associated with coordination-level responsibilities that include the requirement to prioritize conflicting requests; occasional work outside the normal operating hours of the institution and some possible travel.