

Job Description

Job Title:	Administrative Coordinator
Department:	Conrad Business, Entrepreneurship and Technology Centre
Reports To:	Administrative Officer
Jobs Reporting:	None
Salary Grade:	USG 6
Effective Date:	August 2017

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 Centre initiatives; coordinating key elements of customer service, maintaining efficient office procedures and logistics, contributing to research and projects, and financial control. Plays a key role in the implementation of effective logistical support for the Conrad Centre, and as such, will 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

Provides effective, efficient administrative coordination for the Conrad Centre team

- Offers guidance and confidential administrative support to the Director to meet the teaching, outreach and research goals and objectives of the Centre.
- Maintains strict confidentiality with respect to assigned tasks and projects, employing a high degree of discretion, tact, and judgement.
- Organizes and updates the Director's schedule, resolving any conflicts that arise.
- Coordinates tenure and promotion proceedings, as outlined in UW Policy 77 – Tenure and Promotion of Faculty Members – and in guidelines established by the Dean of Engineering Office in consultation with the Director.
- Coordinates merit proceedings for faculty in consultation with the Director.
- Works closely with the Director in the recruitment of new faculty hires, as outlined in UW Policy 76 (Faculty Appointments) managing applications for new and vacant faculty positions; which includes checking academic qualifications and processing Labour Market Opinions (LMO) for foreign workers.
- Oversees and manages 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 signatures.
- Contributes to the development and implementation of special projects and events, ensuring their logistical success.
- Responsible for the effective inventory control and ordering of office and kitchen supplies, using the UWaterloo Purchasing Card.
- Maintains confidential records.
- Coordinates conference room bookings, including technical support and maintenance.

Job Description



- Maintains positive working relationships with on- and off-campus suppliers to ensure that quality, budget, and delivery objectives are met.
- Responsible for attending meetings and preparing accurate minutes for a variety of groups, including but not limited to Conrad Council, DACA, T&P, and other working groups/committees.
- Manages travel arrangements for the Conrad Centre team, as required.
- Maintains internal and external contact lists
- Researches and recommends enhanced office procedures, and keeps current with respect to best practices.

Provides efficient financial control of accounts

- Reconciles operating accounts monthly for review and approval by the Administrative Officer.
- Conducts monthly reconciliation of Purchase Card expenses in accordance with UWaterloo policies and procedures.
- Reviews reimbursement claims, travel advances, etc. for reasonableness, appropriate documentation, authorization, and expense categorization in keeping with UW policies and procedures.
- Reviews vendor invoices and validates goods received or services delivered before processing.
- Verifies that transactions comply with University policies and procedures, and other governing regulations e.g. Broader Public Sector Expenses and Procurement Directives.

Responsible for ensuring exceptional customer service for all Conrad Centre stakeholders

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

Collaborates, advises, and consults

- Collaborates with, advises, and supports the Administrative Officer, fulfilling appropriate duties in his/her absence.
- Collaborates with, advises, and supports the Graduate Coordinator, fulfilling appropriate duties in his/her absence.
- Keeps fully informed and knowledgeable about all Conrad strategies, programs, research, projects, and other initiatives, knowing how they fit with the University and surrounding entrepreneurship ecosystem.
- Provides expertise with respect to effective office procedures, customer service issues, and logistical elements related to projects and strategies.
- Works collaboratively to build consensus and to ensure the success of Conrad projects through effective interactions with UWaterloo faculty, staff, and students.
- Performs other duties as assigned.

Required Qualifications

Education

Job Description



- Post-secondary education or equivalent combination of education and experience required

Experience

- 2-4 years of office experience required.

Knowledge/Skills/Abilities

- Demonstrated ability to work positively and collaboratively, build consensus, maintain confidentiality, exhibit sensitivity to the needs and interests of a variety of stakeholders, support the functioning of a diverse team both within an individual department and across a larger institution.
- Outstanding people skills, with proven high level of aptitude for and success in providing superior customer service.
- Aptitude for and interest in working with students.
- Demonstrated aptitude for and success in solving problems.
- Talent for clear and positive communication, with excellent written and oral communication skills coupled with demonstrated superior attention to detail.
- Awareness of and sensitivity to cultural, language, religious, political, socio-economic, and other relevant factors in areas associated with UWaterloo and Conrad Centre interests.
- Strong organizational skills coupled with the ability to handle multiple tasks, meet deadlines, and excel in a fast-paced environment characterized by changing priorities.
- Evidence of independent judgment in the areas of time management, task prioritization, decision-making, problem identification and initiative.
- Proven ability to manage a large volume of work, conflicting priorities and deadlines
- Thorough knowledge of UWaterloo 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 Centre initiatives. Externally communicates with a wide variety of audiences to deal with, influence, and motivate others to achieve university goals, often representing the first UWaterloo point of contact for prospective students, visitors, vendors, alumni, Advisory Council members, 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 Centre initiatives; as the first contact, responsible for ensuring that a mature, professional, welcoming, helpful “face of UWaterloo” greets all visitors, creating a favourable first impression that reinforces the Centre’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.
- **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.

Job Description



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- **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.