

Job Description

Job Title:	Administrative Assistant
Department:	Legal and Immigration Services
Reports To:	Senior Legal Administrator
Jobs Reporting:	None
Salary Grade:	USG 4
Effective Date:	February 2019

Primary Purpose

Reporting to the Senior Legal Administrator, this position provides efficient and effective administrative support to the entire Legal and Immigration Services (LIS) Office. The incumbent will perform a wide range of administrative tasks that contribute to the smooth and efficient operations of the office by providing support to all LIS team members.

This position is the main receptionist for the office and will be a first point of contact for visitors or community members. Excellent and professional customer service and ensuring high quality customer experiences are top priorities for the office. The incumbent must personify professional courtesy, maintain current knowledge of the work of the LIS office and observe utmost confidentiality concerning discussions, correspondence and other written materials. Diverse office support ranging from high quality customer service, records management, data tracking, calendar support, research assistance, correspondence and communications support and general administration.

Key Accountabilities

Reception Duties

- As the main administrative assistant, serves as a first point of contact to the LIS Office for members of the community and external parties who have interactions with the LIS
- Providing initial assistance where appropriate, conducting intake interviews, assessing urgency and assigning priority for handling by other LIS staff
- Manages telephone, email and in-person inquiries on behalf of the General Counsel and other office staff
- Receives and distributes mail in a confidential manner to all members of the LIS office • Arranging meetings managing logistics and helping LIS staff to prepare for various and numerous meetings
- Acts as the main meeting room bookings coordinator for all LIS meeting rooms

General Administrative Support

- Provides administrative support to the Senior Legal Administrator, General Counsel and all other LIS staff members, which can include management of confidential and highly sensitive materials
- Assists all LIS staff by preparing correspondence, formatting and arranging for the execution and appropriate distribution of legal documents, such as contracts, court documents and legal opinions
- Monitors the general LIS mailbox and refers to appropriate staff as necessary
- Manages incoming mail and provides original composition of correspondence for the General Counsel and Senior Legal Administrator (letters, legal documents, reports, among other documents)
- Routine administrative duties such as opening and closing of files, in accordance with office procedure, University Policies procedures and guidelines and legal obligations.

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- Assists the Senior Legal Administrator with composing correspondence on behalf of legal counsel on own initiative and as instructed with attention to formatting, grammar, and accuracy, ensuring clear and concise communication
- Ensures the Senior Legal Administrator is prepared for meetings, events, and prepares daily briefing folders, briefing notes for the General Counsel
- Assists the Senior Legal Administrator in managing the calendar for LIS staff and actions the Senior Legal Administrator's follow-up items
- May attend meetings with on behalf of the Senior Legal Administrator and ensures that appropriate follow-up occurs and that members of LIS is briefed on issues/outcomes
- Assists the Senior Legal Administrator with overseeing all changes and updates to the internal workflow processes and procedures
- Assists the Senior Legal Administrator in planning events/meetings initiated by LIS which includes the development of objectives, issuing and tracking invitations, and coordination with appropriate stakeholders
- Assists the Senior Legal Administrator with monitoring University of Waterloo communications
- Assists with the responsibility for office supplies, which includes purchasing and distributing supplies, ensuring supplies inventory is adequate for the department, organization and maintenance of the supply room
- Assists with the coordination of office equipment maintenance and purchases, as required
- Provides additional support to the Senior Legal Administrator as part of the team and requires a thorough understanding of all operational activities within LIS
- Assists the Senior Legal Administrator in developing spreadsheets and other tracking reports, as required. Information must be compiled, analyzed, formatted, and modified to meet various administrative needs

Records and Database

- Maintains electronic and/or hardcopy records of files, as appropriate, by ensuring all daily documents and correspondence are appropriately filed in the data management system
- Assists with the management of various Sharepoint sites to ensure all data is appropriately uploaded as required
- Assists with the downloading and appropriate filing of various file documents from external counsel
- Assists the Senior Legal Administrator with administration and tracking of progress of annual workplan/key metrics

Financial Accountability

- Responsible for reconciling a P-card (10K), which is used for various office transactions, and purchasing office supplies
- Completes travel expense submissions using Concur (University's online expense claim system) by assisting General Counsel and Legal Counsel and other LIS staff as required

Problem Solving

- As Scheduler on behalf of LIS, the incumbent must have the ability to make timely independent decisions when conflicts arise.
- Responsible for prioritizing conflicting requests requiring the ability to make independent decisions as needed.
- Exercising good judgment, discretion and flexibility in juggling a busy schedule is a must
- Must be able to multi-task and make quick decisions in order to properly refer visitors and telephone calls.

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**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

- Post secondary diploma/degree preferred or equivalent combination of administrative and project management education and experience

Experience

- Minimum 2-3 years experience in administrative roles with increasing levels of responsibility
- Demonstrated ability to maintain confidentiality and support the Legal and Immigration team
- Demonstrated high level of organization and ability to manage high volumes of work with competing priorities
- Excellent written and verbal communications

Knowledge/Skills/Abilities

- Provides courteous, timely, and efficient service while reflecting a positive attitude
- Proven ability to build strong relationships and proven ability to work collaboratively with senior administration and with team members from a variety of disciplines
- Requires the ability to remain calm and organized during busy, changing and challenging times
- Sound judgement, tact, diplomacy and problem solving skills are essential
- A comprehensive understanding of the administrative, academic and governance structures of the University • Acknowledge receipt of correspondence promptly, manages expectations of response times, provides pleasant, enthusiastic and professional communications.
- Supports the team in preparing for guests
- Strong customer focus, sensitive to diversity and excellent judgment
- High ethical standards with a strong commitment to maintain confidentiality and treat sensitive information with discretion
- Substantial skill in managing complexity and co-ordinating a range of activities and demands.
- Possess exceptional interpersonal skills – a team-based approach is necessary within LIS. It is a small team working in a collaborative, efficient, team-based environment.
- Under the supervision and direction of the Senior Legal Administrator, performs other duties as may be assigned from time to time

Nature and Scope

- **Contacts:** Regular contact with the General Counsel and entire LIS team, Office of the VicePresident Academic & Provost and various other senior leadership positions, Deans, students, and external counsel
- **Level of Responsibility:** This position is responsible for the day-to-day communication and record keeping for the LIS office, in consultation with the other members of the LIS team
- **Decision-Making Authority:** Limited to the exercise of judgment and discretion consistent with the range of responsibilities and accountabilities outlined above
- **Physical and Sensory Demands:** Demands typical of a position operating within an office environment providing exemplary customer service, sound judgment and a calm demeanor

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- **Working Environment:** This is a front line office based position, and has the potential risk of disagreeable or uncomfortable environment conditions due to emotionally disturbing experiences and/or interactions with people who are upset, angry or unpredictable