

## Job Description

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<b>Job Title:</b>	Administrative Assistant
<b>Department:</b>	Writing and Communication Centre
<b>Reports To:</b>	Director, Writing and Communication Centre (WCC)
<b>Jobs Reporting:</b>	Co-op student staff as needed
<b>Salary Grade:</b>	USG 6
<b>Effective Date:</b>	May 2019

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### **Primary Purpose**

The Administrative Assistant is responsible for providing administrative, operational, information systems administration, and project management support to the Director and the department. The incumbent coordinates the day-to-day operations of the office, focusing on student-centered service delivery, financial administration, staff onboarding, and scheduling processes. The incumbent supports strategic planning, budget management, space management, hiring processes, technology management, and other core business functions for the department. The incumbent is familiar with relevant University policies, procedures, and guidelines.

### **Key Accountabilities**

#### **Administration**

##### ***Front line services***

- Liaise with and provide information and support to the office manager and front office assistants at the Student Success Office (SSO) on all matters related to the WCC
- Receive and respond to referred student, staff, and faculty inquiries in person, by phone, and by email
- When required, will manage a WCC reception desk, including supervision of part-time staff.
- Manage and maintain the WCC resource library and reference materials
- Manage and maintain the WCC bank of learning resources
- Ensure that the department website is kept up to date with current program and service information.
- Assist with the coordination of in-class workshops and facilitations

##### ***Office management***

- Maintain office supply inventory and manage office and computer equipment through the relevant support departments (e.g., IST, SSO)
- Manage and maintain the internal R-Drive, and other shared drive and cloud systems
- Manage the office space by maintaining public areas, managing maintenance and work requests, and helping with space planning and reorganization
- Oversee the office's software technology needs including maintenance tickets and renewal plans.
- Liaise with IST about ongoing software contracts and department needs

### ***Department support***

- Support the director with drafting, reviewing, and implementing departmental policies and procedures
- Schedule and help arrange bookings for team meetings and professional development sessions
- Manage agenda and minutes documents for team meeting and other staff meetings and sessions
- Respond to notice of staff illnesses and emergencies by re-arranging student appointments, workshops, and other programs and services

### **Scheduling**

- Manage all aspects of the appointment and workshop booking software system, including building and revising schedules, inputting staff resource schedules, managing client records, troubleshooting problems, submitting service tickets to software provider, etc.
- Build and manage the schedules for appointments, tutorials, drop-ins, course-integrated support, workshops, Communication Milestone support, and other events (e.g., info fairs).
- Build and manage appointments, drop-ins, and other services at affiliated college locations and satellite campuses
- Coordinate room bookings for workshops, events, meetings, and graduate programs
- Ensure adequate coverage and appointment availability by monitoring fluctuations in usage and demand
- Schedule staff-director meetings and professional development sessions

### **Human Resources Support**

- Manage the Workday processes for hiring student staff (part-time, co-op, work-study, work placement, etc.)
- Coordinate onboarding for new professional and student staff, including training on entering hours into Workday
- Assist with training new professional and student staff.
- Train staff on technological systems, such as Workday, Concur, project management software, Outlook, and WCOOnline
- Approve and process payroll for student staff on bi-weekly schedule in Workday
- Liaise with HR and to troubleshoot Workday, payroll, and other staff-related issues
- Hire and supervise front-line and communications student staff and administrative work study students

### **Communications / Outreach**

- Ensure that communications materials are kept up to date. With the director, coordinate outreach and marketing initiatives
- Lead the planning and production of promotional materials; liaise with creative services, retail services, FEDS, and suppliers as needed.
- Maintain the department's website; attend Web Advisory Committee meetings on behalf of department.
- Manage the department's social media accounts.
- Coordinate the department's outreach efforts – i.e. attendance at campus events, social media postings, disseminating outreach materials to departments and campus organizations, etc.

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- Design and distribute social media posts and internal outreach materials
- Disseminate information regarding WCC services and offerings to relevant academic and support offices, campus news, and invested parties
- Lead and assist with the planning and implementation of WCC events and activities
- Liaise with departments and libraries regarding changes and updates to regular programming.

### **Budget and Finance**

- Assist with forecasting and budget preparation
- Manage the department's spending, including WatCards, P-Card, petty cash, etc.
- Track the WCC spending and budget and produce monthly financial reports
- Advise Director on department purchases
- Review and submit invoices for payment

### **Metrics, Records and Reporting**

- Collect, monitor, and report on data regarding WCC usage and utilization
- Compile and produce an annual user metrics report for use in forecasting resource allocation and service availability for the upcoming year.
- Advise Director and staff on service and program changes
- Collect and summarize feedback on programs and services using survey software (Qualtrics)
- Produce monthly statistical reports and assist with the production of annual reports for the Writing Centre
- Create, distribute, collect and report on surveys of student users
- Manage ELPE-related digital records and files, including sending records to Registrar for input and coordinating permission numbers with Centre for Extended Learning
- Liaise with department representatives on ELPE-related matters, including sending exam results and responding to inquiries.

### **Other Program Support**

- Liaise with staff to design, implement, revise and maintain internal systems to support programming, including systems for tracking metrics, supplies, flex-time, record-keeping; and systems to support programming such
- Coordinate the Graduate Café program, including scheduling, set-up, hosting, purchasing supplies, and collection of user data.
- Assist with the coordination of other programming, including Faculty Writing Cafes, English Conversations Circles, and other Graduate programming.
- Provide logistical support for department projects and initiatives (e.g. HeforShe Writing Contest, LNAP, etc.)

*\*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**

- An undergraduate degree or equivalent experience

### **Experience**

- 3-5 years of administrative and program support experience in a university setting is required, ideally in an academic support unit or student service department
- Experience with WCMS or other content management system is an asset
- Experience using Unit4 financial management software is preferred

### **Knowledge/Skills/Abilities**

- Demonstrates excellent communication skills, both written and oral, as well as excellent interpersonal skills and diplomacy
- Exceptional organizational and time-management skills are required
- Motivated, self-directed, able to work independently or as part of a team
- Works collaboratively with and contributes to the functioning of a diverse team
- Advanced proficiency in Microsoft Office suite
- Demonstrates basic design skills to create communications materials, such as newsletters and internal posters; preferably has some experience with the Adobe design suite.

### **Nature and Scope**

- **Contacts:** Must have excellent interpersonal skills, diplomacy, and tact. This position represents the WCC and interacts with staff, faculty, and students across campus. Clear, effective, and precise oral and written communication skills are required.
- **Level of Responsibility:** Receives general guidance from the Director, but should perform duties with independence and the exercise of strong judgement. Should be motivated, self-directed, and detail-oriented. Provides supervision to student and casual staff. Manages finances and other departmental resources.
- **Decision-Making Authority:** Authority for departmental administrative matters under the direction of the Director. Must be able to manage complex multiple tasks and competing priorities and deadlines. Must oversee and manage various departmental processes and procedures. Must be able to determine when a decision or communication exceeds the scope of the position.
- **Physical and Sensory Demands:** Minimal demands typical of a position operating within a fast-paced service-oriented office environment. Requires extensive periods of sitting and concentrated use of visual senses. Requires close attention to detail, thoroughness, and accuracy.
- **Working Environment:** Located in a comfortable indoor area. Frequent occasions of high demand for service. Weekend and evening work sometimes required.