Job Description

Job Title:	Indigenous Relations Coordinator
Department:	Office of Indigenous Relations
Reports To:	Director, Indigenous Relations
Jobs Reporting:	None
Salary Grade:	USG 9
Effective Date:	March 2025

Primary Purpose

Reporting to the Director, Indigenous Relations, the Indigenous Relations Coordinator supports the efficient operation of the department. The coordinator manages initiatives in line with the Office of Indigenous Relations strategic plan. This position involves a combination of administrative, indigenous verification and research activities.

This role provides direct support to the Director, Indigenous Relations and the Director of Faculty Relations including verification of indigenous documentation, reviewing requests, research requests, scheduling meetings, and other operational support as required.

Key Accountabilities

Administrative and Operational Support

- Provides comprehensive administrative support to two Directors, including detailed and proactive calendar management and support in planning and executing various administrative and operational activities
- Organizes and coordinates meetings with internal and external stakeholders on and off-campus, managing invitations and RSVPs, drafting agenda materials, preparing handouts and reports, assisting with electronic presentations, taking minutes, producing meeting notes, handling responses, and attending to special requests
- Manages and coordinates travel preparations for Directors, which can include transportation, accommodation, conference registration etc.
- Manages the indigenous relations email inbox, responds and consults others as required. Tracks requests to monitor email inquiry types and volume.
- Work collaboratively with the Indigenous Relations team to complete, implement, and monitor the University of Waterloo Indigenous Strategic Plan
- Provides ongoing support to other members of the Department as needed

Verification, Confidentiality and Responsibility

- Review and process Indigenous Verification applications, requests and inquiries, including but not limited to:
  - Ensuring timely responses of requests, meeting verification requirements consistently
  - Verifying identification documents
- Consulting with the Director, Indigenous Relations when needed
- Maintains the utmost confidentiality and effective management of personal and sensitive documentation and information

Research and Analysis

- Research and qualitative/quantitative analysis to support OIR projects and reports
- Literature reviews and environment/best practices scans
- Supporting grant proposal research and writing
- Development of a knowledge mobilization and dissemination strategy
- Logistical support for research events and presentations

**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

- University Degree with previous experience in administration, communication, research and project planning and implementation.

Experience

- The successful candidate will be First Nations, Métis, or Inuit with lived experience of Indigenous world views, cultures and values and strong ties to First Nations, Métis and/or Inuit communities
- Knowledgeable of cultural protocols to appropriately engage and foster respectful, reciprocal, ongoing relationships with local (including urban) First Nations, Métis and Inuit peoples in a large, decentralized and complex university or institution
- Significant knowledge of, and demonstrated commitment to education/learning with First Nations, Métis and/or Inuit communities and an appreciation and respect for the diversity of Indigenous peoples;
- 3 years progressive experience and a record of accomplishment of contributing to safe, supportive, culturally appropriate and welcoming environments for First Nations, Métis, and Inuit peoples in a large, decentralized and complex university or institution
- Experience working with members of a senior leadership team, working on organization-wise committees and collaboratively with multiple stakeholders

Knowledge/Skills/Abilities

- Superior understanding of diverse Indigenous knowledge and systems
- Proven ability to deal with confidential issues and interact effectively with a wide range of individuals
- Ability to facilitate awareness within the non-Indigenous community to adapt, challenge and overcome behavior/attitudes to eliminate institutional and systemic barriers to the successful attainment of post-secondary education for First Nations, Métis and Inuit students
- Credibly foster trust and strong, progressive, reciprocal, culturally appropriate working relationships within the university and the broader local First Nations, Métis and Inuit communities
- Professional confidence, excellent interpersonal skills and the capacity to listen effectively and sensitively to maintain the confidence of, as well as engage a broad range of diverse Indigenous and non-Indigenous community members, including students, faculty and staff members, on what may be contentious and delicate issues
- Provide First Nations, Métis and Inuit faculty, student and staff with resources and support on a broad range of professional, academic and cultural challenges and issues

• Organizational skills to manage multiple assignments that are accurate and thorough, sometimes of a complex nature or involving competing priorities
Technical Skills • Intermediate experience with Microsoft Office Programs, Adobe Acrobat Professional and/or other data content management systems

Nature and Scope

- **Contacts:** This position communicates with a diverse population of stakeholders both internal and external to the university. Must have strong verbal and written communication skills and be able to demonstrate professionalism and a friendly welcoming manner. The incumbent utilizes exceptional customer service skills, have a working knowledge in the concepts of Indigenous issues and use tact and diplomacy in all interactions
- **Level of Responsibility:** This position has defined specialized and routine tasks. The Coordinator receives specific guidance but is expected to perform duties with relative independence thereafter.
- **Decision-Making Authority:** Responsible for coordinating projects and escalating concerns to Associate Director and/or AVP, Indigenous Relations. Experience with problem solving to ensure timely implementation of initiatives.
- **Physical and Sensory Demands**: Minimal demands typical of a position operating within an office environment. This position works independently and collaboratively and requires sound judgement, a strong work ethic and an ability to work under very challenging time constraints with competing priorities. Flexibility in working hours, thoroughness, accuracy, attention to detail and professionalism are required
- **Working Environment:** Minimal exposure to disagreeable conditions. There can be a lack of control over work pace due to irregular and/or high volumes of work and multiple and/or tight, unalterable deadlines and frequent interruptions