

## Job Description

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<b>Job Title:</b>	Executive Assistant to the Nobel Laureate
<b>Department:</b>	University Relations
<b>Reports To:</b>	Associate Vice-President, Communications
<b>Jobs Reporting:</b>	None
<b>Salary Grade:</b>	USG 7
<b>Effective Date:</b>	March 2019

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### **Primary Purpose**

This position is responsible for managing the day-to-day operations and executive support communications and event management for the Nobel Laureate for Physics.

Working to the daily direction of the Nobel Laureate, and guided by direction of the Associate Vice-President, Communications (University Relations), the incumbent will provide a high level of administrative support to the Nobel Laureate. The Executive Assistant to the Nobel Laureate will play a key role in providing administrative and project management support to the Nobel Laureate.

### **Key Accountabilities**

#### **Administrative Support**

- Manages the scheduling of meetings for the University's Nobel Laureate, which may include booking facilities, preparation and/or distribution of meeting materials, catering requests, parking requests, etc.
- Manages and coordinates travel preparations, which can include transportation, accommodation, registrations, etc.
- Provides exceptional customer service while coordinating, screening and handling all inquiries in person, by telephone or electronic communication.
- Manages effective relationships to ensure prompt, expectation-exceeding service and accurate information, balancing deadlines and responsibilities while graciously accommodating interruptions to deal with a wide range of questions as they arise.
- Completes parking arrangements, catering, mailings and invitations, etc. This may include attending meetings and preparing minutes.
- Ensures consistency, accuracy and excellence in quality and content of messaging in all materials.
- Prepares detailed schedules, identifying critical dates and deadlines.
- Acts as point of contact with internal stakeholders at all levels within UW, as well as with various external stakeholders to provide knowledgeable and timely communication.
- Supports systems and processes, updating, refining and streamlining as necessary.

#### **Executive Support to the Nobel Laureate**

- Manages the calendar for the University's Nobel Laureate and ensures they are prepared for meetings, events and other engagements.
- Working in conjunction with a range of stakeholders including the Nobel Laureate, Office of the President, University Relations team, Advancement and Faculty of Science, analytically and objectively ensures that all requests align with the University's Nobel Laureate needs and overall University objectives, ensuring all preferences and unique needs are met.

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- Screen all signature requests and collect background information for the Nobel Laureate, as necessary.
- Monitor the flow and response path for all correspondence that comes to the Nobel Laureate. Ensure that all correspondence and requests are responded to in an appropriate and timely manner and that stakeholders involved are kept aware of the response flow.
- Performs other duties as required by the Nobel Laureate.

### **Financial Management**

- Ensure that all operating, trust and research funds are soundly managed and reconciled monthly; track expenses and income against budgeted amounts.
- Prepare and process travel and expense claims and allowances in compliance with University Policy, procedures and granting agency requirements; remain current on knowledge of all policy requirements; attend annual training sessions.
- Supports the purchase of required products or services ensuring compliance with UW financial policies and procedures.
- Completes expense submissions using the University's online expense system ensuring compliance with all UW financial policies and procedures.
- Holds a purchasing card (Pcard) to purchase required products as requested and will ensure all invoices, tracking of purchases and monthly statement reconciliation is completed following established University of Waterloo guidelines, procedures and processing requirements. The cardholder also ensures correct account and tax codes are applied to purchasing card invoices/receipts.

*\*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 or equivalent experience in office management.

### **Experience**

- Four to six years in an administrative role dealing with front-line services, event planning and production, partnership building and community engagement.
- Experience as an administrative assistant who can envision and articulate the goals and objectives of the project, work with cross-functional teams who contribute to the project, and collaborate with multiple project participants to ensure a successful outcome.
- Demonstrated experience in the creation of concise briefing materials and providing high-level briefing communications (e.g., written, verbal) to executives is essential.
- Demonstrated experience to manage the calendar of a C-level executive that can include complicated international travel and protocol.
- Experience and a proven aptitude for success in solving problems are required.
- Experience with the specialized requirements associated with updating web content and familiarity with a content management system as an asset. Experience with updating digital displays an asset.
- Demonstrated advanced levels of technical experience: Outlook, Word, Excel, PowerPoint, SmartSheet, database development and automation of work flow processes.
- Previous experience in a financial role would be a definite asset.

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

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- The individual must be strategic, analytical and insightful, able to assess and interpret the various factors affecting the successful planning and execution of administrative duties and be experienced in assisting with event management approaches to address these.
- Must have a superior understanding of administrative best practices and event coordination.
- Must be able to communicate with tact and accuracy in a complex and sensitive environment involving multiple stakeholders.
- Ability to exercise proactive project coordination, communicate effectively to project participants who need to understand progress, and identify risks/mitigating strategies before problems occur.
- Must have superb planning and organizational skills, be able to work simultaneously on multiple initiatives with demanding deadlines and manage time/resources accordingly.
- Proven ability to manage high volumes of activity, multiple tasks and constant change while demonstrating the ability to maintain confidentiality, ensuring sensitivity to the needs and interests of a variety of stakeholders and support the functioning of diverse teams.
- Demonstrated strong interpersonal skills.
- Ability to liaise with senior leaders and VIP guests and stakeholders.
- Exceptional attention to detail is essential.
- Excellent written and verbal communication skills and experience in editing and proofreading under very tight deadlines is required.
- A high level of independence is required requiring excellent judgment in areas of time management, task prioritization and decision-making.
- Demonstrated ability to thrive in, and contribute to, an integrated and collaborative team environment and to apply a calm, positive team approach to working with colleagues.
- Collaborative team player who is comfortable providing and taking constructive input from multiple sources.
- Knowledge of communications planning, creative brief development, event planning, media relations, and social media are an asset to this role.

### **Nature and Scope**

- **Contacts:**

Effectively manages relationships ensuring prompt, expectation-exceeding service while providing accurate information, balancing deadlines and responsibilities while graciously accommodating interruptions to deal with a wide range of questions as well as complex public relations as they arise.

Represents the University in a credible, personable, professional manner that reinforces UW's reputation.

Internally, communicates with employees and UW departments and has the ability to influence and motivate others who may have different perspectives and concerns.

The incumbent will be required to work closely and collaboratively within University Relations and across campus to ensure consistency in institutional messaging and management of University image and reputation through community relations initiatives and events. .

- **Level of Responsibility:**

Must be able to succeed in high profile, high-pressure situations with significant public and campus scrutiny and potential for impact on the reputation of the University. In addition to acting as a role model to others in the performance of duties, they must have a thorough and in-depth understanding of the work they perform and the impact it has on others in the larger

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context of the University and the community.

Responsible for the administration and reconciling of a UW purchasing card.

- **Decision-Making Authority:**

Makes decisions and seeks expert advice as required.

There can be a high degree of risk management inherent in this role. Complex meetings, events, important announcements, and VIP visits must be handled with significant attention to the experience as a whole, including constant shifts and changes that can throw plans off balance. All aspects must be managed extremely well, as the risk to the University's reputation can be significant. Hence, the incumbent must be able to stay on top of many moving parts, respond calmly and professionally at all times, and follow good crisis management protocols when things inevitably go wrong or change.

- **Physical and Sensory Demands:**

This position works independently and collaboratively and requires outstanding customer service, sound judgment, a strong work ethic and an ability to work under very challenging time constraints with completing priorities.

- **Working Environment:**

Minimal exposure to disagreeable conditions typical of a position exposed to stress and pressure associated with administrative responsibilities. Responsiveness is critical to the role.

Some exposure to stressful situations caused by constant interruptions and lack of control over work pace due to irregular and/or high volume workload.