

## Job Description

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<b>Job Title:</b>	Administrative Coordinator
<b>Department:</b>	Centre for Education in Mathematics and Computing (CEMC)
<b>Reports To:</b>	Administrative Officer
<b>Jobs Reporting:</b>	None
<b>Salary Grade:</b>	USG 6
<b>Effective Date:</b>	October 2022

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### **Primary Purpose**

The Centre for Education in Mathematics & Computing (CEMC) is Canada's largest and most recognized outreach organization for promoting and creating activities and materials in mathematics and computer science and is housed within the Faculty of Mathematics at the University of Waterloo. Our mission is to increase interest, enjoyment, confidence, and ability in mathematics and computer science among learners and educators in Canada and internationally. We do that through a commitment to our core values: future readiness, access, community and impact. As such, the CEMC is the first point of contact at Waterloo for a significant percentage of our future undergraduate and graduate students and their parents. Through outreach activities, the CEMC has perhaps the largest set of external points of contact amongst any unit on campus.

Reporting to the Administrative Officer, this position provides executive level support and assistance to senior leadership in the CEMC, managing schedules, priorities, and travel requirements. The incumbent will support the recruitment, on-boarding and off-boarding activities for all CEMC faculty and staff, ensuring employment status is accurate, legal documents are complete and University policies and procedures are followed, including immigration and legal. The Administrative Coordinator is also responsible for facilities and space logistics for the CEMC, maintaining health & safety protocols, office space allocation, mailroom and equipment maintenance and general office administration. Special projects support is also required as it relates to strategic outreach activities such as contest processing and logistics.

### **Key Accountabilities**

#### **Administrative Support for Senior Leadership**

- Provides executive-level assistance to the Director, Associate Director and Administrative Officer, CEMC, including maintaining calendars, booking appointments and coordinating unexpected changes
- Maintains confidentiality concerning details of senior leadership's discussions and correspondence
- Keeps senior leadership apprised of priorities or urgent matters requiring immediate attention
- Provides senior leadership with information and data to support decision-making, including a thorough understanding of University policies and procedures
- Organizes details for CEMC internal committees and meetings, maintains agenda, takes minutes and publishes formal meeting notes when appropriate
- Facilitates the collection of signatures required and prepares correspondence and confidential documents for senior leadership signatures as required
- Uses a P-card to make purchases and completes the associated monthly financial reconciliations, in accordance with University policy

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- Manages and coordinates travel preparations for senior leadership which includes arrangements for accommodations, transportation, conference registrations, travel visa applications, meeting schedules, etc. and preparing an itinerary for the travel
- Handles complex change situations as they arise, including rerouting travel, changes in accommodations, or last-minute changes in event schedules
- Prepares and processes senior leadership's large volume of complex travel and expense claims and allowances in compliance with University Policy
- Coordinates, in conjunction with Advancement, donor relations and development activities on behalf of the Director, CEMC
- Facilitates the on-site visits, including invitations, travel and itinerary of short-term visitors such as guest speakers, academic business visitors, current alumni and future donors
- Maintains contact with internal and external stakeholders acting as a representative of the senior leadership group and CEMC at-large

### **Faculty and Staff Recruitment Support**

- Supports the recruitment and hiring of faculty, which includes, but is not limited to, advertising vacant positions, coordinating interviews and preparing contracts and coordination of on-boarding activities
- Supports the recruitment and hiring of staff (permanent and contract) which includes, but is not limited to, coordinating interviews and communications with new hires for onboarding needs and activities
- Assists with matters pertaining to hiring or inviting non-Canadians as part of the CEMC's business and strategic outreach needs
- Supports the "off-boarding" needs and activities for faculty and staff leaving the CEMC
- Maintains personnel lists, including but not limited to, faculty and staff lists, CEMC committees, sabbaticals, leaves, appointments, contract and retirements

### **Facilities Coordination**

- Assists the Operations Manager in office space allocation including the provision of furnishings, equipment, renovations, and telephone and computing services for all incoming or re-assigned faculty, staff and co-op students
- Manages the key and fob assignments, distribution and collection. This includes reconciling reports on lost and expired keys and fobs to correspond with Key Control records, Dean of Math's Office records and performing key and key tree audits
- Initiates work requests for Plant Operations regarding repairs, maintenance, and custodial service
- Inspects CEMC space for security, fire and accident hazards and submits work orders to remedy infractions
- Maintains first aid supplies, first aid training lists, and workplace safety bulletin boards
- Participates in the development and maintenance of CEMC specific policies and process reviews related to emergency preparedness and health and safety management
- Ensures that new staff and faculty receive information on Health and Safety policies and procedures.

### **Administrative Support to the operations of the CEMC**

- Acts as primary contact for scheduling of rooms and parking requests on behalf of the unit
- Acts as back-up to other CEMC staff roles, specifically the Program Coordinator, MMT Graduate and Math/Teaching.
- Updates content for specific web pages as assigned
- Provides significant administrative support for CEMC contest marking activities including, but not limited to, communications and travel logistics support of markers, mailing contest marking

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packages, supporting the execution of large-scale, on-site contest marking logistics twice a year, generating marking reports and providing data to senior leadership and contest leads, etc.

- Participates in the physical contest processing activities to support the execution of a major strategic outreach initiative that consists of a large volume of work within rigid timeframes
- Purchases office supplies and maintains supplies inventory
- Maintains the mailroom, including maintaining mailboxes, printers, distributes incoming mail and arranges for courier services as required
- Assists with special projects and other duties as assigned by the Administrative Officer

*\*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 education in a discipline related to business administration or an equivalent combination of education and experience

#### **Experience**

- 3+ years administrative support experience managing the schedules and priorities of senior leadership
- Experience onboarding new employees
- Demonstrated experience with making domestic and international travel arrangements and booking events
- Experience with financial reconciliations
- Experience with expense reporting, with knowledge of Concur system considered a strong asset
- Experience managing space inventory and generating reports
- Experience with office supplies ordering and materials inventory

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

- Demonstrated high level of organization, interpersonal acumen, and problem-solving abilities
- Demonstrated ability to maintain confidentiality and support the needs of a senior management team
- Excellent written and verbal communication skills
- Knowledge of application of University policies and procedures, especially those relating to hospitality and expense reimbursements, employee leaves, immigration and hiring, appointments and tenure would be considered an asset.
- Excellent interpersonal and relationship building skills with a demonstrated ability to interact with faculty, staff and stakeholders from around the world with diplomacy
- Demonstrated technical experience in the setup and execution of in-person, remote, or hybrid meetings models, using platforms such as MS Teams and Zoom
- Knowledge and experience working with Concur an asset
- Ability to develop sufficient understanding of various outreach, service and teaching activities in the Faculty, and use this understanding to prioritize and anticipate the schedules and meetings of senior leadership accordingly
- Ability to change direction swiftly, manage multiple tasks simultaneously amid several distractions, and be flexible to changing schedules and workload
- Ability to remain calm in stressful situations

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- Ability to analyze situations and issues in an anticipatory environment
- Ability to champion change efforts and use technological solutions to improve processes and communication
- Demonstrated ability to handle confidential and sensitive information with discretion
- Demonstrated experience with taking minutes
- Intermediate computer skills and knowledge of software applications used in office settings, including word processing, spreadsheets, databases, e-mail systems, etc.
- Sensitivity to the challenges of educational systems around the world is considered an asset
- Obtaining and maintaining a clear Vulnerable Sector police check is a condition of ongoing employment.

### Nature and Scope

- **Contacts:** This position requires communication with a wide range of internal contacts including faculty, staff, students, visitors, Dean's Office, Secretariat, Legal and Immigration Services, Central Stores, Plant Ops, Advancement, Parking Services, Finance and other faculty and campus colleagues. External stakeholders include donors, students, parents, teachers and a large network of stakeholders for contest marking, committees and events.
- **Level of Responsibility:** The incumbent must possess good judgement, discretion in dealing with highly sensitive documents and information, initiative and flexibility to adapt to problems or last-minute changes and identify contingency actions or alternative plans. Works with a high degree of autonomy on matters related to faculty and staff administrative needs, requiring a thorough understanding of University policies and procedures. The role works closely with the Director, Associate Director and Administrative Officer of the CEMC with specialized work and receives specific guidance while balancing multiple competing deadlines.
- **Decision-Making Authority:** Decide on task priorities given multiple deadlines and demands on diverse work portfolios that can impact operations of the CEMC. Uses sound judgement, a high degree of autonomy, initiative, and flexibility. Can discern priorities and workflow queries to support the scheduling and commitments of the Director, Associate Director and Administrative Officer.
- **Physical and Sensory Demands:** Demands typical of an administrative position within an office environment.
- **Working Environment:** Minimal demands typical of an administrative position within an office environment. Occasional evening/weekend work required in the weeks leading up to contest activities or during times of senior leadership travel.