

Job Description



Job Title:	Administrative Assistant
Department:	Waterloo Ventures
Reports To:	Associate Vice President, Commercialization and Entrepreneurship
Jobs Reporting:	None
Salary Grade:	USG 6
Effective Date:	September 2023

Primary Purpose

The Administrative Assistant, reporting to the Associate Vice President, Commercialization and Entrepreneurship (AVP-CE) and taking direction from the Director, Innovation and Special Projects is responsible for the organizational, secretarial and administrative support for the Waterloo Ventures team. Responsibilities include maintaining daily schedules and itineraries and also providing overall administrative and executive assistance in respect to all activities of the AVP's responsibility. On behalf of the AVP, the incumbent interacts with senior administrators and faculty members across the University. The Administrative Assistant must perform at a high level, ensuring that the Waterloo Ventures office functions in an efficient and professional manner including providing support to the members of the Waterloo Ventures team as required.

Key Accountabilities

Administrative support

- Manages AVP schedule, arranging all meetings on and off campus. Representing the AVP in a professional manner at all times, anticipates requirements and assembles material and briefings for meetings and appointments.
- Coordinates travel arrangements, completes travel claims and manages the AVP's itineraries including the provision of appropriate documentation.
- Facilitates meetings by booking facilities and refreshments, preparing handouts and reports, assisting with electronic presentation notes, producing meeting notes, handling responses and attending to special requests.
- Researches and prepares letters, agendas and other material to support WV.
- Takes initiative to draft correspondence, letters, memos, etc.
- Interacts with the AVP-CE, Offices of the VPRI, Faculty Dean Offices and other administrators to relay information, seek advice and engage parties in meetings.
- Responds to inquiries and information requests in a timely, confidential and professional manner.
- Performs research to assist in the preparation of reports, briefing notes, letters, agendas, information packages and a variety of other materials as required.
- Responds to telephone calls and emails as required.
- Performs duties with a high degree of accuracy and accountability.
- Support, track and report progress on strategic initiatives.
- Coordinate plans with resources; including space, HR and IST
- Contribute to defining project goals and objectives.
- Monitor and analyze project effectiveness using qualitative and quantitative tools.
- Help to plan and monitor activities of assigned projects to develop and implement procedures, processes and systems.
- Establish a communication plan to key stakeholders.

Job Description

Event coordination, website, digital content and office operations

- Acts as the Waterloo Content Management System and Teams/OneNote site coordinator, in coordination with WV team members and in consultation with the AVP-CE.
- Ensures that news events, profiles, and other content are up to date.
- Monitors on- and off-campus websites and other news media to find and upload events, stories, information, and profiles appropriate for WV websites.
- Uploads, monitors, and manages any documents to be published on the WV SharePoint and/or OneNote site.
- Manages digital display content and schedule, ensuring visitors are welcomed and content is updated on a regular basis.
- Keeps fully informed and knowledgeable about all WV strategies as well as programs run by the different WV sub-units, and other initiatives and how any changes impact the tasks for which they are responsible.
- Assists with the preparation and execution of meetings including recording of minutes, scheduling, set-up, catering and equipment orders as required.
- Provides assistance at events hosted by Waterloo Ventures.
- Obtains profiles and background materials, researching websites for relevant information, prior to meetings of Waterloo Ventures with external visitors.

Service Excellence

- Greets visitors in a positive, enthusiastic and helpful manner, understanding the importance of first impressions.
- Maintains positive, collaborative relationships within the office, on campus and with external partners to ensure exceptional engagement, customer service and collaboration.
- Proactively finds solutions to address issues in a flexible, efficient manner.
- Engages, listens and seeks to understand the needs and expectations of all in-person, telephone and online interactions.
- Provides courteous, timely and efficient service. Acknowledges receipt of correspondence promptly, manages expectations of response times, and provides pleasant, enthusiastic and professional communications.
- Support the team in preparing for events and special guests.

**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.*

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Required Qualifications

Education

- University degree or equivalent combination of administrative education and experience.

Experience

- 3-5 years administrative experience, preferably in an academic environment.
- Proven ability to deal with confidential issues and interact effectively with a wide range of individuals.
- Demonstrated experience managing executive-level schedules, using sound judgement to ensure effective use of resources.
- Experience in agenda planning, calendar maintenance and minute recording.
- Experience in drafting senior level reports and correspondence.

Knowledge/Skills/Abilities

- Outstanding organizational, analytical and problem-solving skills
- Strong interpersonal, organizational and communication skills with the ability to take initiative.
- Proven aptitude for attention to detail and ability to manage multiple demands in a fast-paced work environment.
- Strong interpersonal, organizational and communication skills with the ability to take initiative.
- Strong communication skills, including writing and editing.
- Ability to remain calm and in control when faced with multiple, often simultaneous, demands for attention.
- Ability to assess and prioritize a busy workload.
- Proven ability to handle with confidence and discretion highly sensitive and confidential matters.
- Advanced knowledge of Microsoft Office including Outlook, Word, PowerPoint and Excel is required.
- Demonstrated ability to act in a professional manner, with discretion and diplomacy.
- Demonstrated ability to work collaboratively with senior administration and with team members from a variety of disciplines.
- Knowledge of the University's systems, policies and procedures would be an asset.

Nature and Scope

- **Contacts:** Internally, the Administrative Assistant facilitates internal working relationships between the AVP-CE and other senior leaders within the VPRI and WV portfolios including the VPRI and senior leadership in the Faculties (Deans, Chairs) faculty members, Directors and staff. Externally, the Administrative Assistant facilitates external working relationships between the AVP-CE and industry partners, government officials and counterparts at other institutions.
- **Level of Responsibility:** The position is responsible and accountable for serving as the first point of contact to the AVP-CE.
- **Decision-Making Authority:** Problem solving is a critical skill for this position. Unexpected issues and/or conflicts may arise, and the incumbent must be capable of analyzing problems and quickly solving issues. Makes decisions with respect to most efficient use of AVP-CE's time (i.e. meeting, events, travel) and seeks advice when required. Is expected to work independently carrying out all tasks.
- **Physical and Sensory Demands:** Minimal demands typical of an administrative position operating within an office environment.
- **Working Environment:** Minimal exposure to disagreeable physical conditions typical of an administrative position; periodic stress associated with senior level responsibilities.