



UNIVERSITÉ
SAINT-PAUL
UNIVERSITY

JOB DESCRIPTION

POSITION TITLE:	Administrative Assistant - Coordinator
NUMBER:	15701-02
SERVICE:	Campus Services
IMMEDIATE SUPERVISOR:	Director, Campus Services
WORK SCHEDULE:	40 hours per week
TERM OF JOB:	One year – maternity leave replacement
POINT HAY:	Hay 315 points

SUMMARY

The candidate will plan, coordinate, implement and monitor the administrative and management tasks in connection with Project Management and the Service Delivery of the Campus Services department. He/she will supervise and coordinate daily maintenance and repairs, event set-ups as well as various projects for the department.

DETAILS OF FUNCTIONS

Administrative, management support and secretarial

- Manage the office administration for the department, develop and implement organizational structures (electronic and paper formats) for projects / activities and schedules and work to meet deadlines;
- Prioritize, schedule, coordinate and respond to daily client requests, repairs, projects and regular maintenance with other departments, for efficiency and deadlines;
- Respond to urgent situations and repairs at both the main campus and residence, involving the necessary maintenance staff, security and the Director of Campus Services;
- Prepare invoices and deposits on a weekly basis for the Director's approval and submit them to the finance department;
- Regularly source and order parts as requested by the maintenance staff, the residence staff and the Director;

- Create job descriptions, hire, train, and supervise work study students to assist in the office administration and / or maintenance;
- Write press releases / briefing notes and letters for the signature of the Director;
- Prepare templates, presentations, forms, documents and service requests for the approval of the Director;
- Establish new methods to improve efficiencies and support the changing needs of both the department and the University;
- Prioritize and develop plans to meet deadlines and notify the appropriate staff or clients;
- Gather information for reporting, analysis and documentation;
- Respond to calls and inquiries by telephone, email or in person and direct messages as needed throughout the University;
- In the absence of the Director, assess the significance of requests and respond appropriately or notify the Vice-Rector, Administration when required;
- Communicate with service providers, contractors and companies;
- Assist the Director in the collection of data and quotes for special projects;
- Establish and maintain an efficient filing system for correspondence, documents, various research papers and cases handled by the Department and ensure confidentiality;
- Transmit and discuss important information with the maintenance staff that is emailed to staff, such as all-staff events, meetings and staff changes.
- Perform other related duties as assigned by the Director;
- Prepare and / or assist in the preparation of statistical and other reports in the areas of maintenance, and property management services to internal clients;
- Maintain updated lists of regular suppliers and be aware of contract renewal dates;
- Prepare and send tender documents for services on behalf of the University in regard to the management of buildings;

EDUCATION AND EXPERIENCE

- Post-secondary diploma in project management, office administration, or a minimum of three years of experience in project management and / or administration;
- Experience and training in customer service;
- Experience in interpreting, applying and explaining rules and procedures;
- Excellent computer skills - Windows, Excel, Word, databases, various other programs;
- Proficient with email and the Internet.

ESSENTIAL QUALIFICATIONS

- Excellent communication and interpersonal skills;
- Ability to calmly respond to multiple inquiries and resolve multiple situations at any given time mitigating the impact on the critical functions of the University while maintaining a high level of customer service;
- Ability to respond to and, at times, resolve client complaints effectively;
- Ability to calmly and effectively work in stressful situations;
- Ability to write efficient administrative procedures;
- Planning, organization, coordination, follow-up and evaluation skills;
- Bilingual (oral and written);
- Ability to handle confidential information with discretion;
- Great autonomy and sense of responsibility;
- Ability to lead, guide and influence others.

* NOTE: The percentage is approximate and may vary depending on circumstances and needs. This job description may be amended in part by authorized persons.

SKILLS PROFILE

Area of expertise: technical

Thoroughness: pay attention to every detail addressing the quality of the deliverable.

Structure-oriented: able to work in an environment where there are standards, rules and procedures.

Job performance: producing high quality work in all circumstances.

Area of expertise: cooperation

Diplomacy: ability to be tactful and demonstrate a deep understanding of the social context and work culture at Saint Paul University.

Discretion: preserve confidentiality of information received.

Interdependence: effectively interact and collaborate with colleagues from all levels of the organization.