

Job Description

Job Title:	Department Secretary
Department:	Civil & Environmental Engineering
Reports To:	Administrative Assistant to the Chair, Civil & Environmental Engineering
Jobs Reporting:	None
Salary Grade:	USG 4
Effective Date:	March 1, 2013

Primary Purpose

The primary functions of this position are to provide clerical and administrative support for the general operation of the department, secretarial services to faculty, and back-up assistance to the Administrative Coordinator, Graduate Studies. This position is accountable to the CEE Administrative Officer, through the Assistant to the Chair who provides day-to-day supervision.

Key Accountabilities

List the major responsibilities of the job, divided into 3 to 5 broad categories. These should reflect 80 - 90% of "what" the job does not the "how". Insert a category heading and in bullet form below, state specific responsibilities.

Clerical and Administrative Support for the General operation of the Department

- Act as receptionist responding to a diversity of general questions independently, promptly and courteously by way of telephone, email and office visit
- Distribute mail on a daily basis, including forwarding mail as required; maintain mail slots; prepare courier and customs declaration forms
- Monitor daily operation of the department printer and photocopier, including trouble-shooting and processing requests for repair, monitoring supply of paper, toner, or other supplies, and replenishing as necessary
- Maintain inventory and order office supplies as needed for department as well as special orders for faculty and staff
- Maintain office supplies room in an orderly fashion
- Cost recovery for department photocopier charges, telephone and postage
- process key permits
- Coordinate tasks related to the submission and distribution of work-term reports for marking
- Receive, distribute and process (after review) faculty professional allowance claims
- Act as contact for various seminars, symposia and conferences (e.g., answering queries, mailouts, cheque handling)
- Organize departmental social events
- Maintain department directory boards and faculty and staff listings
- manage recycling and shredding duties
- Order food and coffee, book rooms and distribute material for department meetings
- Handle booking requests for departmental seminar rooms and department data projector
- Keep main office area organized and tidy
- Requisition the framing (machine shop) and mounting (Plant Ops) of the undergrad graduation composites
- Other duties as assigned from time to time

Secretarial Services to Faculty

- Provide general secretarial support for faculty members in support of their teaching and research responsibilities (e.g., technical reports, spreadsheets, CVs, grant proposals, course notes); provide excellent technical writing and proofreading skills
- Other duties as assigned from time to time

Back-up assistance

Job Description



- Back-up assistance to the Administrative Coordinator, Graduate Studies as required from time to time

Required Qualifications

If hiring today, what would be the required education, experience, knowledge, skills and abilities?

Education

- Post-Secondary degree/diploma or equivalent related experience.

Experience

- Several years' secretarial experience
- Exceptional verbal and written communication
- Excellent customer service skills

Knowledge/Skills/Abilities

- Experience with Microsoft suite of products (eg. Word, Outlook, Excel)
- Technical word processing skills an asset
- Aptitude for attention to detail and accuracy

Nature and Scope

- **Contacts:** The Department Secretary serves as front-line reception for the Department, interacting in a professional and friendly manner with diverse groups including faculty, staff, students and administrators on a daily basis in person and via telephone and email. As the first point of contact, the Department Secretary must possess excellent customer service skills and have good organizational and communication skills. The department secretary performs a wide range of administrative tasks, including: processing key permits; photocopy charges, keyboarding, data entry and word processing; scanning and photocopying; scheduling and handling logistics for meetings and special events; drafting, formatting and proof-reading correspondence and other forms of documentation, including course notes and grant proposals. He/she must be proficient in WORD and Excel, and be able to work independently and as part of a team.
- **Level of Responsibility:** Minimal; under day-to-day-supervision and direction of Assistant to Chair
- **Decision-Making Authority:** Minimal; under day-to-day-supervision and direction of Assistant to Chair
- **Physical and Sensory Demands:** Minimal; typical of an administrative position within an office environment
- **Working Environment:** Office based; no travel; regular working hours; most of the time is spend sitting in a comfortable position in an open reception area responding to faculty, staff and student needs with frequent opportunity to move about; occasional lifting of moderate weight is required; no significant risks. There is frequent need to give close attention to various stimuli such as written material and information communicated verbally; there are deadline pressures and potential for multiple, sometimes competing priorities and frequent interruptions; thoroughness, accuracy and attention to detail are required; no significant risks.