

## Job Description

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<b>Job Title:</b>	Administrative Assistant
<b>Department:</b>	Office of Advancement
<b>Reports To:</b>	Senior Director, Alumni Relations
<b>Jobs Reporting:</b>	None
<b>Salary Grade:</b>	USG 6
<b>Effective Date:</b>	October 2019

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### **Primary Purpose**

The Administrative Assistant is responsible for providing overall administrative assistance for the Director and operational duties for the Alumni Relations (AR) team that contributes to team success. It is the responsibility of the Assistant to work predominantly with the Director as a key contact for all internal and external partners. The position carries out a wide variety of activities and ensures that the unit operates in an efficient and professional manner. The primary functions are outstanding customer service that fosters and strengthens relationships between alumni, friends, volunteers and the University along with confidential support and project coordination towards priorities of the Director.

### **Key Accountabilities**

#### **Administrative support to the Director, Alumni Relations**

- Provides support to the Director through detailed management of their calendar; organizing meetings on and off-campus and managing schedules, invitations and the RSVP process
- Taking the initiative with the planning and execution of meetings; by drafting agendas, preparing handouts and reports, assisting with electronic presentation notes, taking minutes and producing meeting notes, handling responses and attending to special requests
- Facilitating use of and access to online meeting and conference call software
- Maintaining contact lists for alumni professionals across campus
- Creates briefing notes for all external alumni meetings, ensuring quality, accuracy and input of all to Raiser's Edge so information is current and relevant
- Researches and prepares letters and other correspondence (including condolence and congratulatory letters), including mail merges using complex data
- Interacts with the Office of the President, Provost, VP Advancement, other administrators and key external and internal stakeholders to relay information, seek advice, and engage parties in meetings
- Interacts with key senior volunteers (including Alumni Council) to arrange meetings; gather information; facilitate visits; prepare materials reports and presentations. This often requires the coordination of several individual's calendars in several geographic locations
- Performs research (through web, files, and internal databases) to garner information pertaining to alumni to assist in the preparation of reports, briefing notes, letters, agendas, call packages, training notes, and a variety of other materials; performs initial review of material to analyze, sort, resolve issues, and answer queries

#### **Program and administrative support to the Alumni Relations team**

- Represents the team in a professional manner at all times; anticipates requirements and assembles material and notes for meetings and appointments
- Responds to alumni inquiries and information requests in a timely and professional manner

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- Provides a wide range of administrative support for events and activities to all team members, including; new staff requirements; shipping, menu planning, venue liaison, booking facilities, parking requirements,
- Assists in maintenance of vacation, illness and leave tracking for staff
- Constituent Database: updating and imputing information in a timely manner, ensuring actions are current and accurate
- Event database: inputting and updating information in a timely manner, back up for event registration and internal complimentary ticket registration and budget transfer
- Responds to telephone calls, e-mails, unit generic email, handles photocopying/printing and maintains equipment such as photocopier, printers, toner cartridges, as required
- Assists with alumni team data requests through the Advancement online tracking tool including but not limited to contact updates
- Oversees inventory management of event (ie. Nametags) and other supplies for the team

### **Financial responsibility**

- Assists the Director, Alumni Relations in overall budget management through ongoing management and reconciliation of annual program area budgets.
- Responsible for monthly budget reconciliation for Alumni Relations team, with signing authority on some project codes and distributes reports to various members of the alumni senior team.
- Acts as the unit resource for querying the Financial System for specific details and liaises with various billing points on and off campus to solve invoice irregularities.
- Acts as reviewer and/or prepares travel and expense claims submitted by Alumni Relations team.
- Prepares invoices for advertising and sponsorship with internal and external vendors which includes assigning applicable financial accounts and correspondence
- Back-up for daily and monthly event and frame reconciliation between the Advancement and the Finance systems including the processing of refunds
- Manages the unit Purchasing Card, including reconciliation of accounts, payment of invoices, tracking of purchases and reconciliation of monthly statement.

### **Special Projects and project coordination**

- Manages alumni programs with external partners/vendors offering incentives to students, staff, faculty and alumni.
- Primary point of contact providing stellar customer service on all email through the generic @alumni email address
- Assists Director with business operations of the *Waterloo Magazine* through managing the advertising and data for successful delivery
- Manages maintenance and ordering of office supplies for entire Advancement office.
- Provides event support for Alumni Relations throughout the year, as needed
- Manages distribution and assessment of all alumni packages
- Manages recipient lists and distribution of special mailings to honour and thank alumni, volunteers and donors
- Writes, maintains procedures and trains other colleagues as a back-up for all job duties
- Assist with planning and execution of key campus visits.
- Maintains event table registrations and invitee lists for events where Alumni Relations' hosts a table of high profile external constituents
- Other duties as assigned

## **Required Qualifications**

### **Education**

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<ul style="list-style-type: none"><li>• University undergraduate degree preferred, or equivalent combination of education and/or experience</li></ul>
<b>Experience</b> <ul style="list-style-type: none"><li>• 3+ years of experience in an Administrative role</li><li>• Administrative experience in a complex, dynamic and fast-paced environment necessary with ability to manage multiple priorities concurrently and accurately</li><li>• Experience working within a campus environment and specifically within advancement an asset</li></ul>
<b>Knowledge/Skills/Abilities</b> <ul style="list-style-type: none"><li>• Extremely detail oriented with strong keyboarding skills, sound judgment, organization skills, tact, and diplomacy are essential</li><li>• Ability to manage conflicting deadlines, priorities and high pressure situations</li><li>• Strong writing and/or editing skills</li><li>• Must have initiative, enthusiasm and be an independent thinker who thrives in a cooperative team environment and the ability to work in an environment that is continually growing and changing</li><li>• Must be comfortable in high profile networking environments, continually developing new relationships</li><li>• Ability to communicate efficiently with internal and external audiences (including via electronic media)</li><li>• Professional, customer service oriented personality</li><li>• Proactive project management skills and ability to complete complex tasks professionally and on time</li><li>• Proficient in MS office (intermediate), internal document sharing software, constituent databases (Raiser's Edge preferred), relational databases (iModules preferred), and web content management systems</li><li>• Proficient with conference calling and online meeting software</li><li>• Ability to learn new software quickly</li></ul>

### **Nature and Scope**

- **Contacts:** Internally, communicates and works with all Advancement contacts and areas across campus related to Alumni Relations programs, committees and processes. Externally, communicates and works with alumni, university partners, stakeholders, parents and corporations. Communications will include exchanging information, collaborating, troubleshooting, organizing, and providing feedback.
- **Level of Responsibility:** Provide administrative support to all team members, and specifically the Director, Alumni Relations. Establishes specific goals and areas of focus in consultation with the Director, Alumni Relations. Must be able to make informed decisions cognizant of broader accountability in role representative of the broader university, be proactive in contributing and communicating ideas to other team members, participate in team planning exercises, meetings, and demonstrate tact in dealing with those with differing ideas and opinions.
- **Decision-Making Authority:** Recommend program modifications when necessary. Determine task priority in a multi-tasking, deadline-oriented environment. Ensure the alumni relations team materials are displayed and for use with internal and external constituents where appropriate and are accurate. Determine the office's equipment and supply requirements.
- **Physical and Sensory Demands:** Typical of an administrative position in an office environment. The role requires a significant physical effort with the lifting and transportation of frames, event toolkits, portable banners and other event-related tools to various locations on and off campus. The role also requires the set-up and take-down of event locations which could include moving and rearrangement of chairs and tables. The incumbent(s) should be extremely detail oriented and be able to work within different cultures globally; peak times can include many simultaneous demands.

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- **Working Environment:** Typical office environment. Must have the ability to juggle multiple deadlines and interact with a diverse client base. Willingness and ability to work evenings and weekends as required; some travel in the GTA area or within a 3 hour driving distance from Waterloo, may be required in this position