



JOB TITLE: ECE Space Coordinator

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| DATE: | January 2017 |
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REPORTS TO (job title): Administrative Officer

JOBS REPORTING (job titles): None

DEPARTMENT: Electrical and Computer Engineering

LOCATION: Main Campus

GRADE: USG 5

PRIMARY PURPOSE:

The ECE Space Coordinator (Coordinator) is responsible to manage key control for the department’s space portfolio, which includes office, classroom, student space, and lab facilities over eight buildings in conjunction with the Senior Associate Chair. The Coordinator also works closely with the Lab Director, Research and Special Projects (Lab Director) to ensure departmental compliance with both government and university safety and security regulations and policies. The position requires a broad knowledge of safety policies and standards to ensure a safe environment for all faculty, staff, students, and visitors to ECE.

KEY ACCOUNTABILITIES:

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| 1. | <p>Key Control and Security Management:</p> <ul style="list-style-type: none"> • Acts as department key controller with signing authority, ensuring appropriate authorization in issuing and ordering keys; • Reviews requests for various access keys, including building entrance keys to ensure security of ECE space and ensures appropriate access to research labs to reduce risk and liability; • Verifies billing information in conjunction with the Financial Administrator or Research Financial Coordinators; • Liaises with Financial Coordinator to enable computer infrastructure support cost recovery billing; • Signs and issues key permits to individuals as authorized; • Reconciles reports on lost and expired keys to correspond with Key Control records and performs key audits in conjunction with Plant Operations; • Liaises between Plant Operations locksmiths for key receipt pickup and drop off; • Recovers keys and approves refunds of key deposits, reconciles key deposits; • Works with the Senior Associate Chair with respect to key assignment and distribution; • Maintains records and control database for over 3900 keys and multiple key code locks; • Maintains accurate records of security access card and fob users; • Liaises with DOE office to maintain security list and ensure appropriate authorization for access and key fobs issued to ECE space in E5 or E7; • Advises DOE Office of any extensions of expiry dates and/or required deactivation of FOBS; • Liaises between DOE office, IST and students & visitors re: malfunctions of electronic locks/readers; • Ensures safe return of expired key fobs to DOE office; • Liaises with Lab Director on updating codes for electronic locks; |
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| | <ul style="list-style-type: none"> • Informs staff of changes to locks and personnel for access to ECE controlled space; • Develops key and access control procedures; • Ensures that building safety practices are followed and follows up on breaches of security; • Maintains knowledge of University key policies and procedures. |
| 2. | <p>Space Administration:</p> <ul style="list-style-type: none"> • Reports weekly on space vacancies and creates ad hoc reports reflecting occupancy; • Works with Senior Associate Chair to resolve general space issues; • Maintains database for all research lab space and assigned office space; • Liaise with Senior Associate Chair on space assignments for visitors, post-doctoral fellows, sessional instructors, and general use space; • Assist with coordination of lock changes and move logistics for re-assignment of rooms. |
| 3. | <p>Health & Safety Administration:</p> <ul style="list-style-type: none"> • Acts as recording secretary for the departmental Health & Safety Committee, including minute-taking and positing of minutes and distributing materials; • Maintains reports of hazardous conditions, near misses, and injuries as per University compliance with health, safety and environment legislation; • Identifies urgent matters of high importance and redirects issues as appropriate; • Maintains WSIB certificates and liability insurance records for visiting researchers/scientists; • Forwards queries and requests for information about health and safety, brings priority matters to the attention of the Lab Director; • Ensures that new staff and faculty receive information on Health and Safety policies and procedures; • Distributes the ECE Safety Manual to research funded positions e.g. Postdoctoral Fellows, Research Associates, visitors to comply with HSE legislation; • Liaises with the ECE Graduate Studies office to ensure that graduate students receive a copy of the current ECE Safety Manual; • Participates in the development of ECE-specific policies, procedures and process reviews related to emergency preparedness and health and safety management. |
| 4. | <p>Other Duties:</p> <ul style="list-style-type: none"> • Submits department signage requests; • Provides back-up support on purchase and supply ordering, reconciliations during staff absences; • Attends all training on new systems and procedures, and meetings as required; • Develops standardized processes and updates procedure documentation as required; • Assists with special projects and other duties as assigned by the Administrative Officer or Senior Associate Chair. |



Education: Two year college diploma preferred or equivalent combination of education and experience.

Experience: Minimum of two years of experience in a customer service or administrative support environment.

Technical:

| MS Word | Excel | PowerPoint | Other |
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| Intermediate | Intermediate | Intermediate | Adobe Acrobat - Intermediate FileMaker Pro or other database programs – Intermediate Internet or web-based applications/programs - Proficient MS Outlook – Intermediate Web browsers |

POSITION REQUIREMENTS:

- Two years’ experience in customer relations, preferably in a support environment.
- Attention to detail with the ability to input data accurately and extract data to compile regular reports.
- Strong time management and organizational skills to deal with frequent interruptions, changing priorities and high volume.
- Strong interpersonal and communication skills with the ability to work effectively with a wide range of constituencies in a diverse community.
- Demonstrated ability to work independently and use own initiative to manage multiple demands in a high volume and varied environment.
- Demonstrated problem-solving and evaluation skills to respond to diverse inquiries effectively.
- Ability to work under pressure and stay calm.
- Familiarity with Occupational Health Safety Act (OHSA), safety principles and procedures preferred.
- Experience taking minutes an asset.

NATURE AND SCOPE:

- **Interpersonal Contacts:**
Internally, communicates with faculty members, staff, graduate students, and visiting researchers, as well as university service departments such as Plant Operations, Safety Office, etc. Must be able to develop and maintain effective working relationships. Must be calm and confident when dealing with conflict issues. Proven ability to listen carefully, respond to complex explanations of customer needs, and accurately summarize the information for others.
- **Level of Responsibility:**
The incumbent works independently under minimal supervision to organize workflow and coordinate activities to support the department’s operations. The incumbent contributes to the efficient running of the department through the administration of ECE facilities. Works closely with the Senior Associate Chair to support the teaching and research missions of ECE and lack of attention to issues could affect and inhibit the ability of faculty and staff to perform their functions.
- **Decision-Making Authority:**
The impact and scope of these duties, along with regulatory compliance issues, requires the incumbent to work independently in providing advice and use individual judgement to resolve day-to-day matters. The job requires regular independent action and decisions within defined policy parameters. Must identify problems, refer to applicable policies and guidelines, identify options and determine appropriate course of action.
- **Physical and Sensory Demands:**
Office environment with frequent interruptions and noise due to frequency of faculty, staff, students, visitors, walk-ins. emails and phone calls. Must possess mental fortitude and patience in cross-cultural and inter-personal relations with an international clientele.



- **Working Environment:**

Minimal exposure to disagreeable conditions typical of a position exposed to stress and pressure associated with customer service relationships. There may be ambiguity of situations and shortcomings in data, and some internal clients may be demanding, may request breaking policy, and some situations may require escalation. This role involves irregular and/or high volumes and frequent interruptions.