Job Description

Job Title: Resources Assistant
Department: Campus Wellness
Reports To: Operations Supervisor
Jobs Reporting: none
Salary Grade: USG 3
Effective Date: December 18, 2018

Primary Purpose
The Campus Wellness Administration team serves the University of Waterloo community by supporting Health Services and Counselling Services with effective, efficient, collaborative, client-focused administrative service.

The Resources Assistant is accountable to the Operations Supervisor to maintain the inventory of all non-medical supplies and resources in all Campus Wellness venues comprised of four clinical areas (Student Health Clinic, Family Health Clinic, Counselling Services located in Needles Hall and in Health Services), in two buildings on campus. This position is a member of the Campus Wellness Operations Team.

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.

Inventory Maintenance
- Order, stock, process and maintain inventory of supplies/resources by working with vendors on and off campus
- Order and ensure delivery of all office supplies/stationery
- Order / compile / deliver all resource packets for use in clinics (e.g. Birth Control packets)
- Order / deliver psychometric instruments from clinical suppliers
- Organize and maintain supply areas to ensure maximum efficiency for users

Technical Organization of Inventory Documentation
- create and maintain computer-based inventory administration system
- trigger system for re-order of regular items
- monitor, track and deliver orders to various Campus Wellness locations
- monitor and track timeliness of deliveries, material quality
- maintain up-to-date financial records according to established practice
### Personnel Support for Resources
- Provide exceptional customer service to staff and clinicians by ensuring they have the resources they need.
- Maintain regular, on-going collaboration with individuals /departments to consult regarding their resource needs.
- Support staff members with information, including providing options for special orders, events.
- Research/source/recommend items, options and suppliers as required.
- Provide shipping resources and support for out-going items.

### Financial Responsibility
- Ensure best value/decision-making when ordering supplies / materials.
- Purchase all materials within established boundaries; consult with supervisor or Administrative Officer when order falls outside of established financial boundaries.
- Ensure quality by inspecting goods received for shortages, damage, etc. Resolve problems when necessary.

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

#### Education
- High school diploma required.
- Completion of specialized training in relevant materials management field is preferred.
- Medical terminology course, health care clinic assistant courses beneficial.

#### Experience
- At least two years’ administrative/client customer service experience in healthcare facility (preferably post-secondary setting).
- Experience with inventory management beneficial.

#### Knowledge/Skills/Abilities
- Inventory management software – working knowledge
- Excel – extensive knowledge
- MS Word – working knowledge
- Interpersonal skills - Superior organization, attention to detail, approachable, professional, reliable, assertive; must be a self-starter, good at time management, able to work independently in a fast-paced and varied environment, with multiple demands of varying priority.
Nature and Scope

- **Contacts:** Internal contacts: All Campus Wellness clinical and administrative staff. External contacts: This person works with a wide variety of vendors, suppliers, shippers to source and order all necessary resources.
- **Level of Responsibility:** Responsible for all aspects of inventory and resource management as described.
- **Decision-Making Authority:** Independently makes all decisions within scope of position applying explicit guidelines and procedures; consults with Operations Supervisor as required.
- **Physical and Sensory Demands:** Position involves significant movement between at least two buildings and at least four locations where Wellness services are delivered. Requires moderate physical demands, including lifting and moving of materials between venues.
- **Working Environment:** Located indoors in comfortable, fast-paced office environment populated by clinical, administrative staff, as well as clients (University of Waterloo students, staff and faculty and their families). Exposure to normal stress and pressure associated with a service-oriented position responsible for resources used by all staff. There may be unusual hours or schedules, multiple and/or tight deadlines beyond one’s control and constant interruptions; work volume varies at different times of year. At times, hours of operation include from 8:00 a.m. to 8:00 p.m. Position requires flexibility to occasionally shift working hours to include evenings.