#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:** Administrative & Communications Assistant

**Job Number:** A-407 | VIP: 1645

**Band:** OPSEU- 6

**Department:** Office of the Registrar

**Supervisor Title:** University Registrar

**Last Reviewed:**  August 5, 2021

#### **Job Purpose:**

Under the general direction of the University Registrar, with day-to-day direction from the Associate Registrars, the Administrative & Communications Assistant is responsible for providing information technology, communications, project and business support to the Office of the Registrar and the management teams. This position plays a pivotal role in the management and administration of projects undertaken by the Office of the Registrar and the University Registrar.

#### Key Activities:

##### Administrative Support

* Monitors departmental budgets by reconciling the monthly financial statements with the invoices and purchase orders, and by generating budget summaries.
* Coordinates purchase orders and arranges payment of invoices. Researches pricing and arranges RFQ’s for goods and services.
* Reconciles office purchasing cards, statements, invoices, etc.
* Orders office supplies. Coordinates inventory, supplies and maintenance of office equipment and furniture.
* Maintains records and files, compiles information, and documents processes as required.
* Makes conference bookings, researches pricing, and makes travel arrangements for office staff, including accommodation, transportation, and expense reimbursement.
* Coordinates infrastructure support (space, catering, parking, cleaning, audio-visual equipment, and teleconference) for school events and meetings.
* Arranges department, individual and committee meetings including preparing and distributing agenda, making room bookings, and updating email distribution lists.
* Manages card access to the Office of the Registrar office spaces and the inventory and distribution of office keys.
* Assists with administrative work related to human resource management, professional development, and other relevant issues.
* Research best practices in registrarial services at the request of the University Registrar or Associate Registrars to assist with policy and procedure development.
* Responsible for the accurate and timely submission of invoice requisitions to Accounts Payable for all events (adhering to the terms, conditions, discounts, and applicable tax regulations.)
* Where needed, supports the planning and execution of events.

##### Information Technology Support

* Develops and maintains web pages for the Office of the Registrar. Supports users within the Office of the Registrar who use website software provided by Communications (Drupal). Liaises with Communications to resolve technical issues.
* Develops and maintains internal file sharing structures including the shared drive and intranet site.
* Administers the network share for the Office of the Registrar using the group manager system provided by Information Technology.
* Coordinates printing services for the Office of the Registrar, including administration, responding to issues, communicating with outside vendors and internal partners as necessary to resolve issues. Coordinates the purchase, implementation and deployment of printing services within the Office of the Registrar.
* Places orders for technology as required.
* Coordinates the inventory system for the Office of the Registrar’s software, hardware, and peripherals.

##### Communications Support

* Contributes to student recruitment by participating in campus recruitment events (Open House, Tours Plus etc.) as well as representing the Office of the Registrar at off campus events (Ontario Universities Fair) as required.
* Contributes to the development and execution of an annual marketing and communications strategy for the Office of the Registrar that includes, but is not limited to:
  + Creating the master list of communications to students,
  + Developing and implementing an annual social media strategy,
  + Planning, designing, and executing the social media strategy and campaigns for the year to correspond with departmental events and promotions,
  + Managing all social media platforms for Office of Registar,
  + Coordinating with central communications team on collaborations where needed.
  + Coordinating the creation of marketing materials for the launch of new services.

##### Project Support

* Acts as the key support position for the co-ordination of projects including arranging meetings, maintaining a record of the proceedings of meetings, preparing meeting materials, administering shared online workspaces, tracking and following-up on action items.
* Supports project teams to develop appropriate systems to track project activities and to identify projects that need mitigation actions.
* Tracks all projects and reports on progress.
* Administers the procurement process for projects including researching products and costs, preparing purchase orders, ordering products and services, tracking spending and preparing budget reports as required.
* Prepares process documentation as required.
* Contributes to the development and execution of a marketing and communications strategy for the implementation of projects including coordinating the creation of marketing materials and the planning, designing, and executing social media strategy.

##### Other Duties

* Provides support and backup to Office of the Registrar team members, including triaging and responding to all types of inquiries when necessary.
* Assists with institutional recruitment and retention efforts by participating in internal and external events.
* Flexible work schedule, including evenings and weekends.
* Other duties as assigned.

#### Education Required:

* General University Degree (3 year) in Business.
* Honours Bachelor’s Degree (4 year) preferred.

#### Experience/Qualifications Required:

* Three (3) years of administrative experience in a professional or academic office environment required.
* Demonstrated experience and ability managing and tracking budgets.
* Demonstrated experience creating and maintaining websites using Drupal CMS.
* Expert working knowledge of all social media platforms and experience developing strategy and campaigns.
* Demonstrated strong writing skills and attention to detail.
* Project management administration experience.
* Strong computer skills including expertise in Microsoft Word, Excel and Project.
* Demonstrated strong technical skills and proficiency with spreadsheets and databases.
* Strong interpersonal skills. Articulate and professional. High customer service orientation.
* Strong organizational skills. Able to handle multiple projects with competing deadlines.
* Superior verbal and written communication skills and the ability to interact effectively and constructively with a wide range of stakeholders, including community partners, faculty, staff and students.
* Well organized, results driven, effective time-management skills and ability to focus on multiple priorities.
* Demonstrated strength in project and event management, organization, evaluation, and reporting.
* Ability to work independently.
* Must hold a valid Ontario (or equivalent) Driver’s License – Class ‘G’ minimum.

#### Supervision:

* Supervise and direct the activities of student employees.