#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:** Administrative Assistant

**Job Number:** SO-160 | VIP: 1226

**Band:** OPSEU-6

**Department:** Facilities Management

**Supervisor Title:** Manager of Administration

**Last Reviewed:**  December 6, 2023

#### **Job Purpose:**

#### Reporting to the Manager of Administration, this position provides administrative support and customer service functions to the Facilities Management Department. Along with other administrative duties, this position provides capital project certificate of payment tracking and processing, electronic requisition data entry into the financial system, coding of invoices, reconciliation of multiple visas, coordination of fleet repairs, and creation of monthly allocation journal entries. This position also performs accounts receivable invoice creation for university tenants as well as records management duties. The Administrative Assistant provides daily lunch hour, scheduled and unscheduled back-up for the Work Dispatcher, a customer service position utilizing a computerized maintenance management system to dispatch internal trades and external contractors for repairs and maintenance of university assets. This position prioritizes work independently in a service oriented environment with constant interruptions and frequently changing priorities.

#### Key Activities:

##### Administrative

* Provide reception duties for Facilities Maintenance Department including responding to mail, email, phone calls and provides general direction to clients and contractors.
* Purchase office supplies, computers and mobile phones for the department. Troubleshoot repairs and provide simple training for staff on office equipment and mobile phones.
* Maintain the department records system (electronic and paper) and uses the retention schedule to store and destroy documents. This includes uploading contracts, leases and other similar documents into the Universities Contract management system Bonfire.
* Maintain and update the website(s) for the Facilities Management Department.
* Act as Secretary to committees and working groups. This includes scheduling meetings, drafting agendas, taking and drafting meeting minutes and preparing and disseminating documents and records keeping.
* Coordinate with Campus Safety to update on-call schedules for department.
* Administer the safety footwear and uniform program for the Department.
* Assist Finance department with annual asset inventory updates (equipment, fleet)
* Obtain, track and continuously update proof of WSIB and certificates of liability insurance coverage by all outside contractors before work begins.
* Conduct regular review of procedural documentation related to key tasks, updating as required.

##### Accounting Clerical & Vendor Relations

* Reconcile over a dozen staff Visa cards monthly which includes posting account number allocations into Purchasing’s web-based tool, liaising with workers and managers to ensure all receipts are uploaded and statements signed; as well as posting expenses to associated work requests in the computerized maintenance management system as required.
* Input electronic purchase requisitions into the computerized financial system (Colleague) with backup in accordance with purchasing policy and approval levels; code vendor invoices for payment for service, supplies, equipment, etc. from dozens of possible departmental level account numbers (operations, ancillary, capital, restricted funds), and obtain proper approvals prior to sending for payment to the Finance Department.
* Communicate with vendors to resolve invoice and payment issues, including making queries in the universities financial system (Colleague) and/or using other available database tools such as IRIS.
* Process all auto-paid utility bill allocations monthly, compiling the data for over 80 bills relating to electricity, water, and gas using complex spreadsheets for distribution of charge out costs to multiple departments. This includes the creation of electronic interface files for Journal Entries.
* Process and track all capital progress payments as well as change orders and hold back amounts for capital project construction contracts. Ensure all the required documentation and signatures are provided.
* Accounts receivable tasks include preparing monthly or quarterly invoices for collection of internal charges (currently 7 AR accounts) as well as tracking and processing annual rent related to tenants of the university. This includes pulling information out of the computerized financial system and tracking in excel for each. Provide tenants with explanation and detail to resolve tenant enquiries initially and bring forward outstanding amounts or other larger discrepancy issues to Manager for resolution.

**Coordinate Fleet Maintenance**

* Administer the Fleet Vehicle Maintenance Program for the department. This includes coordination between staff drivers and the Fleet Management external supplier and repair shops for maintenance and repairs.
* Prepare month-end electronic journal entry interface file for automatic payment allocation of charges to FM and other departments using the Fleet Management system.
* Administer and track authorized drivers and completed forms including new hires and annual renewals and coordinate with Risk Management for license plate and insurance renewal. Coordinate inspections and actions required under the Commercial Vehicle Operator’s Registration (CVOR) program for larger vehicles.

##### Work Request Dispatch

* As required for vacation/sick as well as lunch hour and other ad hoc coverage, take over the dispatching of work requests for university maintenance and repairs. This includes assigning work to internal workers as well as external contractors using the computerized maintenance management system (CMMS). Provide front-line in person, telephone and e-mail responses to requests and issues; maintain work request database; process invoices for payment and record against appropriate work requests. Liaise with workers and Security to ensure building access for contractors. Liaise with outside suppliers, vendors and contractors.
* As required and when Work Dispatcher is unavailable, request locates in the Ontario One Call locates request system.

#### Education Required:

University or College training (2 year) in Business Administration or Accounting.

#### Experience/Qualifications Required:

* Three (3) years of general office experience, including demonstrated knowledge of computerized financial systems.
* Must have demonstrated strong technical skills and proficiency with spreadsheets and databases, including data entry and report creation.
* Experiences in customer/client service, general ledgers, and dispatch of trades will be considered an asset. Previous experience using a computerized maintenance management system considered an asset.
* Must have strong interpersonal skills including the ability to articulate issues and communicate in a professional way to ensure positive customer/client experiences.
* Strong organizational skills are required including the ability to handle multiple projects with competing deadlines.
* Demonstrated experience in following policies and procedures.

#### Supervision:

* No formal supervision of others is required.

**Job Evaluation Factors:**

##### Analytical Reasoning

*Facilities Management currently charges/“codes” invoices to over 48 different FM Operating department level 10-xxxxx accounts, 9 FM restricted funds 45/43-xxxxx accounts, 7 Accounts Receivable accounts 10-01xxx, almost 40 capital 35- accounts along with other non-FM departmental/ancillary/restricted fund accounts as required from Service Request charge backs. When coding an invoice, setting up an electronic requisition, allocating a visa, creating journal entries and even dispatching a service request, the Admin Assistant needs to ensure the correct GL departmental level account along with object code (expense type) is used. In any given month the FM Administrative assistant will code on average 160 invoices, as well as dozens of visa allocations against over a dozen visa cards. This also includes ensuring proper authorizations for each account which vary greatly depending upon account number and account type.*

*Tenant invoicing (accounts receivable): Position requires the ability to pull financial data out of the computerized financial system (Colleague) to determine expenses less payments against the internal accounts receivable accounts that external tenants have (MNR, Childcare, Chartwells, Noblegen) in order to know what to include and exclude when creating invoices to the tenants. Answers tenant inquiries about expenses they have incurred and creates deposit slip for payments. When accounts are overdue, know when to escalate it to Manager.*

*Dispatching work requests: Admin Assistant needs to understand the type of work being requested (i.e. roof leak vs. mechanical leak) and assigns work to internal staff or external contractor based on type of work requested and employee availability (i.e. need roof repair contractor vs. an internal plumber). This includes using a computerized maintenance management database to assign work, associate an account number to the work, input expenses related to a work request and know when to contact a work requester for more information including when an account is needed for chargeback requests.*

##### Decision Making

*Admin Assistant sets own daily/weekly/monthly task routines to ensure tasks are prioritized and completed by internal due dates such as operational payments and monthly journal entries as well as ensuring urgency is relayed to finance regarding capital progress payments for timings as required by the Construction Act.*

*Daily duties include dispatching of service requests for at least an hour a day (to all day or all week when required) involves independent actions to determine if work should be charged back and who to assign the work to based on type of work and staff availability. Works with Management team in FM to resolve larger issues or disputes from requesters, staff, contractors or tenants.*

*Tenant Invoicing: Admin Assistant creates invoices as well as responds to tenants directly to provide explanations or detailed backup. Manager reviews prior to invoices being sent to tenants.*

##### Impact

*Incorrect coding or delays in coding of invoices can create delays in payment to vendors which can lead to negative vendor relations, accrual of interest on late payment and even vendor refusals to bid in the future. Incorrect journal entries to operations, ancillary or external accounts can cause additional work to correct as well as dissatisfaction from tenant/ancillary or other operational departments. Utility data entry errors, if not caught by Manager upon review can lead to incorrect expenses against accounts and even incorrect future forecasting of utility costs.*

*Incorrect or delayed dispatch of service requests can lead to repairs not being undertaken in a reasonable time including urgent/emergency issues not being attended to quickly (i.e. dispatching to a staff member who is on vacation; taking too long to dispatch staff when water is leaking or, in the extreme, elevator needing external elevator company to attend when a person is stuck). Incorrect understanding of the type of work being requested can cause delays to work as well, such as sending a roof contractor to a water leak when it is actually a pipe leaking requiring a plumber to fix. This could lead to additional damage to equipment or building elements (floors, walls, etc). The staff dispatching the work needs to understand what questions to ask the requesters and also recall historical issues in specific buildings such as for roof leaks to aid in decisions of who to initially send.*

##### Responsibility for the Work of Others

*None.*

##### Communication

*Internal Contacts:*

* *Finance, Purchasing and Campus Safety staff: Sharing or requesting information*
* *All internal departments Faculty & Staff: Receive complaints/requests and keep requesters up to date on status of their request. Discuss where chargebacks are required for service requests and get account numbers.*
* *FM staff: Ensure proper processes are being followed by FM staff regarding Invoices, purchasing, visa receipts, and assist with phone and computer issues.*
* *Project Managers – Answer questions on progress billing for major capital projects, getting approvals on payments.*

*External Contacts:*

* *Contractors/Service providers: Requesting service/repairs, responding to questions, clarification on invoices, request temporary parking passes. Coordinate for vehicle repairs and maintenance appointments. Purchase and repairs for phones and computers.*
* *Suppliers: Order office supplies and equipment, parts and materials.*
* *Tenants: Prepares and answers questions regarding invoices for lease payments that are owed to Trent (MNR, Chartwells, Child Care, etc.)*

##### Motor/ Sensory Skills

* *Fine motor skills and dexterity/Keyboarding: Data entry requiring concentration, speed and accuracy in environment being constantly interrupted. Responsible for maintaining the computerized work order system. Typing in excel, word and email.*
* *Auditory Attention: Listening to instructions, retaining oral communication in daily activities including taking messages (especially vital during facility emergencies), ability to filter essential from non- essential information.*
* *Visual Accuracy: Verification of information when typing correspondence, processing invoices, progress draws, data entry in spreadsheets and maintaining databases.*
* *Gross Motor skills: Periodic moving and lifting boxes of files*.

##### Effort

* *Mental Effort – Focus & Concentration: Required to switch tasks often due to changes to priorities related to service requests/complaints. Frequent interruptions and distractions over which the job has little control.*
* *Physical Effort: Position involves remaining seated for long periods of time to answer and respond to requests using a desktop computer and phone. This also includes heavy computer use for data entry, involving keyboarding into spreadsheets and databases.*

##### Working Conditions

* *Front line/phone & interruptions: Work desk is in the front reception area and is the first stop for walk-in questions and phone calls resulting in consistent interruptions which distracts from computer work requiring concentration.*
* *Front line complaints: Being in a service environment relating to the department providing repairs and service results in this position regularly dealing with complaints from frustrated people (both internal and external).*
* *Open office environment: Work is at an office desk in an open office environment affording no privacy and frequent interruptions including noise and distractions.*
* *Conflicting work priorities: Changing deadlines and time pressures occur frequently.*