#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:** Administrative Assistant

**Job Number:** SO-468 | VIP: 1894

**Band:** OPSEU- 5

**Department:** Alumni Engagement & Services

**Supervisor Title:** Manager, Convocation & Alumni Relations

**Last Reviewed:** March 28, 2023

#### **Job Purpose:**

Under the direction of the Manager, Convocation & Alumni Relations, the Administrative Assistant provides administrative and organizational support for the Alumni Engagement & Services (AES) team and the Trent University Alumni Association (TUAA) by providing prompt and effective service to alumni and supporting the day-to-day operation of Alumni House. The position works with the TUAA volunteers, staff of AES and the External Relations & Development department to strengthen the University’s relationship with its alumni.

#### Key Activities:

**Administration**

1. Support the accurate and efficient administration of financial processes for the department. Prepare purchase requisitions for approval, receive and verify invoices for goods and services, issue invoices, and generate deposits in a timely manner following university procedures.
2. Prepare monthly department purchasing card statements for review and authorization following university procedures.
3. Prepare funding requests and hiring paperwork for student employees.
4. Process Alumni House and Guest Suite inquiries and bookings. Ensure accurate booking information is tracked according to procedure, that arrangements are made for caretaking and access control, and that maintenance is scheduled as required.
5. Assist in maintaining inventory office supplies and alumni merchandise. Liaise with suppliers, request quotes, and track orders.
6. Provide administrative support for departmental meetings; schedule, distribute materials and take minutes.
7. Update and maintain departmental calendars.
8. Maintain timely updates to records in Raisers Edge CRM software and other tracking platforms; updates include but are not limited to contact information, communication preferences, registration information, event attendance, and volunteer information.

**Events, Services & Programming**

1. Provide support to projects within the Alumni Engagement & Services portfolio including tracking incoming Alumni Award nominations, participation waivers, scheduling interviews, etc.
2. Gather information, testimonials, and media related resources in support of the engagement strategies of the department.
3. Arrange for services (room bookings, catering, parking, AV, caretaking) as needed.
4. Ensure office spaces, Guest Suite and other areas are tidy and well maintained.
5. Occasional event support as needed.

**Customer Service & Communication**

1. Provide knowledgeable and welcoming frontline service, answering telephone calls, emails and in-person inquiries in a timely fashion. Redirecting inquiries as needed.
2. Maintain an understanding of all alumni benefits, services, and events to provide fulsome responses to inquiries and support the communication and engagement goals of the department.
3. Demonstrate effective communication skills, proactively share information with alumni, staff team and other areas of the university, as appropriate.
4. Develop collaborative and cooperative relationships with internal and external stakeholders and customers.

#### Education Required:

* College Diploma or General Degree (3 year).

#### Experience/Qualifications Required:

1. Two years’ related experience.
2. Positive and energetic service delivery; demonstrated ability providing exceptional customer service in person, by phone and electronic platforms.
3. Strong attention to detail, precise data entry and thoughtful written communication skills are essential.
4. Excellent computer skills; Microsoft Office (Outlook, Word, Excel) and internet research.
5. Organized and goal driven, with effective time-management skills and the ability to focus on multiple priorities.
6. Experience working with a diversity of stakeholders (alumni, donors, senior administration of the university, community members, etc.).
7. Experience handling confidential information.
8. Ability to work independently and as a collaborative member of a team.
9. Demonstrates initiative and willingness to perform a wide variety of duties; must be able to perform light to moderate physical tasks, walk up flights of stairs, and lift up to 20 lbs.