**Department of Human Resources**

**OPSEU Job Description**

**Job Title:** Administrative & Technology Associate

**Job Number:** A-384

**NOC:** 1221

**Band:** 5

**Department:** Office of the Registrar

**Supervisor Title:** Manager, Operations and Client Services

**Last Reviewed**: September 27, 2019

**Job Purpose**

Under the direction of the Manager, Operations and Client Services, the Administrative & Technology Associate is responsible for providing information technology and business support to the Office of the Registrar units and to the management team.

**Key Activities**

*Administrative Support*

1. Monitors departmental budgets by reconciling the monthly financial statements with the invoices and purchase orders, and by generating budget summaries.
2. Coordinates purchase orders and arranges payment of invoices. Researches pricing and arranges RFQ’s for goods and services.
3. Orders office supplies. Coordinates inventory, supplies and maintenance of office equipment and furniture.
4. Maintains records and files, compiles information, and documents processes as required.
5. Makes conference bookings, researches pricing and makes travel arrangements for office staff, including accommodation, transportation, and expense reimbursement.
6. Coordinates infrastructure support (space, catering, parking, cleaning, audio-visual equipment, and teleconference) for school events and meetings.
7. Arranges department and committee meetings including preparing and distributing agenda, makes room bookings, and updates email distribution lists.
8. Manages card access to the Office of the Registrar office space and the inventory and distribution of office keys.
9. Assists with administrative work related to human resource management, professional development and other relevant issues.
10. Researches best practices in Office of the Registrar services at the request of the Manager to assist with policy and procedure development.
11. Where needed, supports project administration, which could include coordinating paperwork, organizing meetings and following up with stakeholders on outstanding deliverables.

*Information Technology Support*

1. Develops and maintains web pages for the Office of the Registrar. Supports users within Office of the Registrar who use website software provided by Communications (Drupal). Liaises with Communications to resolve technical issues.
2. Develops and maintains internal file sharing structures including the shared drive and intranet site.
3. Administers the network share for the Office of the Registrar using the group manager system provided by Information Technology.
4. Coordinates printing services for 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.
5. Coordinates the inventory system for the Office of the Registrar’s software, hardware, and peripherals.
6. Provides regular support for any daily tasks or projects related to systems support.

*Other Duties:*

1. Coordinates and provides administrative support to special projects as required.
2. Provides support and backup to Office of the Registrar team members, including triaging and responding to all types of inquiries and working at the service counter when necessary.
3. Assists with institutional recruitment and retention efforts by participating in internal and external events.
4. Flexible work schedule, including evenings and weekends.
5. Other duties as assigned.

**Education**

Bachelor’s Degree (General) or College Diploma (2 year) in Office Administration.

**Experience Required**

1. Two years of administrative experience in a professional or academic office environment required.
2. Excellent communication skills – formal writing and correspondence in particular.
3. Excellent organizational and time management skills.
4. Demonstrated experience and ability managing and tracking budgets.
5. Demonstrated experience creating and maintaining websites using Drupal CMS.
6. Expert level proficiency in application of Microsoft Office Suite (Outlook, Word, Excel, Access, Power Point).
7. Demonstrated ability to work independently and as part of a team.
8. Excellent interpersonal skills; demonstrated ability to handle work under stress and tight timelines with accuracy and diplomacy.
9. Excellent customer service skills required; demonstrated skills in, and commitment to, customer service and continuous improvement.
10. Demonstrated ability to maintain confidentiality.
11. Demonstrated ability to take initiative, to use good judgment, to work independently and as a team member in a complex and multi-faced work environment.