**Department of Human Resources**

**OPSEU Job Description**

**Job Title:** Administrative Assistant

**Job Number:** SO-185

**NOC:** 1411

**Band:** 5

**Department:** Conference & Hospitality Services

**Supervisor Title:** Director, Conference & Hospitality Services

**Last Reviewed:** March 28, 2017

**Job Purpose**

Under the supervision of the Director of Conference and Hospitality Services, the Administrative Assistant, Conference & Hospitality Services bears primary responsibility for front office operations and general reception as well as departmental budget tracking (including Pub Operations).

This position is responsible for the in depth knowledge and use of the Enterprise room booking system in relation to classroom bookings for department business. The position also provides administrative support to Pub Services and for summer front desk operations and enrichment program.

**Key Activities**

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| Financial/Budget   1. Reconciles all monies received through data entry and confirms accuracy of reports supplied by other staff including credit card, cheque, cash, debit and online transactions in Datatel system. 2. Completes weekly and monthly deposits and submits to Finance. 3. Reviews, identifies discrepancies and reconciles monthly statements for all department transactions with online budget inquiry, department expense tracking sheet and consolidated budget spreadsheet. 4. Maintains and reviews department master account tracking record for payment of all client invoices. 5. Maintains chart of account numbers for all Conference & Hospitality Services booking and Pub accounts and requests new accounts, as needed, for new business from Finance. 6. Accurately records and submits journal entries for any internal transfers to Finance on a monthly basis. 7. Controls access to, maintains and reconciles petty cash funds and cash receipts. 8. Reviews receipts and reconciles all department Visa statements on a monthly basis. Submits to Director for authorization and forwards to Purchasing department for processing in advance of monthly deadline. 9. Prepares and submits all department purchase orders to Director for authorization and forwards to Purchasing for processing on a regular basis. 10. Tracks expenses accrued against budget on a regular basis and reports to Director. 11. Reviews monthly laundry charges for accuracy, discusses discrepancies with Event Coordinators and submits to Finance for payment. 12. Consults with Director and Finance to ensure any department financial discrepancies and account fund allocation are complete prior to end of year. 13. Creates, updates and manages consolidated spreadsheet, and maintains records management processes and procedures to maintain and improve departmental budget management. 14. Assists with ensuring sufficient change is available for any of the departmental floats by going to the bank, as needed. 15. Ensures Moneris machine is closed and balanced daily. 16. Reviews department expense and deposit tracking sheet on a monthly basis and compiles a list of unpaid invoices for staff to follow up. 17. Responsible for inputting all departmental expenses charged to credit card or purchase orders into expense tracking spreadsheet on a monthly basis. 18. Allocates funds held in deposit against proper general ledger accounts. 19. Conducts a monthly review of all Accounts Receivable accounts to ensure any allocations are complete and records are accurate. 20. Assists with compiling financial information for annual budget planning. | **45%** |
| Office Operations/Administration;   1. Responsible for front office reception including but not limited to answering phone and taking general information to complete inquiry forms, taking and checking messages and greeting guests in person. 2. Checks conference proxy email at least twice daily and assigns inquiries based on colour code system or forwards, as needed. 3. Ensures financial records and general department files are kept in accordance with university policies. 4. Compiles and issues weekly listing of all classroom bookings through Conference & Hospitality Services (including pub events) to appropriate departments and confirms in Enterprise system. 5. Actively participates in all department meetings and planning sessions including keeping minutes and distributing action items to staff in a timely manner. 6. In absence of Director, or primary Event Coordinator, ensures guest or staff inquiries are acknowledged and responded to, where possible. 7. Updates all Conference & Hospitality Services websites with information supplied on an ongoing basis. 8. Assists with event/program data entry and mailings, as required. 9. Makes travel arrangements for Conference & Hospitality Services staff (including hotel and transportation), as required. 10. Maintains an efficient, effective and consistent records management system for all department files and coordinates archiving documents and files at year end. 11. Assists with marketing and advertising for department by maintaining records, tracking placement, and reconciling payments. 12. Inventories all office equipment annually and ensures items are maintained, as needed. 13. Inventories office supplies on a monthly basis and orders, as needed, with Director Approval. 14. Performs general office duties including checking mail, making copies and filing. 15. Other administrative tasks as applicable. 16. Updates enrichment program registration system annually and assists event coordinator with data entry and reviewing registrations for program | **30%** |
| Payroll/HR   1. Coordinates setup of new employees in payroll system including preparing, explaining, tracking and ensuring all hiring paperwork is sent to appropriate departments and student staff files are created and maintained. 2. Prepares payroll time sheets for signature of supervisor and submits to payroll office, prior to payroll deadlines. 3. Responsible for accurately entering all student hours on the labour tracking sheet for each segment of the department on bi-weekly basis. 4. Provides general oversight of student staff acting as frontline customer service agents in relation to general reception duties. 5. Trains summer student staff on administrative specific tasks including processing credit and debit transactions, reconciling Point of Sale machine, balancing and recording end of shift transaction records (cash, credit cards, cheques, and debit) and completing shift sign in/out sheets. | **15%** |
| Miscellaneous/Event logistics   1. process room booking only inquiries including taking inquiries, room booking, preparing booking confirmation and invoicing 2. processes alumni house roombookings and portal requests for conference managed spaces on regular basis 3. submits paperwork for event liability insurance as required 4. responsible for managing regalia rental inquiries including inventory and confirmation and payments 5. ensures department Van and Golf cart are maintained and serviced on regular basis 6. take summer accommodation only reservations, as required 7. provides assistance covering summer front desk, when needed or for event setup or logistics | **10%** |

**Education**

College Diploma (2 year) in Accounting or Office Management program.

**Experience Required**

* 3 years of directly related experience in a multifaceted office environment in a hospitality services or hotel environment, including 1 year of accounting/financial experience.
* Ability to communicate information in a clear, consistent and courteous manner.
* Confidence in dealing with a variety of customers and providing excellent customer service.
* Intermediate level computer skills in Microsoft Word, Excel and Access.
* Thorough knowledge of the use of Datatel software and online budget inquiry as it relates to department finances.
* Thorough knowledge of Enterprise room booking software to end and update event information and to be able to train others in the use of this software.
* Must understand and be able to use Enrichment registration software to generate reports.
* Must understand and be able to use Conference Programmer software to be able to book accommodation and look up guest information.
* Experience with webpage editing and maintenance is an asset.
* Excellent attention to detail.
* Demonstrated experience with accurately tracking financial transactions and working with budgets.
* Willingness and ability to work flexible hours.
* May be required to work evenings or weekends, on occasion.
* Class G driver’s license required.
* Must be able to lift at least 30 lbs.