#### Trent University LogoEXEMPT JOB DESCRIPTION

**Job Title:** Research Operations Administrative Coordinator

**Job Number:** X-393 | VIP: 1643

**Band:** 4

**NOC:** 1241

**Department:** Research and Innovation

**Supervisor Title:**  Research Engagement Advisor&Director, Research and Innovation

**Last Reviewed:**  February 23, 2021

#### **Job Purpose:**

Reporting to the Director, Research and Innovation, this role requires knowledge and understanding of all areas within the diverse Research and Innovation portfolio. The Research Operations Administrative Coordinator administers Trent University’s patent portfolio, the Entrepreneurship and Social Innovation Centre, and supports the administrative operations of the Vice President and Office of Research and Innovation.

The incumbent is responsible for the administration of multi-faceted activities that include: providing administrative support to the VP, supporting major university committees, patent administration, assisting with financial management and budgets, office communications, scheduling, and special projects. The Research Operations Administrative Coordinator acts as a first point of contact and a liaison for the office.

#### Key Activities:

##### Intellectual Property and the Entrepreneurship and Social Innovations Centre

* Coordinate and administer Trent University’s patent portfolio, including tracking, communication, dates, and stakeholder information.
* Prepare, maintain, and submit reports of patent activities. Maintain a comprehensive list of all completion dates and deadlines for actions and reports. Trigger patent payments.
* Coordinate the Entrepreneurship and Social Innovations Centre (ESIC). Provide expertise and direction on the ESIC operations and activities. Coordinate special events and consultations.
* Prepare, maintain, and submit reports of activities undertaken by ESIC and its partners. Maintain a comprehensive list of all completion dates and deadlines for reports.
* Maintain and administer finances of the ESIC
* Hire, train, and supervise student staff in the ESIC

##### Finance and Budget

* Administer all departmental financial transactions, including monitoring and processing of purchase requisitions and expense reimbursements for the Office of Research and Innovation. Provide estimations and information collected in support of annual budget submissions.
* Assist the Director in the development of the annual operating budget.
* Reconcile all Research and Innovation credit card statements monthly, ensuring all expense documentation, approvals, budget allocations, and online submissions are accurate and complete.
* Act as purchasing agent for the Research and Innovation portfolio for all equipment, furniture & supplies, which includes liaising with suppliers, acquiring prices, processing orders and maintaining records and ensuring payment.
* Prepare and processes expenditures, expense reimbursements, purchase requisitions and other charges to office accounts

##### Administrative and Operations Support

* Act as first point of contact for general contact with the Office of Research and Innovation.
* Act as VP and office’s administrative support person providing information and assistance ensuring the effective use of the VP, Director, and Research and Innovation team’s time.
* Assist with managing the day-to-day activities (complex and comprehensive) of the VP, coordinates and schedules meetings; organizes travel arrangements (including securing international travel VISAs, managing letters of invitation, preparing travel itinerary, researching cultural and societal travel advisories, etc.). Works closely with other senior administrative offices (Office of the President, Office of the Provost, University Secretariat, Dean’s Offices, etc.) in the coordination of meetings and the VP’s time.
* Provide administrative support to Director and staff in the Office of Research and Innovation including scheduling meetings, preparing materials, confirming travel arrangements.
* Act as back-up and support to the Director and Innovations Administrative Coordinator, including attending meetings upon request.
* Assist the VP and Director, in collaboration with the Innovations Administrative Coordinator, in the timely management of all communications, consulting with the Director and other offices on matters which require interpretation and application of policy.
* Draft letters, memos, emails and website content for internal faculty, staff, students, research associations, and industry partners.
* Process and review items for VP and/or Director signature in timely manner, i.e., Staffing forms, research and service agreements, support letters. Inform Director of errors or inconsistencies with policies and practices.
* In consultation with the VP and Director, prepare agenda and background materials for other administrative meetings and records minutes as appropriate. Participates in fact-finding teleconferences on behalf of VP and Director.
* Responsible for receiving and updating research-related personnel hiring paperwork in system, including reminding employer of upcoming contract end-dates.
* Maintain an inventory of current policies, procedures, practices, and forms as they relate to research and innovation activities.
* Maintenance of office equipment, and completion of annual equipment inventory report, including the reallocation or disposal of surplus or obsolete equipment.
* Collect metrics related to the Strategic Research Plan (SRP) and assists in producing and communicating these metrics where appropriate, and in consultation with the Office of the Vice President, Research and Innovation.
* Provide administrative support to Animal Care at the direction of the Director, Research and Innovation.
* Provide administrative support to Trent University research organizations at the direction of the Director, Research and Innovation.

##### Communication and Technology Support

* Develop and maintain web pages. Liaise with Communications to resolve technical and formatting issues.
* Coordinate and administer social media accounts for the Office of Research and Innovation.
* Collaborate with the Innovation Administrative Coordinator to compile, publish and circulate the monthly e-bulletin newsletter (Research Matters) from the Office of Research and Innovation.
* Maintain an advanced capability in information technology required for the effective functioning of the office including Zoom, Microsoft Teams, Microsoft Suite, IRIS, eFIN, and OneDrive.
* Primary point of contact for Request Tracker Office of Research and Innovation
* Develop and maintain internal file sharing structures including: Share Drive, OneDrive, Teams, and SharePoint Portals.
* Administer the network share drive using the group manager system provided by Information Technology.
* Coordinate printing services, including administration, responding to issues, communicating with outside vendors and internal partners as necessary to resolve administrative issues.
* Provide regular support for daily tasks or projects related to systems support.
* Develop, maintain, and communicate annual research-related events calendar in consultation with the Innovation Administrative Coordinator.

##### Special Projects and Other Duties

* Assist in the planning of special projects, events, and initiatives on behalf of the VP and Director including coordinating working groups and committees and ad hoc committees (i.e. Internal: Consultation processes - Strategic Research Plan Development, Sub-committees and Working Groups).
* Participate in ongoing professional development activities, including specialized training.
* Complete other duties as required by the VP and Director.

#### Education Required:

* Honours Bachelor’s Degree

#### Experience/Qualifications Required:

* Experience in administrative support positions in a post-secondary educational institution, preferably working with academic faculty. An understanding of university governance, operations and culture is essential. Ability to organize and prioritize tasks with strong use of initiative, sound judgement, independent thought and precise attention to detail with a high level of professionalism.
* 1-2 years of relevant experience
* Demonstrated understanding of intellectual property and technology transfer administration.
* Proven understanding of the various constituencies within the University environment and their influence on decision making at the executive level. Adept at problem solving and excellent judgement in situations requiring initiative and tact.
* Demonstrated ability to handle highly confidential information.
* Demonstrated ability to prioritize at a high level.
* Excellent verbal and written skills.
* Experience developing marketing and promotion materials an asset.
* Demonstrated ability to meet deadlines in a fast-paced service environment.
* Excellent interpersonal skills and a collaborative style.
* Proficiency in using Microsoft Office Software (Word, Excel, Access and PowerPoint), Microsoft Teams, Zoom, and Internet required.
* Proficiency utilizing online portals and platforms.
* Solid problem-solving and analytical skills and a proven ability to multitask.
* Experience in event planning and/or project management an asset.

#### Supervision:

* Supervise and direct the activities of student employees
* Provide guidance by helping new staff to adapt to the work environment or orienting others to work processes and methods on an ad hoc basis.

#### Working Conditions:

##### Physical Environment

* There are no adverse physical environment conditions inherent to the job.

**Job Evaluation Factors:**

##### Analytical Reasoning

Analytical reasoning is applied to:

* Anticipating V.P.’s workload through monitoring and reviewing incoming email, correspondence, meeting requests and tracking/providing background material in advance of meetings
* Responding to patent portfolio inquiries, tracking action items
* Prioritizing and mapping out dedicated projects and deadline tracking

##### Decision Making

* Drafting, revising and updating operating procedures and guidelines
* Managing Vice-President calendar and scheduling
* Tracking and follow-up on Actions/Issues as required and as requested by V.P
* Ensuring effective and efficient management of office, including policy/procedure compliance
* Mapping out project timelines, responsibilities, budget, indicators of success

##### Impact

* Representing the University at partner meetings where professionalism and diplomacy are crucial
* Keeping the V.P.’s calendar up-to-date; failure to do so will have the V.P. late to a meeting or in the wrong location
* Presenting as the face of the Office of Research and Innovation sets first impressions of competence, trust and savy which are reputational matters
* Functioning as the ‘engine’ to the ORI; helps to keep all members of the ORI on track with day-to-day matters as well as larger project work

##### Responsibility for the Work of Others

Direct Responsibility for the Work of Others:

* Student staff

Indirect Responsibility for the Work of Others:

* Follow-up with staff as directed by V.P. and Director

##### Communication

Internal:

* President’s Office – meeting scheduling
* Vice-Presidents (all) Offices – meeting scheduling
* Secretariat – document collaboration
* Faculty Chairs & Faculty – meeting scheduling, background document collection, patent discussions
* Chartwells Catering – book catering, event logistics
* Facilities Management – request maintenance, event logistics

External:

* Various – meeting scheduling, background document collection
* Consultants and legal assistants – meeting scheduling, background document collection, follow-up actions
* Private Sector Entities such as Industry partners

##### Motor/ Sensory Skills

* Keyboarding & mouse manipulation - Computer usage impacts upon key responsibilities
* Dexterity/Coordination - Interaction at special events
* Hearing, speech and visual - complex remote and face to face communication and interaction with key stakeholders

##### Effort

Mental:

* Sustained concentration - Email review/answer; telephone, document work, manage competing priorities and issues on behalf of Vice-President
* Problem solving ability to exercise sound judgement in order to evaluate and assess situations/issues and to initiate solutions

Physical:

* Long periods of time spent keyboarding, in meetings
* Frequency of exposure to workplace noise

##### Working Conditions

* Stress - Challenge of managing competing, urgent and key issues, administering a new initiative at the University (few comparators)