#### Trent University LogoEXEMPT JOB DESCRIPTION

**Job Title:** Research Operations Coordinator

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

**Band:** 4

**NOC:** 1241

**Department:** Office of Research and Innovation

**Supervisor Title:**  Manager, Research Engagement

**Last Reviewed:**  March 18, 2022

#### **Job Purpose:**

Reporting to the Manager, Research Engagement, this role requires knowledge and understanding of all areas within the diverse Research and Innovation portfolio. The Research Operations Coordinator supports the administrative operations of the Vice President and the Office of Research and Innovation.

The incumbent is responsible for the administration of multi-faceted activities that include: providing executive level administrative support to the Vice President, Office of Research and Innovation operations management, assisting with financial management and budgets, office communications, complex scheduling, and special projects assistance.

The Research Operations Coordinator will be fully cross-trained in the responsibilities of the Strategic Research Initiatives Coordinator in order to provide back-up coverage in the areas of Annual Planning for Strategic Research Initiatives, Research Awards Program Facilitation, and, Intellectual Property and Patent Administration.

#### Key Activities:

##### Office Administration and Operations Coordination

* Act as first point of contact for general contact with the Office of Research and Innovation in-person and over the phone.
* Act as the Vice President’s and Office’s administrative contact providing information and assistance for scheduling, while ensuring the effective use of the Vice President and the Director’s time.
* Coordinate the day-to-day activities (complex and comprehensive) of the Vice President: schedules meetings; organizes travel arrangements (including securing international travel VISAs, managing letters of invitation, preparing travel itinerary, researching cultural and societal travel advisories, etc.).
* Work closely with senior administrative offices (Office of the President, Office of the Provost, University Secretariat, Dean Offices, etc.) in the coordination of meetings and managing the Vice President’s time.
* Provide administrative support to the Manager and to the Director including scheduling meetings, preparing materials, confirming travel arrangements.
* Act as back-up and support to the Manager, including attending meetings or videoconferences upon request.
* Assist the Vice President and Director, in collaboration with the Manager, in the timely management of communications and consultation 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 the Vice President’s and/or Director’s signatures in a 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 Manager and/or Director, prepare agendas and background materials for administrative meetings and record minutes as appropriate.
* Responsible for processing and advising on research-related personnel hiring documentation plus liaising with HR and payroll as required. *(subject to change)*
* Maintain an inventory of current policies, standard operating procedures, practices, on-boarding resources and forms as they relate to the Office of Research and Innovation activities.
* Maintenance of office equipment, and completion of annual equipment inventory report (assets over $1,000), including the reallocation or disposal of surplus or obsolete equipment.
* Maintain the office door keys and suite’s door code systems.
* Provide administrative support to Trent University research organizations at the direction of the Manager or Director.

##### Communication and Technology Assistance

* Develop and maintain Office of Research and Innovation and associated webpages ensuring AODA compliance. Liaises with the Communications to resolve technical and formatting issues on webpages.
* Coordinate and administer social media accounts for the Office of Research and Innovation in consultation with the Manager, Research Engagement.
* Responsible for faculty researcher communications from the Office of Research and Innovation.
* Act as primary point of contact for Request Tracker receiving general emails to the Office of Research and Innovation ([research@trentu.ca](mailto:research@trentu.ca))
* Develop and maintains internal file sharing structures including: MS Share Drive, OneDrive, Teams, and SharePoint Portals (or similar digital databases and group manager systems provided by Information Technology).
* 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.
* 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.

##### Finance and Budget Support

* 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 Manager and the Director in the monitoring of specific budget lines.
* 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 the departmental purchasing agent for all equipment, furniture & supplies orders; includes liaising with suppliers, acquiring prices, processing orders and maintaining records and ensuring payment.
* Prepare and process expenditures, expense reimbursements, purchase requisitions and other charges to office accounts

##### Special Projects and other duties

* Assist in the planning of special projects, events, and initiatives with the Manager, Research Engagement as required on behalf of the VP and Director. This may include coordinating working groups, committees and ad hoc committees; as well as event planning and assistance with philanthropic partnerships and research celebration events.
* Participate in ongoing professional development activities, including specialized training.
* Provide back up for the Strategic Research Initiatives Coordinator.
* Complete other duties as required by the Manager, Director or Vice President.

#### 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.
* At least 3 years of relevant experience
* 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, Drupal 8 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.

**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
* Prioritizing and mapping out dedicated projects and deadline tracking

##### Decision Making

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

##### Impact

* 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
* As the first representative of the Office of Research and Innovation, sets initial impressions of competence, trust and savvy which are reputational matters
* Functioning as the ‘engine’ for the Office of Research Innovation; helps to keep team members on track with day-to-day matters as well as larger project work

#### Supervision:

* Supervise and direct the activities of student employees or interns.
* 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.

**Communication:**

Internal:

* President’s Office – meeting scheduling
* Vice-Presidents (all) Offices – meeting scheduling
* Secretariat – document collaboration
* Deans, Faculty Researchers – meeting scheduling, background document collection
* 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 the 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:**

**Physical Environment**

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

**Stress**

* Challenge of managing competing, urgent and key issues