UNIVERSITY OF VICTORIA
CUPE LOCAL 951 POSITION DESCRIPTION

JOB: Clerk/ PB6
TITLE: Administrative Assistant

DEPARTMENT: Institute on Aging and Lifelong Health
POSITION NO: 993939

SUPERVISOR: Institute Secretary & Assistant to the Director
LAST UPDATED: October, 2019

SUMMARY:
Reporting to the Institute Secretary, the Administrative Assistant is the first point of contact for the Institute on Aging and Lifelong Health, and provides administrative support to ensure the smooth and effective operations of a busy interdisciplinary research centre. This position supports the effective and efficient institute operations by providing reception services, meeting and event coordination, communication, and general organization and administrative support. Responsibilities include responding to visitors; scheduling and preparation of meetings; coordinating the institute’s social media channels; coordination support for research events, conferences, and workshops; records management and inventory management of equipment and supplies. The Administrative Assistant is responsible for creating a positive impression with all contacts through the shared management of the reception area, and the timely and professional response to all inquiries. This position will also provide support to the other IALH administrative staff as required (surge support, vacation and other absences) performing duties of a similar complexity and payband level.

MAJOR RESPONSIBILITIES AND DUTIES:

1. Responsibility: Reception and other related duties – 30%

Duties:
• First point of contact for visitors to the institute’s offices
• Greet and direct guest arrivals for IALH meetings and data collection sessions; coordinate guest parking as needed
• Answer telephone and email inquiries and triage as appropriate
• Open, organize and secure meeting rooms at the start and end of the day ensuring that the facility and meetings rooms are clean and tidy, and deficiencies are reported to the Institute Secretary
• Manage bookings and set-up for the IALH boardrooms and labs, including projectors and research equipment, and ordering catering as required.
• Receive and respond to requests by staff and visitors including explanation of routine policies and procedures
• Manage in-coming and out-going mail, courier deliveries
- Support other related activities and initiatives, as required

### 2. Responsibility: *Research Administration Support – 30%*

**Duties:**
- Maintain institute knowledge mobilization tools, including but not limited to designing and editing information and formatting for institute publications such as the annual report, newsletter, brochures, and other research communication documents
- Under the direction of the Institute Secretary, update and maintain the IALH website and Online Academic Community site
- Liaise with faculty, students, research staff, community, special interest groups, and media to exchange information regarding institute activities
- Provide relevant information and assist with preparing requisite forms for UVic and other agencies, EG granting councils, health authorities and not-for-profits
- Assist with obtaining signatures on grant applications, funding agreements, and other research-related documents and manage document records
- Assist researchers with meetings, taking minutes, lectures, and document preparation on an as needed basis
- Assist researchers with maintaining UVic Curriculam Vitaeas and Canadian Common CVs.
- Assist the IALH Research Manager in organizing graduate student training workshops, research meetings, and other research-related meetings and events
- Provide support to affiliated faculty and students in preparing study recruitment posters, digicaster slides, and postcards
- Develop content, in consultation with the IALH Institute Secretary and/or the Research Manager, for and regularly update the institute's social media channels, including Twitter, Facebook, and YouTube using the IALH communication plan
- Provide consistent and effective support to researchers and project staff working through grant processes which include logistics and resolution of problems

### 3. Responsibility: *Office Administration Support to the Institute on Aging and Lifelong Health – 25%*

**Duties:**
- Maintain the institute's library: track and sort borrowed material
- Maintain databases of contact information and registration lists
- Troubleshoot equipment or software issues, arrange for servicing of equipment, as required
- Manage electronic calendars for institute resources, including boardrooms, labs, and equipment
- Provide background information for meetings and record and transcribe minutes for meetings
- Using the institute’s file naming conventions, maintain up-to-date records and documentation for all aspects of institute operations including its research projects, publications, lecture series and executive committees and general filing
- Arrange production runs at Printing Services for brochures, newsletters, business cards, and reports
- Assist with the coordination of building logistics including equipment and facility repairs, improvements and assist with the delivery of facilities management such as scheduling maintenance
• Receive and organize office equipment, program supplies, conference supplies; research supplies as required to have available necessary supplies for special events, meetings and daily office activities

4. Responsibility: Event Coordination – 15%

Duties:
• Coordinate logistical details for workshops and research meetings hosted by IALH, including booking flights, accommodation, transportation, and workshop location arrangements including catering, set-up, technological requirements, SWAG, etc.
• Coordinate IALH’s participation in local and national conferences, workshops, forums, and meetings, as required
• Interact with external parties including conference organizers, event attendees and vendors to exchange information in the coordination of events

REQUIRED QUALIFICATIONS:

Skills:
• Ability to manage multiple demands, interruptions and deadlines, problem-solve and maintain a high degree of accuracy.
• Ability to take initiative to organize a heavy and varied workload in order to meet competing critical deadlines.
• Excellent organizational skills including attention to detail, time management, and ability to multi-task in a fast-paced environment.
• Exceptional administrative skills including meeting and calendar coordination.
• Strong written communication and interpersonal skills with demonstrated ability to relate well and work effectively within a team environment, as well as the larger UVic community and external agencies.
• Ability to work independently with limited supervision and resolve tasks and/or problems by exercising judgement and innovation, and employing critical thinking and/or analysis.
• Ability to take initiative and improve processes where possible
• Ability to work under pressure and meet strict and often emergent deadlines
• Ability to exercise initiative, good judgement and diplomacy regarding sensitive, confidential or ethical matters
• Ability to occasionally lift, bend, reach, push and carry a weight up to 25 lbs (approx. 11 kgs)

Specialized Knowledge/Education:
• Knowledge and understanding of the university’s policies and procedures including , Communications, University Systems, and Research
• Knowledge and understanding of research and related funding and government agencies
• Proficiency with standard office equipment and software (including MS Outlook and Adobe)
• Advanced level of computer skills including MS Office (Word, Excel, PowerPoint, Publisher) applications.
• Familiarity with Casade, WordPress, or related programs are an asset to this position
Experience:
- Minimum 3 years in an reception or administrative role, preferably in an academic or research work environment
- Strong customer service background and experience in dealing with highly sensitive, and confidential issues

Preference will be given to applicants
- holding experience gained in a research environment.
- holding experience gained at the University of Victoria.
- with social events coordination experience
- experience with UVic policies and procedures desirable

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