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Update   
Re-evaluation of Position   
New Position, Initial Evaluation

### **POSITION DESCRIPTION**

Position Title: Coordinator, Administrative Services  
Department: Student Services  
Position Status: Active  
Employment Type: Full-time

### **POSITION SUMMARY (Overview and Purpose)**

Reporting to the Manager, Student Services, the Coordinator, Administrative Services (CAS) serves as the primary staff support person for elected student representatives. They manage the schedules of the President and three Vice-Presidents (the Executive) and provides general administrative support to the Executive and the Student Services department.

The CAS provides support for official bodies of the Student Legislative Council (SLC) including the Operations and Finance Committee and the Programs and Services Committee. Due to the annual turnover of elected representatives to the SLC, the CAS plays a key role in the administrative orientation of newly-elected officials, and ensures administrative files and history are maintained and effectively communicated.

The CAS is accountable for the effective coordination and continuity of several ongoing services and programs in support of the Students' Union mandate to provide assistance to students in need, including the Hardship Fund, and SU Conference Fund.

The position also supervises the work of the Student Support Assistant (a full-time position responsible for overseeing the reception and common areas of the main SU office)

## **KEY RESPONSIBILITIES**

- Provides day-to-day administrative support to the Executive and Director, Student Services.
- Coordinates and manages the schedules of the Executive including organizing and scheduling meetings, appointments, travel, conferences and other organizational activities.
- Organizes travel and conference requirements for the General Manager and members of the Student Services department.
- Types correspondence and reports and maintains a collection of administrative records and information on site and in archives, in hard copy and electronic format.
- Coordinates meetings for the Operations and Finance Committee, SLC and various sub-committees of SLC, including booking rooms, creating and distributing agendas, distributing relevant documentation, taking minutes, maintaining the electronic records, posting necessary documentation online, and expediting the flow and tracking of information and action items. Manages departmental, sub-committee and SLC records.
- Coordinates the administrative orientation of newly-elected student representatives including updating the SLC and Executive Modules, meeting with all new officials to convey organizational information, distributing materials related to office services, and assisting with completion of all new member paperwork.
- Provides ongoing counsel and support to elected officials regarding administrative and operational policies and procedures.
- Assists with the development and administration of departmental activities and budgets as well as maintains and tracks several budget control journals.
- Executes the monthly SLC honoraria process by collecting reports, verifying meeting attendance, liaising with payroll and ensuring the SU website is up to date.
- Oversees the SU Conference Fund, the SU Tutor Registry, the Partnership program, the SUPERWork program, and the Hardship Fund, including reviewing and accepting applications, communicating with applicants, assisting the relevant Executives with their duties, reconciling receipts and dispersing funds.
- Oversees the work of the Student Support Assistant and provides support for front desk activities with occasional back-up coverage, arranging for temporary staff and overflow

assistance related to reception (providing information and direction to a variety of visitors including students, university faculty and staff, tenants, off-campus customers and the general public).

- Provides administrative support for the Quality Money program, including receiving applications, reviewing committee meeting minutes, accepting and reviewing reports and assisting project holders with questions.
- Provides ad hoc administrative assistance to the General Manager as required.
- Performs other duties as required.

### **RECOMMENDATIONS, DECISION AND AUTONOMY OF ACTION**

The position works with minimal supervision on assignments that typically utilize established methods, standard practices and/or well-defined precedents. Day-to-day work requires independent judgment in handling a variety of conventional problems and situations. Judgment is mainly operational, in that choices are generally made as to what and how the operations are completed, with reasoning required to select a practical course of action. Unusual or unique situations are referred to the Manager, Student Services.

### **INFLUENCE – INTERNAL/EXTERNAL**

Internal Contacts: Interacts daily with the Executive, other elected officials and internal professional staff to exchange and collect information, provide guidance, instructions, and/or advice on administrative and operational policies and procedures. Interacts regularly with the Manager, Student Services, Director, Student Services, and Policy Analyst to inform and receive direction on activities, issues and project priority and status.

External Contacts: Interacts daily with students and other on- and off-campus customers, members of the university community, and the general public to exchange and collect information, and to provide guidance, instructions and/or program advice for purposes of customer service.

### **LEADERSHIP**

The CAS demonstrates personal leadership through excellence in the execution of daily work and the provision of exemplary customer service.

The position works as a member of the Student Services team to mentor elected officials and assist in the flow of student-driven programs and projects. The position also demonstrates leadership and professionalism through involvement in setting team goals and strategies and providing constructive feedback to team members.

The CAS provides training and mentorship to elected officials to effectively orient them to organizational standards and practices, and to provide ongoing advice on how to best access and utilize organizational resources. The CAS is the main point of contact for all faculty representatives.

### **WORKING CONDITIONS**

The position works in an office environment with extended periods at a computer, sitting or standing. The nature of the role and work environment may include frequent interruptions to the flow of work.

Some additional hours, beyond the normal work week, may be required during peak times of organizational activity.

### **REQUIRED COMPETENCIES**

- Strong administrative and technical proficiency to support the daily administrative requirements of the Director and Manager, Student Services, Executive and committees.
- Solid organizational skills to manage schedules, travel arrangements, and Executive meeting requests.
- Excellent governance coordination abilities to maintain SLC records and ensure effective management of the organization's records.
- Exceptional time management and multi-tasking skills to meet daily work deadlines in a busy environment, as well as managing ongoing project commitments, and handling emerging priorities.
- Well-developed written and verbal communication skills, including comfort with public speaking, to ensure self and others have a clear understanding of plans, activities, issues and other relevant information, and to ensure information is shared in an effective and collaborative manner.
- Demonstrated influencing and mentorship skills to provide orientation and ongoing guidance to elected officials towards ensuring goals are achieved with positive outcomes.

- Superior interpersonal skills to interact positively and professionally with students and staff as well as members of the university and external community.
- Refined judgment and discretion to manage sensitive and confidential organizational and student information.

### **EDUCATION AND EXPERIENCE**

Minimum Requirements: University degree or college diploma, with a minimum of two years of relevant administrative and/or program management experience including support at the executive level.

Previous experience working within a post-secondary educational environment is preferred. A background working with community or non-profit boards and/or student groups would be an asset.