

Nipissing University
JOB DESCRIPTION

JOB TITLE:	Secretary, Facilities
DEPARTMENT:	Facilities
CLASSIFICATION:	Secretary A
WAGE GRADE:	20
EMPLOYMENT DEFINITION (STATUS):	Full-time Support
SUPERVISOR (POSITION TITLE):	Facilities Administrator

SUMMARY OF FUNCTIONS:

Reporting to the Facilities Administrator, the Secretary, Facilities will be responsible for providing support to the Facilities department. The Secretary acts as the first contact for the Facilities department and provides a variety of services. Some of these duties include assessing student, staff, and campus visitor needs; responding to inquiries by same; referring individuals to Facilities related services and policies; department data and file management; and correspondence for the Facilities Department. The Facilities Department is a very fast-paced, high demand service, and the incumbent must be able to manage a variety of tasks at one time while maintaining a high level of service.

DUTIES & RESPONSIBILITIES:

General Office Coordination

(70%)

- Assist the Director or other Facilities staff with coordination of daily priorities; be proactive in flagging important items and conflicts
- Perform research assistance for the Administrator and Facilities staff on selected topics
- Process part-time faculty office allocation and coordination of office moves with all affected personnel
- Manage the maintenance/updates of website for Facilities Department
- Act as front-line representative for the Facilities Department by responding to general inquiries and directing people to appropriate areas or personnel
- Schedule appointments and set up meetings with various groups, (e.g., University departments, external organizations, MTCU, direct reports etc.) as necessary
- Act as recording secretary for various meetings chaired by Facilities staff members; process and distribute minutes to respective committee members as required (e.g., Shared Facilities Meeting)
- Maintain the existing filing system and archives, both electronic and paper versions
- Search for and locate files for correspondence, documents, and general information, including information located in archives
- Support the processing of expense statements for Facilities staff for submission to Finance using Centresuite software
- Arrange all logistics (including space, a/v requirements, special requests, etc.) associated with meetings initiated by any of the Facilities team members
- Coordinate travel arrangements for Facilities staff, including flights, accommodation, and vehicle rentals, and ensure required materials and background information are provided in advance
- Provide forms (and give general guidance in completing same) to faculty, staff, and student employees
- Assist Office Administrator with processing and responding to daily requests for maintenance, housekeeping, repairs, event set-up, and other plant issues
- Assist with the Coordination of meeting room schedules and bookings (using Infoslem) for internal departments, prioritizing requests and recommending alternate arrangements when necessary

- Assist Office Administrator with parking allocations
- Create entries into key database through 'Key Wizard' management software
- Compose and type correspondence on behalf of the Facilities Department
- Prepare and maintain procedural manuals
- Manage all General Notice bulletin boards
- Maintain adequate amounts of office supplies
- Provide clerical assistance (e.g. typing, photocopying) to the Facilities Department as required

Reception/Liaison

(30%)

- Manage office access, hours of availability and advertise staff member availability
- Assess client needs by asking pertinent questions. Refer to Facilities policies and procedures, and potentially other services provided by the university to meet their needs
- Respond to inquiries in-person, by mail, fax, email or telephone with all clients
- Contact clients with any necessary follow-up information as required regarding maintenance/caretaking or general Facilities related concerns
- Assist the Facilities Administrator to maintain computer-based data for project planning purposes

Other duties as assigned

QUALIFICATIONS:

Education: Two-year office administration diploma from a recognized college preferred

Training and/or experience may be substituted for formal academic training at the discretion of the University.

Training, Experience, Knowledge & Skills Required:

- One to three years of relevant experience
- Experience in a post-secondary educational setting would be an asset
- Experience with computer applications (i.e., MS Office, Ellucian, SharePoint, Adobe , Internet)
- Tact, diplomacy and good decision-making skills
- Excellent interpersonal skills
- Excellent organizational, prioritization and time management skills
- Ability to judge situations and determine appropriate responses
- Knowledge of post-secondary policies/procedures
- Excellent oral and written communication and problem-solving skills
- Ability to work independently and demonstrate initiative with minimal supervision
- Ability to use discretion and maintain confidentiality
- Able to adapt to respond to changing priorities and urgent requests
- Capacity to maintain accuracy and attention to detail
- Sound knowledge of administrative practices/procedures
- Other Database/Data Management software systems
- Web Browsing and General Email Systems
- Telephone Voice Information Systems
- Digital filing systems

RELATIONSHIPS/CONTACTS:

Supervised by: Facilities Administrator

Internal Contacts: Faculty, staff and students

External Contacts:

- General Public
- Consultants
- Ministry Representatives
- Contractors
- Other service providers

MATERIALS UTILIZED:

- General office equipment

PHYSICAL/MENTAL DEMANDS & WORKING CONDITIONS:

- Visual and mental concentration
- Frequent and unexpected interruptions
- Fast-paced environment with tight deadlines

I have read my position description and it has been reviewed with my supervisor. I understand what my duties and functions are, and I will carry out all my responsibilities as herein described.

Employee Name (Please Print)

Employee Signature

Date

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Approvals

Supervisor

Date

Human Resources

Date