

JOB DESCRIPTION

Scheduling and Administrative Assistant

Department: Desk Services, Student Development and Residence Life, Housing and Residences

Grade: Part-time

Remuneration: \$16/hour

Effective Date: August 15, 2011 - April 30, 2012

GENERAL ACCOUNTABILITY

- The Scheduling and Administrative Assistant (SAA) is responsible for the co-ordination and management of the FDA When 2 Work schedule for approximately 60 Front Desk Assistants.
- Complete biweekly and monthly payroll distribution for all FDAs.
- The SAA is accountable to the Coordinator of Desk Services and is required to meet weekly for one-on-one meetings. It is essential that any and all pertinent information the SAA receives regarding the Front Desk or any FDA is passed on to the Coordinator.

NATURE AND SCOPE

- The University of Waterloo residence system accommodates over 5,100 students. The primary aim of management is to provide a safe and enjoyable living environment conducive to academic study and positive social experiences.
- Desk Services focuses on providing outstanding customer service to residents, visitors, staff, and faculty in five residence communities. Additionally, we strive to provide valuable work experiences for students focused on skill building, personal growth, and professional development.

SCHEDULING AND PAYROLL ACCOUNTABILITIES

- Responsible for scheduling all FDAs. As such, it is imperative that the SAA have a keen attention to detail to ensure all requirements are met within this particular task.
 - This includes but is not limited to: adding employees to the When 2 Work system, accepting time off requests, being on call to find coverage for full-time staff members while away, ensuring that each FDA has the minimum number of hours, ensuring that each FDA works a minimum of 1 midnight a term (exception: CLV), accepting trades and adhering to the scheduling policies and procedures of Desk Services.

- Compile and organize all new employee payroll forms and submit to Human Resources before the start of each term.
- SAA will be entrusted with sensitive employee information. It is essential that the SAA keep all information confidential when interacting with the FDA team.
- Create an organizational outline to ensure the success of handling all tasks assigned.
- Create monthly schedules for the Front Desk Assistants at the five different residences and be responsible for all accompanying tasks.
- Oversee daily maintenance of the When 2 Work Scheduling program.
- Complete biweekly and monthly payroll for the Front Desk assistants
- Be on call 24 hours a day, 7 days a week to assist with scheduling emergencies or other extenuating circumstances.
- Consistently report to the Coordinator of Desk Services regarding different matters at the Front Desks.
- Provide scheduling feedback at each team meeting.
- Assist with the FDA Training and Team Meetings.
- Revising and updating the Scheduling and Administrative Assistant Manual.
- Responsible for ensuring that all assigned shifts are covered and that any changes that are made are the responsibility of each FDA.
- Responsible for participating in a minimum of one performance evaluation per term.
- Responsible for potentially training other FDAs using training modules provided.

ADMINISTRATIVE ACCOUNTABILITIES

- Support and administration of the FDA team's payroll and scheduling. The nature of such tasks requires the SAA to be in communication with the FDA team, Desk Services Management, Housing Staff and any other related departmental staff. It is expected that the SAA be patient and diplomatic in their communication with all Housing staff members as well as any members of other departments.
- In the event of any emergency situation, information must be passed onto the Management team.
- Provide support via written and oral communication.
- Participating in the hiring process for Front Desk Assistants.
- Completing other special projects as assigned by the Co-ordinator and/or Manager of Desk Services.
- Covering as a Front Desk Assistant in the event of staff holidays, emergencies or extenuating circumstances.
- Upholding professional relationships with the FDA team as well as the Management team.
- Complete any office tasks as required by the Co-ordinator and/or Manager.

QUALIFICATIONS

- Registered full-time University of Waterloo student.
- Must carry a full academic course load (minimum of 3 courses per term) and maintain a good academic standing, as assessed by the SAA's faculty. If the course load drops below three, the SAA is required to bring this to the Manager of Desk Services attention immediately. This could result in termination of the SAA's appointment.
- Must possess maturity, patience and effective organizational skills. Strong oral and written communication skills are essential as interacting with other FDAs is a primary component of this position. The incumbent is expected to function with a high degree of independence, accuracy, and a keen attention to detail. Time management skills are also essential as tight deadlines and multiple demands are present
- Strong time management skills as well as accuracy to detail are a must.
- The SAA will be responsible of conducting biweekly and monthly payroll, and thus be privy to sensitive employee information. The SAA must therefore maintain the utmost degree of sensitivity and confidentiality.
- Must possess good judgement and decision making skills in order to effectively liaise with Front Desk Assistants, Team Leaders and the Management team.

ASSETS

- It is recommended that the SAA have previous knowledge and experience in the Front Desk Assistant role, however, it is not required. Should the position be filled by a Front Desk Assistant, the appointment is contingent upon the successful completion (as viewed by the Coordinator and/or Manager of Desk Services) of any previous Front Desk Assistant terms.

CONTRACT PERIOD

- Commences at the beginning of the mandatory training program for the term for which he/she has been hired and concludes 24 hours after the final scheduled exam each term. The SAA will be required to be available for regular scheduling for the full period of his/her contract.

To apply, please complete the online application on the Housing and Residences website.