

Job Description – GSA Administrative Assistant

Job Title:	GSA Administrative Assistant
Department:	Graduate Student Association
Grade:	Casual, Part time
Pay rate:	\$12.00 /hour - \$14.00/hour
Reports To:	General Manager and President
Effective Date:	May 1, 2013

General Accountability

The GSA Administrative Assistant is accountable to the GSA General Manager and the GSA President. The GSA Administrative Assistant acts as the receptionist for the GSA Office and provides support for the GSA General Manager and the GSA Executives.

Nature and Scope

The GSA Administrative Assistant will provide reception duties during the designated GSA Office open hours. The Administrative Assistant must possess a high degree of maturity, patience and good judgment to effectively respond to graduate students and other individuals that contact the GSA Office. Hiring preference for a uWaterloo graduate student.

Excellent oral and written communication skills in English, a working knowledge of computerized software (Microsoft Office, Adobe InDesign, spreadsheets, email), familiarity with web-site maintenance procedures, such as Waterloo Content Management System (WCMS), and presentation software (Powerpoint).

A fully trained individual is expected to function with a high degree of independence, accuracy, and attention to detail.

Excellent customer service skills with a working knowledge of uWaterloo and GSA policies, especially as they pertain to graduate students.

Finally, this position is responsible for any other duties as assigned by the General Manager and the GSA Executives.

Specific Accountabilities

1. Greet all students and visitors in a cordial and professional manner, either in person or on the telephone.
2. Be knowledgeable of the services provided by the GSA, in order to best respond to visitors' requests and questions.
3. Be knowledgeable of GSA by-laws and policies, official GSA positions, and UW policies.
4. Be knowledgeable of GSA relationships with internal and external organizations.

5. Administrative duties include but are not limited to:
 - a. Accurately record messages made either in person or by telephone.
 - b. Receive mail and parcels.
 - c. File documents.
 - d. Photocopy and prepare documents as requested.
6. Post updated web pages as directed by the General Manager or the GSA Executive.
7. Other duties as assigned by the General Manager or GSA Executive.

Working Conditions

The GSA has a temporary Administrative Office; currently located in the QNC building, room B603. The GSA office will hold regular open hours for approximately 4 hours per day on weekdays.

The GSA office is closed for holidays as defined by the University of Waterloo holiday schedule.

The GSA is seeking permanent administrative office space in a separate facility. This job description will be reviewed and amended when the office is relocated.

Statistical Data

- The GSA is a not-for-profit Ontario corporation with an annual operating budget of approximately 3 million dollars.
- Graduate Student enrolment in 2012-2013 is approximately 5000.
- GSA Executives: 5 (President, VP Communications & Events, VP External, VP Internal, VP Student Affairs).
- GSA Directorships: 5
- GSA Council: 55
- GSA Services
 - GSA/FEDS Joint Health Plan
 - GSA Dental Plan
 - GRT Upass
 - Legal Aid
 - Tax Aid
 - Member of Canadian Alliance of Student Associations (CASA)
 - Member of Ontario Graduate Student Alliance (OGSA)
 - Social events on and off campus
 - Provides donations for departmental and clubs events
 - Operates the Graduate House
- Maintains a website on the uWaterloo WCMS platform.

Qualifications Required

- University degree, preference to a student working toward a graduate degree.
- Experience working with student associations.
- Excellent oral and written communications skills in English.

- Experience in general office duties.
- Excellent customer service.
- Must be bondable.