Job Description

Job Title: GSA Administrative Assistant
Department: Graduate Student Association-UW
Reports To: Executive Director
Jobs Reporting: N/A
Salary Grade: To Be Determined
Effective Date: August 2018

Primary Purpose
The Administrative Assistance supports and nurtures excellent working relationships with internal members and campus partners. The Administrative Assistant acts as the receptionist for the GSA office and provides administrative and communication support for the GSA.

Key Accountabilities

Administrative duties
- Documents and files management,
- Working knowledge of GSA governance and relevant documents
- Accurately record messages made either in person or by telephone.
- Receive mail and parcels.
- GSA meeting support:
  - Ensure that minutes from meetings are taken,
  - Prepare meeting documentation
  - Co-ordinate catering and other meeting logistics as requested.
- GSA Research Support
  - Summarizing information as directed by the GSA Executive or Executive Director,
  - Other research support as directed,
- Other duties as assigned by the Executive Director

Communications
- Manage and update GSA website, and social media
- Monitor and respond to electronic messages
- Compile and post internal and external GSA E-News

Client Services
- Greet all visitors to the GSA Office in a cordial and professional manner, either in person or on the telephone.
- Be knowledgeable of the services provided by the GSA, in order to best respond to visitors’ requests and questions.

Required Qualifications

Education
- University Degree

Experience
- Working with student associations.
- Maintaining web sites.
- General office duties.
- Event planning and support
- Excellent Customer service.
- Must be bondable.
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Knowledge/Skills/Abilities
- Excellent written and verbal communication skills.
- Excellent interpersonal and relationship building skills.
- Electronic workplace skills, i.e. Microsoft Office, Presentation Software, Graphics software, Sharepoint.
- Website skills, i.e. WCMS, drupel, wordpress, joomla etc.
- Working knowledge of preparing reports and summaries of statistical data.

Nature and Scope
- Contacts:
  GSA serves graduate members (~6000) and is governed by a Board of Directors, President, and an Executive Director. Graduate students are represented on a Council of Department and Unit associations. Third party services administered by the GSA currently include Studentcare (Health and Dental plans), Grand River Transit (Bus Pass) and campus resources/partners.

- Level of Responsibility:
  Ensuring a smooth operation and logistics of the GSA Offices. Ensure communications are timely, accurate and relevant internally and externally.

- Decision-Making Authority:
  This is a supporting position and major decisions are approved by the Executive Director.

- Physical and Sensory Demands:
  Focus and attention to detail. May require long periods of sitting, and typing. Workload may vary from academic term to term. May required dealing with competing deadlines.

- Working Environment:
  The GSA has a temporary office; currently located in the MC 2029. The position will work for approximately 30 - 40 hours per week on weekdays. The GSA Office “open hours” will be determined from time to time in consultation with the GSA Executive Director and Executive. The GSA office is closed for holidays as defined by the University of Waterloo holiday schedule.