Job Description – GSA Office Assistant

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>GSA Office Assistant</th>
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<tbody>
<tr>
<td>Department:</td>
<td>Graduate Student Association</td>
</tr>
<tr>
<td>Grade:</td>
<td>Casual, Part time</td>
</tr>
<tr>
<td>Pay rate:</td>
<td>$12.00 /hour - $17.50/hour</td>
</tr>
<tr>
<td>Reports To:</td>
<td>General Manager</td>
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<tr>
<td>Effective Date:</td>
<td>September 2016</td>
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General Accountability

The GSA Office Assistant is accountable to the GSA General Manager and the GSA President. The GSA Office 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 Office Assistant will provide reception duties during the designated GSA office open hours. The Office 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.

Excellent oral and written communication skills in English, a working knowledge of computerized office software (Microsoft Office, spreadsheets, email), and familiarity with web-site maintenance procedures, such as Waterloo Content Management System (WCMS) or drupel are required. A fully trained individual is expected to function with a high degree of independence, accuracy, and attention to detail. 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. Office 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. Update 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 office; currently located in the COM 130. The 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.

Statistical Data

• The GSA is a not-for-profit Ontario corporation.
• Annual operating budget: ~$3 million.
• Graduate Students enrolment: 5000.
• GSA Executives: 5 (President, Vice President, Student Affairs Officer, Communications & Marketing Officer, two External Affairs Officers).
• GSA Directorships: 8 – staggered 2-year terms.
• GSA Council: 50+ departmental representative and At-large Councillors.
• GSA Services:
  o Supplementary Student Health and Dental plans,
  o GRT Bus Pass,
  o Legal Aid consultation sessions,
  o Tax Aid consultation sessions,
  o Member of Canadian Alliance of Student Associations (CASA),
  o Member of Ontario Graduate Student Alliance (OGSA),
  o Social events on and off campus,
  o Provides donations for graduate student initiatives,
  o Operates the Graduate House,
  o Student support.
• Maintains a website on the uWaterloo WCMS platform.

Qualifications Required

• University degree.
• Experience working with student associations.
• Experience maintaining web sites.
• Experience in general office duties.
• Excellent customer service.
• Must be bondable.