



Job Description – GSA Office Receptionist

Job Title:	GSA Office Receptionist
Department:	Graduate Student Association
Grade:	Casual, Part time
Pay rate:	\$12.00/hour
Reports to:	General Manager
Effective Date:	November 1, 2015
End Date:	April 30, 2016

General Accountability

The Office Receptionist is accountable to the GSA General Manager.

The Office Receptionist provides support for the GSA General Manager, and may provide support for the GSA Officers as directed by the General Manager.

Nature and Scope

The Office Receptionist will provide general office and reception duties during the designated GSA office open hours. A high degree of maturity, patience, and good judgment is required to effectively respond to graduate students and other individuals that contact the GSA office.

The Office Receptionist will have excellent oral and written communication skills in English, a working knowledge of computerized office software (Microsoft Office, spreadsheets, and email), and various social media platforms. Familiarity with web-site maintenance procedures, such as Waterloo Content Management System (WCMS) or drupel is preferred, but training will be provided.

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

The General Manager may assign other duties when required.

Specific Accountabilities

1. Greet all visitors in a cordial and professional manner 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 physical mail and parcels.
 - c. File documents as needed.
 - d. Photocopy documents as requested.
6. Update web pages as directed by the General Manager.
7. Other duties as assigned by the General Manager.

Working Conditions

The GSA office is currently located in the COM 130. The office will hold regular open hours for approximately 4 hours per day on Monday – Friday from noon – 4:00 PM.

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

This is a casual part time position for a period of one academic term, renewable each term.

Statistical Data

- The GSA is a not-for-profit Ontario corporation with an annual operating budget of approximately 3 million dollars.
- Graduate Students enrolment in 2015-2016 is over 5000.
- GSA Officer: 5 (President, Vice President, Student Affairs, External Affairs-Casa, and External Affairs-OGSA).
- GSA Directorships: up to 10. The Board meets approximately once per month.
- GSA Council: approximately 45. The Council meets approximately once per month.
- GSA Services
 - Supplementary Health and Dental plans
 - GRT Bypass
 - Legal Aid consultations
 - Tax Aid consultations (March and April only)
 - Member of Canadian Alliance of Student Associations (CASA)
 - Member of Ontario Graduate Student Alliance (OGSA)
 - Social events
 - Supports departmental GSA and club events with funding donations
 - Operates the Graduate House
 - Supports students facing academic issues.
- GSA maintains a website on the uWaterloo WCMS platform.

Qualifications Required

- University degree.
- Experience working with student organizations.
- Experience maintaining web sites. (Training provided)
- Experience in general office duties.
- Excellent customer service.