POSITION SUMMARY

The Confidential Administrative Professional II provides confidential administrative and secretarial support to the offices of the President, Vice-President, Academic and Provost (VPA), and Vice-President, Research and International (VPR). The Confidential Administrative Professional II provides reception and front-line services, responds to general inquiries, assesses the sensitivity of the inquiry and refers as necessary, and coordinates all room bookings, facilities and technical support service requests.

DUTIES AND RESPONSIBILITIES

1. Provides reception and front-line services by:
   - Greeting and receiving visitors for scheduled meetings and events with the executives of the President, VPA, and VPR offices. Follows procedures and protocols for receiving guests, screening requests for unscheduled meetings, and providing information as established by the relevant office. Arranges for visitor parking as appropriate.
   - Responding to all general inquiries on behalf of the VPA Office and providing information by telephone, email, and in person, to staff, faculty, students, and the general public regarding the executive offices of the President, VPA, and VPR.
   - Responding to emergent or sensitive situations. Consults with the supervisor and other departments such as University Communications and Safety and Risk Services to initiate action as appropriate.
   - Updating and staying current with the University’s security, access protocols, and best practices to ensure proper procedures and protocol are followed.
   - Maintaining a staff directory and seating chart for the executive offices.

2. Coordinates meetings and appointments for the offices of the President, VPA, and VPR by:
   - Evaluating and prioritizing requests, reviewing availability and scheduling rooms.
   - Locating and compiling supporting materials and information including setting up and arranging the set-up of videoconferencing equipment.
   - Booking rooms, catering and support services.

3. Provides administrative and logistics support for the President, VPA, and VPR offices by:
   - Submitting, arranging, and coordinating facilities service requests, regular maintenance and repairs for office equipment, and IT service tickets.
   - Distributing mail by opening, logging, coding all external and internal mail. Also prepares and receives courier packages.
   - Processing mail outs by coordinating reproduction and collation of materials, stuffing envelopes, addressing labels, and contacting the mailroom for pick-up to ensure information is distributed to the appropriate individuals.
   - Conducting simple information system and database searches. Creates and maintains basic databases for service contracts and Deans council items.
   - Maintaining various internal staff and emergency contact lists such as email groups by following data entry procedures to enter new or updated information into the contact management database. Ensures currency of mail lists by checking reports and data for accuracy and completeness to provide correct and current information.
   - Assisting the Director, Administration with projects as needed.
   - Managing the confidential shredding schedules and surplus requests.
   - Arranging for regular maintenance and repairs for office equipment.
   - Issuing keys and card access for temporary and continuing staff.
IMPACT OF DECISION MAKING

The Executive Office Assistant is responsible for:

- Providing access to visitors to the executive offices of the President, VPA, and VPA.
- Determining appropriate responses to client queries.
- Determining immediate work priorities.
- Determining which queries should be redirected and to whom they should be directed.
- Assessing confidential, safety, or sensitive situations and determines how to escalate or address the issues.

RELATIONSHIPS

Establishes a broad base of relationships. Solicits guidance in how to get things done and with whose help.

QUALIFICATIONS

Diploma in Business Administration or Management and two years of related experience, or an equivalent combination of education, training, and experience.

Excellent customer service, interpersonal and communication (oral, written) skills.

Excellent organizational, analytical and problem solving skills.

Excellent proofreading skills and attention to detail.

Ability to process a high volume of information with a high degree of accuracy and meet deadlines.

Ability to multitask and work with frequent interruptions.

Ability to handle confidential material with discretion.

Ability to follow oral and written instructions accurately.

Ability to exercise mature judgment, initiative, diplomacy and tact.

Proficient in the use of standard office applications (e.g., MS Office)