Invites applications for the following position(s):

COMPETITION NUMBER: 462
C.U.P.E. Local 3338 – Continuing Position
CLERK TYPIST, GRADE 7
CEREMONIES AND EVENTS
POSITION NUMBER: 121808

POSITION OUTLINE:
acting as a group leader, directs, coordinates, and monitors continuing and temporary data coordinators as well as entry-level clerical staff in the department. Trains existing and new staff (data coordinators as well as other department staff) in the use of departmental systems (i.e., Blackbaud CRM, Access, Excel, etc.), as well as providing training to new data coordinators in on-site event service provision, client services and best practices, and university protocols. Assigns, checks and monitors day-to-day workflow of data coordinators. Provides recommendations to Managers on the best systems and practices to manage each event. Creates and maintains the University’s Ceremonies and Events database in Blackbaud CRM and/or Access to support the event management initiatives of the department. Develops individual mailing lists for core annual events and ad-hoc events. Compiles data from other sources to generate new databases for specific events. Researches, collects, and updates contact and confidential biographical information of event invitees. Processes event registrations and payments; and reconciles accounts following the events. Sets up different criteria queries and creates customized reports for each event. Serves as the departmental expert in the use of Access and Excel, investigates data problems or complex issues and provides recommendations for overall system and process improvements. Attends events to provide on-site guest services; manage the registration table; and assist in overall event support. Maintains notes and records of data statistics for each event for future reference, and liaises with List Coordinator regarding records management and upkeep to ensure accuracy of constituent records. Performs other duties and responsibilities consistent with the job description and classification on request.

QUALIFICATIONS:
- **High school graduation and one year of post-secondary education or formal program equivalent, with courses in database, word processing, and spreadsheet applications, and office procedures.
- **4 years of related experience.
- 55 wpm keyboarding with a high degree of accuracy.
- Excellent organizational, analytical reasoning, and problem-solving skills.
- Excellent proofreading skills.
- Excellent interpersonal, customer service, and communication (both oral and written) skills.
- Ability to use and troubleshoot database, word processing, presentation, and spreadsheet applications (e.g., Access, Excel, Word, PowerPoint) at an intermediate level.
- Ability to use Customer Relationship Management (CRM) applications (i.e., Blackbaud CRM).
- Ability to use content management, desktop publishing, and photo editing software applications (e.g., AEM, MS Publisher, Photoshop).
- Ability to obtain contact information by searching various sources (e.g., websites, online phone directories, printed material).
- Ability to maintain records with a high degree of accuracy.
- Ability to perform arithmetic calculations and account reconciliations with a high degree of accuracy.
- Ability to follow oral and written instructions.
- Ability to coordinate multiple projects and to meet frequent deadlines.
- Ability to provide leadership, direction and training, and assign work to individual staff members.
- Ability to work independently with minimal supervision and as a member of a team.
- Ability to deal with others in an effective and a courteous manner.
- Ability to exercise mature judgment, tact, and discretion in matters of a confidential nature.
- Ability to work flexible hours including evenings and weekends as required.
- Ability to occasionally work at locations offsite from SFU campuses.
- Ability to lift, move, and carry equipment up to 10 kg.
- **or an equivalent combination of formal education, certificate/program of study and experience is acceptable.
A detailed resume and cover letter quoting Competition #462 must be received in our office by 4:30 pm on August 8, 2017, addressed to the attention of Francesca Turrell, Human Resources Advisor. Please follow the application instructions at: http://www.sfu.ca/hr/prospective_employees/HowToApply.html.

We thank all applicants for their interest; however, only those selected for interviews will be contacted.

The University is committed to the principle of equity in employment

A more detailed job description may be obtained at www.sfu.ca/jobpostings