

**Job Title:** Clerical Assistant, Managerial Support  
**College/Unit:** University Advancement  
**Reports to:** Administrative Supervisor  
**Job Family:** CUPE Operational Services, Phase 3  
**Status & FTE:** Full time; permanent  
**Review Date:** December, 2012

### **Primary Purpose of the Position**

The Clerical Assistant, Managerial Support provides a broad range of administrative support functions to University Advancement's leadership and management staff, balancing the priorities of University Advancement, enabling the UA Leadership team and managerial staff to be responsive and effective in fulfilling their roles. This position is responsible for strategically managing the schedules for a number of UA senior managers, and managing the associated logistics and triaging as appropriate to meet the demands of this challenging, diverse and high-volume office. The Clerical Assistant, Managerial Support ensures that all calls, correspondence and administrative requests are responded to and dealt with in a timely and effective manner.

### **Nature of the Work:**

Reporting to the Administrative Supervisor, this position exercises independent judgement within established guidelines and procedures to deal with, or refer a broad range of issues. Work is of moderate complexity as dealing with competing deadlines and multi-tasking is the norm. High standards of accountability and quality are required. The work in this position is diverse and complex in nature requiring strong organizational skills.

Establishing and maintaining mutually beneficial professional working relationships with diverse groups of people including UA staff, the university community, and external stakeholders including donors and alumni is essential for success. This position requires the presentation of a professional, service-focussed image; knowledgeable, courteous, accurate and confidential communications with team members and a broad range of internal and external stakeholders.

Work is performed in a dynamic, stimulating, fast-paced, high-volume environment with continual interruptions, changing priorities, and constant deadlines. Tasks are varied with average and occasional above-average complexity with a high consequence of error.

University Advancement (UA) is responsible for institutional advancement programs (alumni, internal and external relations, communications and fundraising), and as such is dedicated to supporting the advancement needs of all colleges, units and the university as a whole. UA is comprised of specialized teams that work together as an integrated team to ensure that the University of Saskatchewan has the reputation, relationships and resources necessary to take its place among the most distinguished universities in Canada and the world. The teams include Advancement Services, Alumni Relations, Community Outreach and Engagement, Development, Finance and Trusts, First Nations & Métis Engagement and University Communications. More than 100 advancement professionals and support staff work at various locations including the UA central office at Innovation Place, in colleges and schools and the Peter MacKinnon building on campus, at the English River office and at the Station 20 West office. This position is located in the central University Advancement office.

## Typical Duties:

### ADMINISTRATIVE RESPONSIBILITIES

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| 20% | <ul style="list-style-type: none"><li>• Effectively represent University Advancement and the University of Saskatchewan in all contacts, ensuring the right tone, interest and messaging are projected, dealing with issues and concerns, solving or appropriately referring problems related to office functioning as they arise maintaining appropriate confidentiality of information and materials.<ul style="list-style-type: none"><li>○ Provide administrative expertise on the procedures and processes related to University Advancement to other UA staff;</li><li>○ Create and maintain a team culture that encourages both individual and team accomplishments and successes;</li><li>○ Ensure sound advice and knowledge of the university's formal and informal processes is provided where appropriate;</li><li>○ Collaborate regularly with the Administrative Supervisor, work closely with the Team Lead and collaboratively with other team and administrative staff as appropriate to ensure an understanding of administrative needs across US and to ensure those needs are met;</li><li>○ Establish and maintain effective working relationships within University Advancement, the campus community and with key external stakeholders;</li><li>○ Manage flexible and altered hours of work, prearranged and approved with the Administrative Supervisor to support off-hour association meetings, interviews, and administrative responsibilities as required.</li></ul></li></ul>   |
| 75% | <ul style="list-style-type: none"><li>• Provide highly organized, timely, proactive, accurate, and confidential administrative support for all assigned duties, such as:<ul style="list-style-type: none"><li>○ Organize and manage assigned schedules, establishing standards that provide a balance between meeting and office/work time, reflecting realistic priorities in terms of who and when to schedule, and allow sufficient flexibility for shifts in response to changing agendas;</li><li>○ Manage meeting logistics, draft and/or distribute agendas, meeting materials and ensure meeting attendees have required material prior to meetings, and follow up to ensure action items are appropriately forwarded and handled;</li><li>○ Respond to telephone inquiries;</li><li>○ Manage hard copy and online files and maintain procedures manuals in a timely and accurate manner;</li><li>○ Arrange cost effective travel and work collaboratively with the Accounting Support team to ensure appropriate expenses are submitted for payment in a timely and accurate manner;</li><li>○ Direct requests and queries appropriately, ensuring staff are aware of and deal with requests that only they can handle; track and follow up request to ensure timely responses are provided and issues are resolved;</li><li>○ Effectively prepare and create a variety of documents, reports, correspondence, presentations and packages as required in an accurate and timely manner;</li><li>○ Effectively execute other assigned work.</li></ul></li></ul> |
| 5%  | <ul style="list-style-type: none"><li>• Undertake and/or manage special projects and other duties as assigned.</li></ul>  |

### Education and Experience:

**Education:** Grade 12 and completion of an administrative certificate is required. An equivalent combination of training and experience may be considered. Evidence of on-going professional development would be considered an asset.

**Experience:** One to three years work experience in an executive support administrative role with responsibilities in a comparable high-volume office with many interruptions and deadlines. Evidence of career progression may also be considered.

**Skills:** Highly proactive, with a strong orientation towards customer service and demonstrated effective verbal, written and interpersonal communication skills; exceptional work ethic, integrity and confidentiality; maturity including tact, diplomacy and professionalism in dealing with a broad customer demographic; detail-oriented with a demonstrated ability to organize work, set priorities and work under pressure; ability to work independently with minimal supervision and collaboratively as a team member; discretion with confidential information; detail-oriented with exceptional proficiency and accuracy with data, comprehensive knowledge of Microsoft Office Suite, including Exchange and email. Knowledge of university policies and procedures would be a definite asset.