Job Title:	Clerical Assistant, Program 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, Program Support provides administrative support to University Advancement's broad range of advancement programs, projects and service functions including alumni relations, engagement and affinity programs, communications projects and programs, development and stewardship programs, campaigns and initiatives, and outreach and engagement programs and initiatives.

Nature of the Work:

Reporting to the Administrative Supervisor with day to day activities coordinated by the Clerical Team Lead – Program Support, as the expert in this area, 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, accuracy and quality are required. The work in this position is diverse in nature requiring strong organizational skills. Examples of programs/projects that the team will provide administrative support for, as directed by program/project managers, include: media releases and OCN distribution for communications, acknowledgements for donor stewardship, reminders and Annual Giving for development, and affinity programs for alumni relations.

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

20%

- 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.
    - Provide administrative expertise on the procedures and processes related to University Advancement to other UA staff;
    - Create and maintain a team culture that encourages both individual and team accomplishments and successes;
    - Ensure sound advice and knowledge of the university's formal and informal processes is provided where appropriate;
    - 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;
    - Establish and maintain effective working relationships within University Advancement, the campus community and with key external stakeholders;
    - Discuss professional development opportunities with Program Team Lead and utilize appropriate opportunities to maintain updated skills.

75%

- Provide highly organized, timely, proactive, accurate, and administrative support for all assigned duties, such as:
    - Provide high quality service to meet the administrative and project management needs of a broad range of alumni engagement and affinity programs, communications projects and programs, fundraising programs and campaigns, donor stewardship programs, and outreach and engagement programs and initiatives. The Program Support team provides all administrative needs required to support business programs and projects, such as preparation of purchase requisitions, filing, data entry, mass emails, courier requests, etc.;
    - Provide logistic support for fundraising activities including prospect management, solicitation and campaign support;
    - Provide logistic support to the procurement process for all areas of University Advancement,
    - Maintain project files, program files and websites;
    - Segment data and generate and maintain lists, compile and analyse data and prepare canned reports;
    - Work with Systems team to ensure integrity of data and information in the alumni and donor database
    - Work with the Research team and/or Reports Analyst to provide information and/or reports required for various program operation and reporting needs;
    - Work collaboratively with Accounting team to provide accurate financial information pertaining to projects and programs;
    - Work with Accounting team to ensure all incoming mail is sorted according to University Advancement, and audit guidelines and ensure that any correspondence or donations are received in a timely manner;
    - Ensure accurate, timely and complete entry of program information into the alumni and donor database;
    - Update process and procedures manuals according to current business processes;
    - Respond to enquiries relating to University Advancement programs.

5%

- Undertake and/or manage special projects and other duties as assigned.

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 year's 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. Knowledge of university policies and procedures would be a definite asset.