

Classification:	Move Up
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Pay Group:	18

CLASS SPECIFICATION

DDA, CORPORATE SERVICES

NATURE AND SCOPE OF WORK

This position provides comprehensive administrative support to Corporate Services primarily focused on the Risk Management, Privacy and Policy, and Contract Administration portfolios. Duties include engaging with members of the University community and external parties; scheduling meetings, drafting agendas, and taking minutes; creating and maintaining accurate records, including creating and updating spreadsheets; assisting with departmental reporting (i.e. producing reports, gathering data/information, etc.); conducting research; and other duties as assigned. The incumbent reports to the Manager, Contract Administration.

ILLUSTRATIVE EXAMPLES OF DUTIES

- Tracks, monitors and reconciles cost centres including depositing and recording revenue, processing disbursements and charge backs, printing and reviewing management reports, reconciling electronic purchasing card statements, and contacting Financial Services as required.
- Composes various types of documents from copy, rough draft or general instruction, including external party rental contracts, for review, approval, and/or signature.
- Schedules meetings, draft agendas, prepares materials/reports, attends meetings, including those of special committees, and composes and circulates minutes and supporting documents.
- Creates spreadsheets, and organizes, updates and maintains computerized departmental records including databases and spreadsheets.
- Tracks, monitors and follows up on action items, next steps and deadlines for various matters.
- Sets up and maintains organized filing system for departmental records (physical and electronic) including document imaging; maintains equipment and supplies, contacting service vendors when necessary.
- Assists with the department's records management activities and responsibilities in accordance with the University's records management program.
- Supports department research needs through internet searches, document review and other investigations as needed.
- Updates and maintains web pages as needed.
- Reserves meeting rooms and books appointments.
- Supports department workshops and training events.

- Arranges training, travel, and accommodations for Corporate Services as needed.
- First point of contact for external parties who wish to rent University spaces for non-University related activities and manages external party rentals with the Manager's oversight.
- Reserves spaces for University-related activities (e.g. food court, tables, etc.).
- Provides exceptional customer service by presenting a positive and helpful image (in person, by e-mail and by phone); by assisting students, other employees and the general public; by providing knowledgeable information about the University, generally; and by providing follow through with customer inquiries. This includes answering telephone, in person, and email inquiries; resolving customer requests/concerns/problems directly; and referring complex problems to the Manager.
- May be required to take training and act in the capacity of a floor warden as part of the University's Emergency Preparedness Plan (Fire, W.H.M.I.S., and Earthquake).
- Undertakes special projects as assigned
- Performs duties related to the qualifications and requirements of the position.

Other Corporate Services Portfolios

- On an as needed basis, and during busy periods or when capacity is limited due to staff absence, provides administrative support to other portfolios under Corporate Services with special duties including the following:
 - (a) *Bookstore* – during peak times (i.e. beginning of each semester, etc.), including: processing online orders and packaging materials for shipping, working on the floor and helping customers find items, and assisting in year-end inventory.
 - (b) *Shipping & Receiving, and Mail Services* –coverage as needed (including during meal/coffee breaks) and including: making deliveries and pickups of packages, receiving and sorting incoming/outgoing internal and external mail, and logging and verifying goods received.

REQUIRED KNOWLEDGE, ABILITIES AND SKILLS

- Thorough knowledge of business English, spelling, punctuation, and grammar.
- Excellent customer service skills with the ability to deliver positive customer experiences.
- Thorough organizational, troubleshooting, and analytical skills.
- Thorough intercultural, interpersonal and communication (oral and written) skills.
- Working knowledge of the policies and procedures that govern the University and Corporate Services operations.
- Working knowledge of University structure, departments and their functions, administrative policies, procedures, rules and regulations gained in a public post-secondary environment is an asset.
- Ability to maintain records and perform arithmetic calculations with a high degree of accuracy.
- Considerable knowledge of office practices and equipment, bookkeeping, and filing and maintaining records.
- Ability to maintain attention to detail and manage workload with frequent interruptions.
- Strong computer skills and proficient in using business software applications such as Microsoft Office Suite, including Visio (considered an asset), and Adobe Acrobat Pro, with the ability to upgrade skills and learn new applications as required.

- Ability to establish and maintain effective communication and working relationships with, and provide customer service to, a diverse group of other employees, students and the general public.
- Ability to work independently, to adapt to changing situations and to prioritize work to meet departmental goals and University deadlines.
- Ability to effectively work in a diverse team environment.
- Ability to maintain confidentiality and handle sensitive issues with tact and diplomacy.
- Ability to safely lift and carry heavy packages, merchandise and equipment within the limits defined by the WorkSafeBC.
- Skill in the operation of computerized cash registers and office equipment.
- 50 wpm keyboarding skills with a high degree of accuracy.

REQUIRED TRAINING AND EXPERIENCE

- Completion of two years (approximately 60 credits) of post-secondary business education, comparable to the Diploma in Business Administration program offered at Capilano University.
- Two years of directly related administrative support experience, preferably in the public sector, with significant experience working with many groups across the organization.
- Experience with meeting organization and minute taking is an asset.
- Customer service training.

REQUIRED LICENCES, CERTIFICATES AND REGISTRATIONS

- None.