



Graduate Student Association-University of Waterloo

Job Title:	Office Coordinator, Graduate Student Association (GSA)
Department:	Graduate Student Association – University of Waterloo
Reports To:	GSA General Manager
Jobs Reporting:	None
Salary Grade:	USG-4, 24 hours per week
Effective Date:	February 2022
Contract Duration:	N/A

Primary Purpose

The primary purpose of this position is to support the Graduate Student Association's (GSA) administrative requirements. Notable responsibilities include (but are not limited to) payroll, communications, reception, and file management.

Key Accountabilities

Administrative Support

- Supporting document management initiatives
- Supporting the GSA's payroll requirements
- Supporting general office administration responsibilities
- GSA meeting support:
 - Serving as minute taker for the GSA Board, Council, or other meetings, as needed
 - Preparing meeting documentation
 - Coordinating meeting logistics, as required
- Other duties as assigned by the GSA President and/or General Manager

Communications

- Updating the GSA website, as required
- Monitoring and responding to emails, phone messages, etc.
- Assisting in the development of email and social media communications to graduate students

Client Services

- Greeting all visitors to the GSA Office in a cordial and professional manner
- Supporting communications over social media, email, and telephone
- Providing up-to-date knowledge of the GSA's services and initiatives, as requested

Required Qualifications

Education

- College Diploma in Office Administration or a related discipline
- Equivalent combination of education and/or experience will be considered

Experience

- Demonstrated experience with the following:

- Performing general office duties
- Maintaining web sites
- Supporting social media and/or email communications
- Payroll

Knowledge/Skills/Abilities

- Excellent written and verbal communication skills
- Excellent interpersonal and relationship building skills
- Excellent customer service skills
- Electronic workplace skills (e.g., Microsoft Office, Presentation Software, Graphics software, SharePoint, Zoom, Sharepoint, Google Drive, etc.)
- Website skills (e.g., WordPress, etc.)
- Working knowledge of preparing reports and summaries of statistical data.

Nature and Scope

- **Contacts:** The Office Coordinator will focus on enhancing the social and academic experience of graduate students at the University of Waterloo. The Office Coordinator will support communications with graduate students, service providers (e.g., Studentcare), the GSA Board and Council, University of Waterloo administration, and other stakeholders, as required.
- **Level of Responsibility:** The Office Coordinator will operate with significant autonomy. However, they will report directly to the General Manager, who will provide both direction and training for core responsibilities.
- **Sensory Demands:** The Office Coordinator must have excellent attention to detail to ensure their activities align with the vision, mission, and values of the GSA.
- **Working Environment:** Incumbent will work **24 hours a week** (Exact schedule to be determined). Generally, work schedules will align with normal working hours (e.g., 9:00AM- 4:30PM). However, there will be regular alterations to the incumbent's weekly working schedule to accommodate recurring events (e.g., GSA Board, Council, etc.).
- **Termination:** Either party may terminate this contract by providing two weeks' notice. Where there is just cause for termination, the GSA-UW may terminate the employment without notice, as permitted by law.