

Position	Administrative Assistant (Community Engagement Program)	Hours	20-40 hours per week
Classification	Externally Funded	Date	July 2019 – Oct 2019
Dept	Student Affairs		
Reporting To	Manager, Community Engagement Program		

BACKGROUND

Cape Breton University is engaging its international student population to ease seasonal employment demands on Cape Breton Island. International students will be connected with jobs in Victoria, Inverness and Richmond counties and will be transported to and from these jobs on a daily basis via shuttle vans enabling employers to gain access to a much needed labour force without the need to provide accommodation.

The Administrative Assistant position is an important role in the scheduling and organizing regarding the efficient service delivery component of the Community Engagement Program. Assisting in the managing and matching of employer/student operational requirements will greatly reduce the employment gaps for employers and enrich the living and learning experience of students as identified in the CBU Strategic Plan – “Invest in Our Students”.

The Community Engagement Program follows a set of Guiding Principles. All employees are required to read, understand and perform their respective duties guided by these values and principles.

1. **Safety**
Take care of yourself, others and the environment.
2. **Integrity**
Be honest at all times.
3. **Commitment**
Work hard and take responsibility.
4. **Teamwork**
Be helpful and seek help from others when you need it.
5. **Respect**
Be respectful of others at all times.
6. **Communication**
Make sure people know what they need to know and when they need to know it.
7. **Excellence**
Expect the best from yourself and from your team-mates.
8. **Pride**
Take great pride in everything you do.

PURPOSE

The incumbent will be responsible for assisting the Community Engagement Program Manager with operational/administrative demands associated with the smooth and efficient operation of student deliveries and customer satisfaction.

This position will be required to ensure that all clerical work and customer queries are handled with the highest standards of professionalism. Since this will be one of the first points of contact for employees and businesses, impeccable and effective communication skills are critical.

The incumbent should have a pleasant and polite demeanor, attentive while also being accurate, should always be prepared and responsive and willing to meet each challenge directly in an ever-changing environment.

RESPONSIBILITIES

- Handling office tasks, such as filing, generating reports, documents, presentations, spreadsheets, and setting up and/or booking meetings.
- Providing real-time operational support by matching business employment requests with delivery schedules, preventing conflicts and adjusting operational spreadsheets to achieve maximum efficiency.
- Screening phone calls and routing callers to the appropriate party.
- Greet and assist visitors when necessary.
- Maintain polite and professional communication via phone, e-mail, text and mail.
- Anticipate the needs of others in order to ensure their seamless and positive experience with the Community Engagement program.
- Monitor and record operational “end-of-shift” data and generate relevant reports.
- Provides budget support through the preparation and management of invoices and expense reports; maintains appropriate files, databases, or SharePoint sites, if any;
- When/if required, meet and/or coordinate meetings with businesses and colleagues (internally and externally).
- Other administrative tasks may vary according to business needs and market demands.
- The incumbent should be aware and have knowledge of delivery routes utilized by the program drivers.
- On direction from the Program Manager, advise/remind driving fleet regarding any concerning weather reports and/or special instructions regarding daily operations.
- Maintain a database (coordinates and contact numbers) for hospitals, clinics, police, repair garages, gas stations and rest areas along the designated driving routes.
- Report to the Program Manager any concerning conditions, trends, and circumstances that may affect the daily on-time deliveries and/or the safety of drivers and passengers.

- Normally, the work week is Monday-Friday 8:30am - 4:00pm. However, due to operational demands, there may be occasions whereby the incumbent is required to work flexible hours.

REQUIRED QUALIFICATIONS, KNOWLEDGE & SKILLS

- Diploma in Office Administration.
- At least 3 years administrative and/or operational experience.
- Excellent written and verbal communication skills as well as listening and customer service skills.
- Periodically, the incumbent must be highly adaptable and understanding of sudden and demanding assignments which may impact daily routines and cause redirection of focus.
- Must be able to work in a fast-paced environment and have experience meeting deadlines.
- Excellent computer skills, especially MS Office skills.
- Organizational and multi-tasking skills.
- Ability to work independently with various people and to be flexible when priorities shift.
- High degree of confidentiality and business appropriateness.
- Attention to details and thoroughness when reporting.
- Normally, the work week is Monday-Friday 8:30am - 4:00pm. However, due to operational demands, there may be occasions whereby the incumbent is required to work flexible hours.

EXTERNAL INTERACTIONS

The existence and nurturing of collaboration, mutual support and team cohesion are major factors in the development and enhancement of a well-balanced program. Successful teamwork results in a winning environment for the entire organization.

The incumbent should be able to coalesce with others, perform in a team environment and be a role model for the Community Engagement Program.

Administrative Assistant

Date

Manger, CEP

Date

Human Resources Department

Date