UNIVERSITY OF VICTORIA
CUPE LOCAL 951 POSITION DESCRIPTION

JOB: Clerk/ PB6

TITLE: Events & Welcome Centre Assistant

DEPARTMENT: Student Recruitment and Global Engagement

POSITION NO: 993087

SUPERVISORS: Orientation Coordinator
Manager – Welcome Centre

LAST UPDATED: July 2016

SUMMARY:

Reporting to the Orientation Coordinator, Student Recruitment and Global Engagement, and the Manager of the Welcome Centre, the Events & Welcome Centre Assistant coordinates and performs a variety of administrative duties in support of the Student Recruitment and Global Engagement, Events & Orientation Office, and the Welcome Centre and their respective programs. Programs and activities include: UVic Orientation (August/September and January), the Coordinated On-campus Recruitment Events program, Campus Tours, and the Fresh Minds Symposium.

The Events & Welcome Centre Assistant supports day-to-day operations including: FAST budgeting and reconciliation, preparing summary Excel spreadsheets for events; editing and proofreading correspondence and program materials, providing support for all events and programs, liaising with event registrants, liaising with event vendors, scheduling meetings, taking minutes, and equipment bookings.

The Events & Welcome Centre Assistant will provide front counter reception and switchboard back up in the Welcome Centre on a daily basis and as required. The Assistant will assist the Campus Tours and Program Coordinator in the scheduling and organizing of Campus Tours in support of the Campus Tours Program throughout the year and will, on occasion, conduct a Campus Tour. The Events Assistant will support other special events and projects as assigned.

MAJOR RESPONSIBILITIES AND DUTIES:

1. Responsibility: Assists in the coordination and execution of orientation & events 50%

Duties:

- Acts in a supporting role in ensuring events run smoothly and efficiently throughout the orientation and event schedule by monitoring logistics delivery, assisting with event troubleshooting, and helping to guide student staff and volunteers in their roles
- Liaises with and engages internal and external vendors and suppliers for events as per supervisors’ direction on components such as arranging facilities, food, equipment, signage, and event supplies
- Assists in coordinating event participation of internal stakeholders by preparing invitations to stakeholders to planning meetings, and events while tracking stakeholder participation, engagement, and special requests
- Supports orientation, event and program registration and liaises with participants to answer all enquiries

### 2. Responsibility: Provides administrative assistance  
15%

**Duties:**
- Reconciles FAST budget accounts for both units
- Utilizes knowledge and understanding of University operations to administer support functions for events such as liaising with event partners, University support services, and internal stakeholders
- Establishes and maintains accurate program files and records
- Edits print materials and prepares for distribution to event participants and stakeholders
- Monitors events office resources and supplies
- Provides administrative support to committees and working groups related to the business of both units, including scheduling meetings; creating and distributing agendas; taking minutes and producing committee reports
- Assists in the preparation of invoices for payment

### 3. Responsibility:  
Welcome Centre Front line Reception and Switchboard Back-up  
15%

**Duties:**
- Assist clients directly by answering questions, looking up information, providing clear direction, and making appropriate referrals which may require at times confirmation of correctness and the availability of the service at the time that the referral is made
- Handle large volumes of inquiries and be able to provide fast and friendly service both on the phone and in person. During peak times there may be significant line ups, this will require focus and attention to detail to make quick decisions and provide correct direction
- Assist students with navigating the course registration system and help them make adjustments to their timetable. This can be a particularly difficult time for students who are experiencing conflicts in their timetable or unavailability of desired classes. The Assistant may make recommendations to find alternative solutions
- Multi task and assist several clients at a time. This will require intense concentration and tracking of where clients are in the process of getting their needs met
- Using a simple tally spreadsheet, track and record the number of visitors, inquiries and people served
- On occasion, relieve the Switchboard Operator for breaks and lunch hour

### 4. Responsibility:  
Campus Tours Assistance  
20%

**Duties:**
- Provide support to the Campus Tours and Program Coordinator as required
- Liaise with school group contacts, as assigned by the Coordinator, to determine the components of the campus tour and set a time and date that is mutually convenient
- Make all arrangements for the campus tour – including room bookings, scheduling tour guides, student panel members, student recruitment officer, tour materials and on occasion catering
- Process all incoming requests for campus tours during extended absences of the Coordinator
REQUIRED QUALIFICATIONS:

Skills:
- Outgoing and personable with a demonstrated ability in providing excellent customer service
- Strong problem-solving skills with the ability to determine when a problem needs to be taken to a higher authority
- The successful applicant must be highly customer-service oriented with the ability to represent Student Recruitment & Global Engagement in a professional manner, exercising good judgment, confidentiality, diplomacy and tact
- Experience working under pressure, and ability to handle tasks simultaneously
- Ability to work in a team environment or individually, unsupervised
- Excellent interpersonal and communication skills are required to relate effectively as a team, with students, parents, the university community, and the public
- Ability to defuse tense or unpleasant situations by skillful communication and interaction
- Punctual
- Excellent clerical skills with a high degree of accuracy together with the ability to multi-task and complete tasks accurately with deadlines; superior organizational skills are essential
- A proven ability to handle a high volume of email and phone correspondence on a daily basis. Ability to prioritize and plan workload often under pressure of deadlines and interruptions in a busy environment
- Demonstrated knowledge and experience with MS Office Suite (Word, Excel, Outlook) is required. Experience with online information systems such as FAST web requisitions and web invoicing, FAMIS (service requests)

Specialized Knowledge/Education:
- Demonstrated ability with MS word, excel, outlook email and calendar and operating a multiline phone/switchboard
- Experience working with databases. Knowledge of the Banner student system, FAST finance and the web registration system would be an asset
- Good overall familiarity with the University and specialized knowledge of services, contacts and general procedures
- Expertise in navigating the web
- Knowledge of University and Student Affairs policies and procedures would be considered an asset.
- Some post-secondary school education would be an asset

Experience:
- one year of customer service experience, related work experience in a comparable position and experience using related office computer programs and equipment
- one year of experience supporting the coordination of events in a similar position

Preference may be given to experience:
- working with and guiding volunteers;
- interacting with students and/or parents
- gained in a post-secondary or similarly large and complex organization;

Employee’s Signature:  
Date:
| Supervisor’s Signature: | Date: |