A. Summary Overview of Work Unit

The Vice President Research (VPR) portfolio includes the Office of the Vice-President Research (OVPR), Office of Research Services (ORS), Animal Care Services (ACS) and the Research Partnerships and Knowledge Mobilization (RPKM) Unit and is responsible for UVic research centres and research entities. The OVPR provides guidance for UVic’s research agenda at the institutional level, including setting strategic research priorities and developing initiatives to support research to ensure that UVic research continues to grow and prosper.

The Office of Research Services supports the research mission of UVic, to benefit society through the advancement and application of knowledge, creative and artistic expression, and the creation of a research inspired learning environment. The Office of Research Services provides services to faculty in support of their research, including providing information about research opportunities, support for developing research proposals and setting up projects including account set-up and the required regulatory approvals.

B. Summary of Position’s purpose/ function

Reporting to the Director, Institutional Programs and the Manager, Personnel and Administration, the Administrative Assistant is the face of Research Services, serving as the first point of contact for the office and is responsible for creating a positive impression with faculty, staff and students through the effective management of the reception area, and maintaining a high-level of professional service, confidentiality, tact and diplomacy at all times in a busy, high-pressure environment.

Working with minimal supervision, the Administrative Assistant provides secretarial support for the Director, Institutional Programs, and supports the efficient operations of ORS by providing reception services, office support and general organization, and event coordination. Additionally, the Administrative Assistant assists in the effective personnel administration across all units, coordinates resources by ordering and tracking inventory, coordinates IT activities, and manages departmental Connect (SharePoint) sites for the Office of Research Services.

During times of high volume or absence, this position provides back up administrative
support for the Administrative Assistant supporting the Associate Vice-President Research Operations.

C. Primary Responsibilities & Accountabilities

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<tr>
<th>Responsibility/Accountability: Secretarial support to Director, Institutional Program</th>
<th>25%</th>
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<tbody>
<tr>
<td><strong>Duties:</strong></td>
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<tr>
<td>• Manages the Director’s calendar by scheduling, confirming and responding to requests for meetings. Determines priority of request for meetings and serves as a point of contact for the Director to representatives of external agencies, faculty, researchers, University staff and students. External agencies include federal and provincial granting agencies and foundations, private industries and consultants, health authorities and other post-secondary institutions</td>
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<tr>
<td>• Organizes and coordinates meetings (such as Research Services Operating Advisory Group/RSOAG); booking meeting rooms, inviting attendees, ordering and providing refreshments</td>
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<td>• Prepares Director for meetings by accessing information on secured shared sites and ensures all documents required for meetings are printed or electronically accessible to the Director in advance of meetings, updates Outlook calendar entries to include relevant meeting information and conducts any research that may be required prior to meetings</td>
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<td>• Prepares agendas and gathers necessary materials as needed</td>
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<td>• Liaises with committee members and other offices across campus</td>
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<td>• Maintains secured shared sites with relevant committee materials</td>
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<td>• Tracks issues and items that require response and follows up to ensure that response deadlines are met</td>
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<td>• Collects, tracks and ensures administration relating to documents for the Director’s signature, ensures deadlines are met and documentation is accounted for; returns signed documentation to appropriate individuals and coordinates signing authority in the Director’s absence</td>
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<td>• Collects and tracks annual performance metrics in an Excel spreadsheet and applies graphics to present data</td>
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<td>• Arranges travel itineraries including reserving transportation and hotel accommodation, and prepares travel expense claim for reimbursement</td>
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<td>• Maintains confidential filing system for electronic and paper information and determines appropriate handling and storage of documents according to the Freedom of Information and Protection of Privacy Act regulations ensuring compliance with University Records Management Policy IM7700 and Directory or Records guidelines</td>
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<td>• Other related duties as assigned</td>
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<tr>
<th>Responsibility/Accountability: Coordinates IT Support</th>
<th>25%</th>
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<tr>
<td><strong>Duties:</strong></td>
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<td>• Proactively works with IT support to coordinate resources and requests to ensure staff across the ORS, ACS, RPKM and VPR units have appropriate desktop configuration and tools for their work/role</td>
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<td>• Ensures necessary desktop equipment is ordered and in place for new hires, prior to employee’s</td>
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</table>
• Coordinates with unit/hiring managers to provide systems access to department internal folders or Connect sites for staff as appropriate to each role
• Initiates systems access for staff (as appropriate) such as Banner, FAST and Viewcat, with approval from the unit manager and/or MPA
• Establishes or provides access to role-based email accounts for all units, with approval from MPA
• Maintains inventory list of both secondary (role-based) and primary Netlink IDs and passwords used by READ staff and affiliates on behalf of IT support (DCST) and MPA; provides prompt to MPA for directory and password changes
• Initiates RT Tickets; tracks the issue/ticket; ensures satisfactory resolution to all requests; and reconciles DCST monthly report statistics
• Liaises with University Systems on various departmental IT issues and IT-related purchases,
• Assists MPA and IT support person with maintaining hardware inventory for all units; participates in quarterly meetings with MPA and IT to identify replacement needs; and with approved spending by MPA, takes ownership for pricing and ordering replacement IT equipment and accessories, confirms receipt of same; and coordinates disposition of obsolete equipment
• Prices and orders cell phones, conference phones, and audio-visual equipment as needed for the department and ensures equipment is configured to UVic standards
• Ensures that access is removed in a timely fashion for terminated employees and communicates appropriately with IT support
• Provides back-up user support for the Research Administration Information System (RAIS)

• Manage Departmental Connect (SharePoint) Sites for ORS, ACS, RPKM
  o Manages and maintains the secured shared sites and aides in the creation of unit specific sites
  o Participates in departmental working group to evaluate, recommend best practices, troubleshoot and implement improvements
  o Develops and maintains document libraries, lists, sites and sub-sites on departmental sites to meet the needs of users
  o Assists with the management of end-user accounts, assigns permissions and access rights in accordance with best-practices regarding privacy and information security, and in discussion with IT
  o Assists with support to end-users with all site-related issues; liaises with IT support to assist in resolving more complex problems

• Maintain Departmental Website
  o Maintains and updates contact info on the common pages of the Research Services website under Conduct Your Research
  o Ensures hyperlinks redirects users to appropriate site; provides prompt to units where corrections or updates are needed
  o Collaborates with the University Communications and the VPR office on general website updates, as required.
Responsibility/Accountability: Administrative support to Manager, Personnel and Administration | 20%

**Duties:**
- Provides committee and working group support by organizing and coordinating meetings, booking meeting rooms, inviting attendees, ordering and providing refreshments, if needed
- Assists with booking appointments and maintaining the schedule for the Performance Development Process for ORS, ACS and RPKM staff; uploads probationary and annual review documents to Connect site for all staff
- Responsible for the set-up of the agenda for the monthly ORS/VPR staff meetings, coordinating speakers, ensuring appropriate audio-visual equipment is set-up and operational and distributing materials
- Liaises with Facilities Management to arrange for the shredding of confidential materials and for box deliveries by creating FAMIS requests
- Arranges for disposal or sale of surplus equipment as identified by the MPA
- Updates READ contact and email distribution lists; distributes electronic and hard copies
- Obtains quotes for computer, office and equipment acquisitions related to, OVPR units; initiates payment within established spending limit of $1,000 single transaction, creates and authorizes web requisitions, holds and reconciles department Purchasing Card
- Liaises with search committees, prepares interview packages and testing material for candidates; acts as invigilator in administering applicant testing
- Provides assistance with filing, copying, or scanning and secure destruction of documents
- Handles, reconciles and replenishes petty cash; ensures receipts are collected for all disbursements
- Sets timelines and protocols for the office in consultation with the MPA
- Provides electronic calendaring assistance to MPA related to department and project activities
- Assists with coordination of office moves or within work units as needed
- Provides administrative support with special projects as required

Responsibility/Accountability: Administrative and reception support | 20%

**Duties:**
- Provides administrative support to members of the ORS team as well as the AVPRO on an as-needed basis.
- Receives and responds to all counter and telephone enquiries; forwards enquiries to the appropriate staff member or unit in order to provide efficient, responsive service
- Greets and directs visitors to the appropriate individual, which requires general knowledge of research policies and procedures and understanding of the activities related to ORS, and it’s units so advice and information can be provided as needed
- Maintains an awareness of grant and contract deadlines for the purposes of collecting signing authorities
- Receives all incoming correspondence, supplies, courier packages and mail: routes appropriately in order to ensure each item receives prompt attention while ensuring confidentiality is maintained
- Coordinates outgoing mail and arranges for local, national and international couriers when
necessary

• Maintains bulletin boards with general informational postings; distributes general campus bulletins and office advisories to staff members on a regular and as needed basis
• Acts as first point of contact for ORS meeting room bookings (MWB B235)
• Assists in meeting preparation by coordinating catering and refreshments, compiling materials, etc. on an as needed basis
• Manages office presentation equipment, making judgement on priority and sensitivity (using a sign out process within Outlook calendar)
• Arranges for audio-visual and/or teleconferencing equipment in preparation for staff meetings, workshops or other departmental meetings; ensures equipment is set-up prior to meeting time and equipment is operational
• Provides general advice to staff on a variety of UVic policies and procedures
• Provides assistance with the orientation of new employees; orders office equipment and business cards as needed; may coordinate desk moves and transfer of telephone equipment between units; and, ensures work station is fully operational prior to new employee’s arrival
• Obtains security/alarm code from Campus Security on behalf of new employees
• Ensures administrative manuals for desk procedures related to this role are maintained and up-to-date
• Maintains key inventory for the office, meeting rooms and cabinets; ensures secure storage of keys and IT equipment at the end of the working day
• Ensures manuals, policies and how-to for laptops, projector and office procedures are maintained on SharePoint or in the copy room (for photocopiers)
• Maintains keen awareness of office supplies inventory and ensures adequate inventory is on hand; obtains quotes where necessary; places orders with suppliers and tracks receipt of goods
• Ensures supplies for individual earthquake kits are on hand; orders and replaces food and water items within expiry dates
• Initiates and coordinates general repairs and maintenance of ORS premises with Facilities Management by creating FAMIS requests and manages the associated records and purchasing process for these services
• Participates in the annual destruction of records in accordance with university policy and procedures by establishing event date, issuing calendar invite to ORS staff, coordinating confidential shredding pick-up and delivery, and ordering pizza lunch for staff

Responsibility/Accountability:
Back-up support to AVPRO Admin Assistant

Duties:

• Provides senior administrative support to the Associate Vice-President, Research Operations (AVPRO) during periods of absence and heavy workload by:
  o Managing the AVPRO’s calendar
  o Coordinating travel arrangements
  o Providing meeting preparation and organization including booking rooms and refreshments, drafting agendas
  o Facilitating the collection of approval signatures
  o Responding to enquiries on behalf of the AVPRO
  o Participating in event preparation such as the annual yearly open house for faculty
  o Photocopying, scanning and filing as needed
D. Supervision
Indicate supervisory responsibilities, if any, including nature of supervision (direct/ indirect) and of employees supervised (casual, regular, CUPE, etc)
Supervisory Responsibilities (if applicable):

Provides training and direction to casual support staff backfilling this position or other exempt positions.

E. Finance
Indicate financial responsibilities, if any, such as budgeting, reconciling accounts, ordering supplies, authorizing payroll forms, etc.

Financial Responsibilities (if applicable):
- Holds department purchasing card with monthly limit of $1,000 per transaction
- Handles, disburses and reconciles ORS petty cash fund; ensuring receipts are collected and accurately coded for all disbursements
- Completes web requisitions and FAMIS requests
- Obtains quotes for computer, furniture and equipment purchases or catered events
- Reconciles monthly Desktop Support Services monthly reports
- Responsible for accurately collecting, tracking and reporting performance metrics for the Institutional Programs unit

F. Human Relations
Indicate the nature of service provided, and the contacts served, outside of the work unit the position is part of.

Nature of service provided and contacts served:
- Acts as key contact for Systems issued RT tickets and FAMIS requests with Facilities Management
- Acts as first point of contact for Office of Research Services and interacts with a wide variety of university stakeholders including other Executive offices, faculty, senior leaders from government, funding agencies, industry, university staff and students

G. Minimum Qualifications

Skills:
- Strong administrative support skills with the ability to deal effectively with non-routine matters and coordinate various activities,
- Ability to take responsibility, display initiative, demonstrate resourcefulness and problem-solve
- Highly self-motivated and self-directed with ability to work independently and as part of a
team
- Strong written, oral, communication and interpersonal skills required for relating effectively with all levels of the University community and responding to enquiries from external stakeholders
- Excellent organizational skills with ability to effectively prioritize and execute tasks in a high-pressure, confidential and dynamic environment with constant interruptions using keen attention to detail
- Ability to research and assess new information, quickly identify the heart of new problems or issues, and know which resource to obtain direction from
- Flexible and adaptable in changing work priorities and in regards to learning and understanding new technologies

**Specialized Knowledge/ Education:**
- High School graduation or equivalent
- Completion of a two-year post-secondary certificate or diploma in Office Administration is preferred
- Advanced level of computer skills including MS Office (Word, Excel, Outlook, PowerPoint and SharePoint) applications is required Adobe Suite (Acrobat, InDesign) experience would be an asset.
- Working knowledge of Cascade website system
- General knowledge of research policies and procedures highly desirable
- Thorough knowledge of best practices and methods of office procedures including records management and retention

**Experience:**
- Minimum 3 years experience in an administrative support role, preferably in an academic, research or scientific-based large or complex work environment
- Minimum 2 years experience with advanced electronic calendaring, word processing, SharePoint, Excel and presentation applications
- Experience working with confidential information and sensitive issues
- Experience with website maintenance
- Previous experience in the application of UVic policies and procedures highly desirable
- Special event coordination experience desired
- An equivalent combinations of training, education and/or experience may be considered

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**H. Organization Chart - REQUIRED**

(Attach)

Job Holder's Signature  ______________________________________

Supervisor  ______________________________________

Supervisor’s Signature  ______________________________________