

<b>Job title</b>	<i>Office Coordinator, Ashtonbee</i>
<b>Reports to</b>	<i>Services Advisor &amp; Executive Director/CEO</i>

### **Job Purpose**

The Office Coordinator works with a team of professional staff that support the student leadership and goals of the organization. The Office Coordinator supports the CCSAI Ashtonbee Campus office and acts as the frontline ambassador for the CCSAI to students, college staff and external stakeholders. The Office Coordinator is responsible for opening and closing the office, answering all incoming inquiries, providing administrative support to a variety of student programs and services and supporting board members in the office. The Office Coordinator embraces a customer service philosophy. The Office Coordinator will be required to work, effectively and to foster cooperative relationships with student leaders as part of a student-focused organization.

Hours of work Monday to Friday 8:30 am- 4:30 pm with occasional evening and weekend work.

While this position resides at Ashtonbee campus, the incumbent may be occasionally expected to work at other campuses.

### **Duties and Responsibilities**

#### Administrative & Frontline Support

- Opens office for 8:30 am and closes office at 4:30 pm
- Answers inquiries from students and college community in person, telephone and e-mail
- Ensures that general inquiries are directed appropriately and/or answered in a timely and professional manner
- Administers and supports all CCSAI services (advocacy, domestic student health plan, lawyer service, Good Food Box, First Impressions etc.)
- Assists students with, as well as maintains, the fax, photocopier and other equipment in the office
- Provides catering support, meeting set up and clean up for various meetings and activities as required at Ashtonbee
- Manages all incoming and outgoing mail (opening, distributing, posting) including coordinating couriers and office services
- Coordinates duties of the CCSAI Street Team at Ashtonbee
- Coordinates service fair(s) at Ashtonbee
- Coordinates voice mail announcements regarding changes to regular office hours of work at Ashtonbee
- Prepares and distributes correspondence relating to office operations
- Ensures the office reflects a professional image by keeping it organized including watering plants, removing clutter, breaking down boxes for recycling, etc.
- Collects money from games biweekly and deposits in safe
- Monitors and maintains inventory levels of office supplies and orders supplies as required
- Maintains storage areas

- Attends staff meetings
- Fully conversant with, and fully adheres to, the bylaws, rules, regulations, policies and procedures of the CCSAI
- Other duties as assigned by the manager and the Executive Director/CEO

#### Student & Special Event Support

- Supports student initiatives such as Blood Donor Clinics and student vendor program
- Acts as a resource for student clubs responding to requests, booking rooms, assisting and planning of events etc.
- Supports the student leaders by providing direction and delegation to them while on office hours, advises them on completion of honourarium, as well as supporting training initiatives

#### **Qualifications**

##### Education/Experience

- Completion of a College Diploma in Business Administration or a related field or equivalent combination
- Minimum of two (2) years relevant experience working with student government or volunteer based organization

##### Specialized Knowledge:

- Demonstrated knowledge working in a MAC environment utilizing Microsoft suite and Mac OS and facilities management systems

##### Skills & Abilities:

- Excellent oral, written and interpersonal communication skills.
- Demonstrated commitment to quality front-line services.
- Strong problem-solving and advanced organizational skills to support multi-tasking.
- Ability to work independently and to perform effectively as a member of a team.
- Ability to work effectively under pressure and to consistently exercise good judgement.
- Ability to manage conflicting priorities and deadlines.
- Must consistently demonstrate a positive attitude, tact and diplomacy.