#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:** Administrative Assistant

**Job Number:** SO-185 | VIP: 1227

**Band:** OPSEU-5

**Department:** Conference & Hospitality Services

**Supervisor Title:** Director, Conference & Hospitality Services

**Last Reviewed:**  August 21, 2024

#### **Job Purpose:**

Reporting to the Director of Conference and Hospitality Services, the Administrative Assistant, bears primary responsibility for front office operations which includes providing administrative support for conference services, pub operations and event technical services areas. In this client-facing position they are also responsible for the main office reception and provide customer service as the first point of contact for any general phone or in-person enquiries. The position also provides administrative support for summer guest service desk operations and enrichment program

This position is directly responsible for financial/bookkeeping transactions including journal entries, requisitions, and account and budget tracking for two ancillary budgets (Conference & Hospitality services and Pub Operations) and one operational budget (Event Technical Services).

This position is responsible for the in-depth knowledge and use of the university scheduling software as it relates to room bookings for department business.

#### Key Activities:

##### Financial/Budget

* Reconciles all monies received, through data entry and confirms accuracy of reports supplied by other staff including credit card, cheque, cash, debit and online transactions in university’s financial system (Colleague).
* Prepares and completes weekly and monthly deposits and submits to university Finance Department.
* Analyses monthly financial statements to identify and correct discrepancies and reconciles all department transactions with online budget inquiry, department expense and budget tracking spreadsheets
* Maintains and reviews department master account tracking record for payment of all client invoices and reports to staff for follow up
* Maintains up to date chart of accounts for all Conference & Hospitality Services bookings, Pub accounts, Event Technical Services and coordinates requests new accounts, as needed, with financial services.
* Accurately records and submits journal entries for CHS and Event Technical Services for any internal transfers to Finance monthly.
* Reviews, verifies and submits monthly interface for pub operations to finance
* Controls access to, maintains and reconciles petty cash funds and cash receipts as needed
* Reviews receipts and reconciles all department purchasing card statements monthly, following department and university procedure for authorization and submission.
* Prepares and submits all department purchase orders in a timely manner following department and university procedures for authorization and payment processing.
* Tracks expenses accrued against each budget on a regular basis and reports to Director.
* Reviews monthly laundry charges for accuracy, submits to Finance for payment.
* Consults with Director and Finance to ensure any department financial discrepancies and account fund allocation are complete prior to end of year.
* Creates, updates and manages consolidated and tracking spreadsheets, to maintain and improve departmental budget management.
* Ensures office Point of sale terminal is closed and balanced daily.
* Responsible for inputting all expenses charged to credit card or purchase orders for CHS, Pubs, ETS into expense tracking spreadsheet monthly.
* Allocates funds held in deposit against proper general ledger accounts on regular basis
* Conducts a monthly review of all Accounts Receivable accounts to ensure any allocations are complete and records are accurate.
* Assists with compiling financial information for annual budget planning.

##### Office Operations/Administration

* Responsible for front office reception including but not limited to answering phone and taking general information to complete inquiry forms, taking and checking messages and greeting guests in person and following up with information as appropriate
* Responsible for reviewing conference general email inbox at least twice daily and assigns inquiries based on colour code system or forwards, as needed. Responding to emails as appropriate.
* Maintains an efficient, effective and consistent records management system kept in accordance with university policies for all department files including financial records and coordinates archiving documents and files at year end.
* Makes travel arrangements for Conference & Hospitality Services staff (including hotel and transportation), as required.
* Process room booking only inquiries including taking inquiries, scheduling of appropriate available meeting spaces, preparing booking confirmation and invoicing
* Communicates with university scheduling office as needed to ensure seasonal transition of specific college spaces to CHS is setup and functioning. Processes portal room booking requests for conference managed spaces during May to August and imputing any dept. booked business space requests into the university scheduling system (enterprise)
* Compiles and issues weekly listing of all classroom bookings through Conference & Hospitality Services (including pub events) to appropriate departments and confirms in university Scheduling Software system.
* Actively participates in all department meetings and planning sessions including keeping minutes and distributing action items to staff in a timely manner.
* In absence of Director, or primary Event Coordinator, ensures guest or staff inquiries are acknowledged and responded to, where possible.
* Updates all Conference & Hospitality Services websites with information supplied on an ongoing basis.
* Assists with event/program data entry and mailings, as required.
* Responsible for managing regalia rentals including setup through online marketplace, inventory, responding to student enquiries and confirming orders and payments
* Responsible for providing regular reports to coordinators of student staff labour amounts from budget inquiry and submitting any required changes through monthly journal entries
* submits paperwork for event liability insurance as required and reconciling payments with Risk management
* Assists with marketing and advertising for department by maintaining records, tracking placement, and reconciling payments.
* Responsible for maintaining department records (electronic and paper) processes and procedures according to university policy.
* Inventories all office equipment annually and ensures items are maintained, as needed.
* Inventories office supplies monthly and orders, as needed, based on budget
* ensures department vehicles including Van(s) and golf cart are maintained and serviced on regular basis
* Updates enrichment program registration system annually and assists event coordinator with data entry and reviewing registrations for program
* Provides assistance covering summer guest service desk, when needed or for event setup or logistics
* Performs general office duties including checking mail, making copies and filing.
* Assist with pickup up or returning supplies as needed
* Other administrative tasks as applicable.

##### HR/Training

* Assists coordinators with onboarding new and returning student employees by sending emails with hiring and training paperwork and instructions and ensuring student staff files are created and maintained according to university policy
* Provides general direction and training to student staff acting as frontline customer service agents in relation to general reception duties. and administrative specific tasks including processing credit and debit transactions, reconciling Point of Sale machine, balancing and recording end of shift transaction records (cash, credit cards, cheques, and debit)
* Provides general guidance and training to new office staff on department finance related processes and procedures.

#### Education Required:

* College Diploma (2 year) in Business Administration or Accounting or program.

#### Experience/Qualifications Required:

* Three (3) years of directly related experience in a multifaceted office environment including two (2) years of experience with computerized Bookkeeping/accounting.
* Must have strong interpersonal skills and ability to communicate in professional manner to ensure positive client experiences and excellent customer service
* Proficient level computer skills in Microsoft Office, particularly with Excel/spreadsheets.
* Demonstrated experience of general accounting principles and working with accounting /booking keeping software required
* knowledge of the use of Colleague software definite asset
* knowledge of Enterprise room booking software a definite asset
* Experience with webpage editing and maintenance is an asset.
* Excellent attention to detail with Ability to critically read and analyse financial data.
* Demonstrated ability to work collaboratively with others in a complex and multifaceted work environment.
* Demonstrated experience with accurately tracking financial transactions and working with budgets required.
* Excellent time management and organizational skills and problem-solving skills
* Willingness and ability to work occasional evening or weekend hours,
* Class G driver’s license required.
* Must be able to lift at least 30 lbs.

**Job Evaluation Factors:**

##### Analytical Reasoning

Budget /financial

This position is responsible for posting charges and payments to 60+ active GL accounts and corresponding AR accounts related to each of the three subunits (catering, conference and bar services) under the CHS budget, as well as separate GL’s and budgets for Ceilie/pub services and Event Technical Services.

The Admin Assistant is responsible for verifying proper account allocations when coding vendor invoices for payment and submitting Journal Entries as well as when posting group deposits and payments received.

Room booking requests takes inquiries directly for external classroom rentals as well as for spaces under CHS control May to August.

##### Decision Making

Decisions are standardized but adaptation is required. Employee receives supervision and support for decisions that are outside of standard scope or established practice.

Admin Assistant sets own daily/weekly/monthly task routines ensuring items are prioritized to meet department and university deadlines.

Daily duties include responding to enquiries and determining who or where to direct enquiries if require more detailed response.

Determining the most suitable meeting space available for external room booking only requests when received.

##### Impact

Indicate the impact or consequence to the department or University of typical actions or decisions taken by the job incumbent. Provide a relevant work example that is typical of roles and responsibilities of the job (i.e. not an occasional duty).

Incorrect coding of invoices or errors in Journal entries can delay payments to vendors and/or make additional work to make corrections for both internal and external clients.

budget management is key and errors or omissions in entries can have significant impact directly to the department budget if not diligently reviewed and corrected.

Incorrect information relayed to general inquiries can cause confusion for clients.

##### Responsibility for the Work of Others

No Direct responsibilities

Indirectly responsible for ensuring student summer guest service staff understand the process for collecting payment from summer guests and proper paperwork is completed.

##### Communication

Internal Contacts

* Finance and purchasing – weekly/monthly sharing or requesting information related to invoices, payment, journal entries, budget inquiries, department visa, PO’s, cheque requests.
* Roombookings/college offices – communicating about transition of spaces and setup of access within the enterprise room booking system
* Card office- issues/changes in setup of gown rentals withing the Trent Marketplace as well as communication regarding any issues with the point of sales devices used by CHS
* Print shop – copier readings, printing requests
* Any internal faculty/staff– initial inquiries for rooming bookings mainly between April and August. Throughout the year, requests for front sign rental and event service item rental,
* students for Gown/hood rental for grad photos
* CHS staff –shares updates for any changes to financial process, and regularly makes aware of any late or missing invoices and/or payments.

External Contacts

* Vendors – inquiries related to invoices and payments, arranging dept. vehicle repairs/maintenance, ordering office supplies,
* Potential clients – responding to phone or email inquiries, providing follow up information if related to basic room rental requests or general questions or gathering information to pass on to coordinators or director for more detailed requests.

##### Motor/ Sensory Skills

Fine motor skills: Keyboarding: for data entry requiring concentration, accuracy in environment where can be interrupted. Responsible for general conference email inbox organization, frequently using excel and word processing, email

Dexterity: filing, moving items within office i.e. file boxes, A frame signs, grad gowns/hoods

Auditory: daily activities include answering phone, taking messages, processing general requests, ability to filter essential information from non-essential

Visual: use of computer, reading spreadsheets

Driving: occasional to run errands/pick up supplies

##### Effort

Physical:

Sitting at desk for long periods, (option to stand with adjustable desk). Heavy computer use working with spreadsheets and various computer programs and answering phone.

Regular moving or lifting small items, i.e. grad gowns, A frame signs, water bottles (for water cooler), filing, occasional driving required i.e. running errands.

Mental:

Focus and concentration: reviewing detailed financial statements for accuracy, verifying invoices for accuracy and ensuring data entered correctly,

Distractions: The workspace is in the main reception area of the office, at times can be busy with staff coming and going, may need to switch tasks to respond to phone or in person requests.

##### Working Conditions

* First point of contact for anyone entering the office or calling the main office, distracting especially April to August when additional summer staff have need to access office regularly.
* Due to the nature of the work of the department staff have varying schedules and the Admin. Assistant will occasionally be on their own in the office.