



## BCGEU POSITION DESCRIPTION

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**POSITION TITLE:** Administrative Support Assistant, Civic Plaza      **JOB NUMBER:** 808  
**DEPARTMENT:** Office of External Affairs  
**PAY LEVEL:** 3  
**DATE CREATED:** January 2022  
**DATE REVISED:**

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### PRIMARY FUNCTION

The Administrative Support Assistant is responsible for providing administrative and reception support for KPU's Civic Plaza campus.

### JOB DUTIES AND TASKS

1. Perform reception functions:
  - a) Receive and direct clients to appropriate resources.
  - b) Respond to phone, mail, e-mail and in-person enquiries.
  - c) Exchange information with internal and external resources.
  - d) Open, collect and distribute mail as required, including distributing to other Kwantlen Polytechnic University campuses.
  - e) Provide customer service support to students and visitors to the campus.
  - f) Distribute materials to students and visitors as required.
  
2. Perform administrative support functions:
  - a) Type and word process various documents such as correspondence, memos, reports and proposals.
  - b) Assist with the co-ordination and activation of special events.
  - c) Assist with the compilation and production of materials such as brochures, information handbooks, manuals and professional development materials.
  - d) Prepare, file and distribute various materials such as minutes, action items, reports and forms.
  - e) Set up, maintain and update electronic and office filing system and information.
  - f) Send, receive and collect faxes and distribute to appropriate personnel.
  - g) Operate and troubleshoot various office equipment, such as photocopier and laser copier.
  - h) Maintain, verify and check accuracy and completeness of various documents such as invoices purchase orders, requisitions and timesheets.
  - i) Arrange for courier services.
  - j) Schedule and maintain appointments.
  
3. Related duties:
  - a) Maintain and order stock of office supplies such as forms and photocopy paper.



- b) Sign for receipt of goods and services.
- c) Book rooms for meetings and interviews.
- d) Schedule and coordinate meetings as needed.
- e) Photocopy materials.
- f) Contributes to and promotes a safe, respectful, and inclusive work environment by adhering to University policies and procedures and completing mandatory training programs.

**SUPERVISION RECEIVED:**

This position reports to the VP, External Affairs

**SUPERVISION/DIRECTION EXERCISED:**

None.

**PHYSICAL ASSETS/INFORMATION MANAGEMENT:**

Set up, maintain and update electronic and office filing system and information; operate and troubleshoot various office equipment such as photocopier and laser printer.

**FINANCIAL RESOURCES:**

Verify and check accuracy and completeness of various documents such as invoices, purchase order, requisitions and to sign for receipt of goods and services.

*The above statements reflect the general details considered necessary to describe and evaluate the principal functions of the job identified, and shall not be construed as a detailed description of all the work requirements that may be inherent in the job.*

**EMPLOYER REQUIRED KNOWLEDGE SKILLS AND ABILITIES**

- Demonstrated ability to work both independently and as a member of a team.
- Proven ability to meet changing priorities, multitasking, work to deadlines and make responsible decisions while maintaining high levels of customer service.
- Have a full command of the English language both written and oral.
- Demonstrated ability to respond to inquiries and complaints and resolve issues in a timely and appropriate manner.
- Demonstrated ability to independently draft correspondence of a routine nature based on knowledge of established styles and practices.
- Excellent interpersonal, customer service, organization, planning, coordination, problem-solving and follow-up skills.
- Numerical and financial aptitude.
- Be able to meet and deal effectively with people of all ages and backgrounds in an information-exchanging situation.
- Ability to establish priorities for work assigned or accepted on knowledge of policy and practices and/or understanding of the nature of the work of an academic division.
- Demonstrated intermediate skills in computer and Internet applications (e.g. Windows environment, Word, Excel, email, Banner and web browser).



- Experience with office supply orders.
- Demonstrated advanced organizational skills, including the ability to set priorities, plan, co-ordinate and follow up appropriately.
- Proven aptitude for exacting and precise work.
- Demonstrated ability to create and maintain tracking systems.
- Demonstrated ability to type 50 wpm.
- Experience with preparing and organizing meetings.
- Experience with special events planning.
- Ability to occasionally travel to all campuses, possession of a valid driver's license and access to a vehicle is required.

**EMPLOYER REQUIRED EDUCATION & EXPERIENCE**

- Post- secondary diploma required, a combination of experience and education will be considered.
- Minimum three years administrative experience in a post-secondary environment is preferred.

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Knowledge Skills & Abilities revised:

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**EMPLOYEE ACKNOWLEDGEMENT**

I have read this Job Description and fully understand and acknowledge the requirements set forth therein. I understand this is to be used as a guide.

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Employee Name

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Employee Signature

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Date