

Office Coordinator

Department: Operations Team

Posting Date: April 22, 2024 - until filled

Term: Fixed-term contract until May 31, 2026

Hours: Part-time or full-time option available (3-5 days per week).

Hiring Range: \$40,000-50,000 annual salary based upon full-time hours of 40 per week.

Benefits: Extensive benefit package inclusive of health, dental, RRSP matching, and paid personal days.

Background

The [Schlegel-UW Research Institute for Aging](#) (RIA) is a charitable foundation that partners with the University of Waterloo, Conestoga College, and Schlegel Villages to enhance care and quality of life for older adults. Through engagement with key partners and collaborators, RIA supports practice relevant research and knowledge mobilization. Research evidence is used to inform programs, education and training, and influence practice and policy.

Primary Purpose

The Office Coordinator supports administrative activities related to the smooth operations of both the RIA office and building as part of the operations team. This role is responsible for being the first point of contact in the main office, responding to inbound calls and emails, maintaining the appearance of the office and building space including ensuring spaces are organized, and supporting the overall team with tasks, including ordering supplies and supporting meetings. Effective communication is vital as the position is required to interact with team members and researchers, tenants, older adults, research participants, visitors, and other members of the community on a daily basis.

The role will support RIA's vision, mission, and values as well as have an interest and passion for enhancing quality of life and care for older adults and team members working in senior living.

Key Accountabilities

1. **Office and Building Coordination:** Establish and maintain administrative tasks that support the smooth operation of the office and building, including opening and closing responsibilities. Greet and assist visitors, guests and tenants of the building. Engage in professional and timely responses to emails and phone communications. Update and preserve current filing and storage practices. Maintain the overall appearance, including inventory and organization of the office spaces, including kitchens, meeting rooms, storage areas and building supplies. Support departments and projects, including mailings, purchasing supplies and securing quotes from

vendors. Support and participate in the development and maintenance of new processes and procedures to create efficiencies.

2. **Operations Support:** Ability to exercise extreme discretion and professionalism to support finance with deposits and coordinate signatures and approvals for weekly payment runs. Support the onboarding of new team members to the organization and be an active participant of the Joint Health and Safety Committee. Additional data entry tasks may be required.
3. **Events and Meetings:** Support project and department teams to run successful events, conferences, tours and meetings, including coordination of team member participation in conferences. This includes but is not limited to room bookings and set-up, technical support, travel and accommodation bookings, catering, and preparing meeting or tour packages. Support the delivery of team engagement and social activities regularly throughout the year.
4. **Teamwork and Communication:** Work as a collaborative team member of both the RIA support team, executive support team, and the organization. Pro-actively and regularly communicate with team members, visitors, partners and researchers in a positive, supportive and friendly manner. This will include efficiently problem solving and responding to needs and requests. Able to maintain confidentiality and communicate with diplomacy and tact and seek support when needed.
5. **Other:** Takes on a variety of additional RIA administrative tasks, as required.

Position Requirements

Education:

Post-secondary education in Administration or equivalent experience.

Experience and Skills:

- Must have at least 1-3 years of administrative and/or office coordination experience.
- Excellent communication skills to greet and interact with team members, researchers, visitors and older adults in a professional and friendly manner.
- High attention to detail to ensure accuracy in all administrative tasks, such as managing inventory and responding to communication.
- Excellent organizational skills to support the efficient operations of the office and building.
- Ability to adapt to changing priorities, work under pressure, and remain flexible in a dynamic office environment.
- Effective time management skills to prioritize tasks, meet deadlines, and handle unexpected situations efficiently.
- Ability to maintain a high level of concentration and complete job responsibilities as constant distractions arise.
- Ability to work in a collaborative team environment and engage with the team to support a vibrant work environment.
- Ability to adapt to change and manage competing priorities.
- Self-starter with a proactive attitude who can anticipate needs.
- Ability to lift up to 15lbs to waist height and to move training furniture for events and meetings.
- Experience and fluency using Microsoft and Google Workspace products.
- Fluent in English. Fluency in French is an asset but not required.

- Must have a valid driver's licence and be available for occasional travel.
- Eligible to obtain a police background/criminal record check.

Scope of Work

- **Interpersonal Skills:** Builds strong relationships. Communicates effectively with internal team members and external partners; professionally represents the RIA in all communications and at events.
- **Level of Responsibility:** Responsible for ensuring integrity of RIA's reputation within the research-to-practice community and older adult living sector.
- **Decision-Making Authority:** Ability to identify successes and challenges and make recommendations for improvements; engage in problem-solving to optimize success and efficiencies; ability to seek appropriate support and decision-making as needed.
- **Physical and Sensory Demands:** Minimal demands, typical of a position operating within an office environment; periods of extensive sitting at a desk and in meetings and concentrated use of visual senses; substantial repetitive keyboard/mouse movement; high sensory demands because of required concentration and attentiveness to detail and regular distractions and interruptions.
- **Working Environment:** Much of the time is spent sitting in a comfortable position with frequent opportunities to move about. Office is located in a comfortable indoor area. The work is varied and assignments may change frequently. Work will involve regular interaction with RIA team members, researchers, external partners and older adults. There are deadline pressures, while at the same time there is a demand for thoroughness and accuracy.

Vaccination Statement

All researchers, employees and students of the RIA who will work with long-term care homes, colleges, universities and other partners are required to comply with the vaccination policies of those external organizations to complete their work. Of note, vaccination policies are subject to change. The requirement to comply with those evolving policies does not change.

Equity Statement

The RIA is committed to equity, diversity and inclusion within its community and organization. We strongly welcome and encourage applications from Indigenous Peoples, racialized groups, women, 2SLGBTQI+ people, persons with disabilities and people from other equity-deserving groups.

The RIA is pleased to accommodate individual needs in accordance with the Accessibility of Ontarians with Disabilities Act, 2005 (AODA) within our recruitment process. If you require accommodation at any time throughout the recruitment process, please let us know.

Funding Statement

Please note that all positions at the RIA and the continuation of these positions are conditional upon funding.

How to Apply

RIA invites applications (cover letter and resume) to be submitted by email to applications@the-ria.ca. Please include the job title in the subject line of the email.