



University of Calgary Graduate Students' Association
1030 ES, 844 Campus Place NW
Calgary, Alberta
T2N 1N4
Tel (403) 220-5997 Fax (403)282-8992
www.gsa.ucalgary.ca

Job Summary

The Administrative Assistant provides the front-line customer service guidance and support to the members of the Graduate Students' Association (GSA), offers administrative support to the GSA Staff and Board of Directors, and performs data entry and records management duties, administrative and logistical tasks, and special projects as assigned.

This full-time permanent position exists to ensure all administrative requirements of the GSA are attended to in a responsible and timely approach.

The Administrative Assistant reports directly to the Human Resources Manager and provides detailed analysis of data in relation to functional areas and reports this information for decision making purposes.

About this Job Opportunity

The GSA offers comprehensive and competitive benefits including an extended health and dental plan, short and long-term disability coverage, life insurance, a health and wellness spending account, and a matching RRSP contribution program.

The GSA supports professional development opportunities, organizes staff appreciation events, and provides flexible working hours within a hybrid model.

The GSA is committed to providing an equitable, diverse, inclusive, and accessible workplace, and fostering belonging and empowerment within the graduate student community at UCalgary. We strive to acknowledge and remove barriers that have been historically encountered by people in our society and encourage qualified applicants from all equity-seeking groups to apply.

Key Responsibilities

- Maintain effective, ongoing, and consistent oral (in-person/virtual front desk and main GSA phone) and written (email/live chat) communications with GSA members to answer their inquiries, address their needs and concerns, escalate issues, and enhance awareness of the purpose and values of the GSA;
- Promote the services offered by the GSA to members such as: Health & Dental program, social events, volunteer opportunities, discounted tickets, awards, and bursaries;
- Maintain effective, ongoing, oral, and written communication with GSA staff to perform administrative duties and answer administrative inquiries as they relate to functional responsibilities;
- Provide administrative support to the GSA board of directors in organization of emails, calendars, and bookings;
- Collect and track completed GSA Volunteer Agreement Packages from Board and Committees members as well as events volunteers;
- Provide assistance to the Human Resources department as directed;

- Provide assistance to the Accounting and Finance department by performing some weekly bookkeeping procedures;
- Assist with VISA Reconciliation reports and Online Ticket Sales Report when needed;
- Attend some GSA committees' meetings as required, take meeting minutes, and ensure related documents are saved in the proper folders;
- Assist with Graduate Representative Council (GRC) meeting preparations, presentation preparation, and administration, which will require some evening hours once a month;
- Process Quality Money applications and contracts, and prepare all payment requisitions;
- Assist with maintaining the Departmental Graduate Students' Association (DGA) and Graduate Student Group (GSG) program administration;
- Assist with GSA Awards, Bursaries, and Grants program administration;
- Administer the Last Defence Lounge (LDL) coupon process;
- Schedule biweekly staff meetings and maintain communication, organization, and preparation of agenda and biweekly reports;
- Maintain and order office supplies inventory in relation to budget allotment for the GSA and LDL;
- Communicate with the UCalgary IT department, mail distribution, maintenance, and phone services to maintain office assets and procedures; and
- Other duties as required.

Qualifications

- An undergraduate degree from a verifiable post-secondary institution, or a combination of education and related experience;
- Exceptional customer service and communication skills;
- Hands-on administrative support experience;
- Professional writing abilities;
- Relevant bookkeeping experience is considered an asset;
- Practical multitasking, time management, and prioritizing skills;
- Ability to manage significant volume of transactions in a timely manner and effectively trouble shoot to identify deficiencies;
- Ability to complete competing tasks and deadlines with a high degree of accuracy;
- Proficiency in using Microsoft Office Suite and Adobe Acrobat software;
- Experience using Zoom, Microsoft Teams, Google Docs, Microsoft OneDrive;
- A high attention to detail as it pertains to records management;
- Ability to develop collaborative working relationships with diverse populations in an academic setting;
- Familiarity with the GSA and LDL services, events, and programs;
- Thorough understanding of the graduate extended Health and Dental Plan; and
- Ability to legally work in Canada, as a citizen, permanent resident, or holding a valid work permit.

How to Apply

Please submit your **cover letter and resume** to hr.gsa@ucalgary.ca by **Sunday, July 28, 2024 at 11:59 PM.**

We would like to thank all those who apply; however, only those chosen for an interview will be contacted.

About the GSA and the LDL

The University of Calgary Graduate Students' Association (GSA) represents the collective interests, but not individual opinions, of graduate students to governing bodies of the University of Calgary, all levels of government, and the surrounding community of Calgary.

The Last Defence Lounge (LDL) is a fully licensed restaurant operated by the GSA and located on the third floor of MacEwan Student Centre (MSC 350). The LDL welcomes the entire University of Calgary community and their guests.