Office Administrative Assistant

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<th>ORGANIZATION NAME</th>
<th>JOB CATEGORIES</th>
<th>POSITION TYPE</th>
<th>REGION AND LOCATION(S)</th>
<th>CAREER LEVEL</th>
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<td>Non-Academic Staff Association - University of Alberta</td>
<td>Admin/Clerical</td>
<td>Full Time</td>
<td>Alberta - Edmonton Area - Edmonton</td>
<td>Junior</td>
<td>$45,136 - $57,876</td>
<td>2021-Dec-02</td>
<td>2022-Jan-04</td>
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The Non-Academic Staff Association (NASA) at the University of Alberta is seeking a full-time Office Assistant (OA).

Reporting to Director of Operations, the OA is one of the most front-facing positions within NASA and provides support to a variety of positions and activities of the Union.

The OA is responsible for efficient reception service at the NASA Office, which includes managing NASA’s telephone system, directing inquiries from union members, handling internal and external mail, as well as general office administration and clerical functions for Labour Relations Officers as required. While the NASA Office is currently closed to visitors, when open, this position is also responsible for receiving and directing visitors to the Office.

As a part of a small operations staff within NASA, the successful candidate is required to be flexible and willing to acquire skills in support of their coworkers’ activities.

**RESPONSIBILITIES**

**Office Reception:**
Responsible for providing a positive image of NASA as the first contact for any caller or visitor to the office.
Responds to incoming phone calls and assists by directing callers to appropriate staff members and resources, answering questions, and booking appointments where appropriate. Acts as administrator for the NASA telephone operating system.
Processes all incoming and outgoing mail, faxes, and couriers, ensuring appropriate distribution to day files or personal files, with special consideration for the potentially confidential nature of materials.
Monitors NASA’s general email throughout each day; provides timely responses to emails received or forwards them to appropriate parties for response.

**Office Administration:**
Responsible for the general office and grievance files (office and storeroom) – opening, closing, and maintaining of all files.
Responsible for maintaining and updating the Labour Relations Database; responsible for ensuring monthly queries and reports are provided; assists Labour Relations Officers with grievance files as requested.
Responsible for ongoing maintenance and updates of the membership database, including addresses, membership numbers and cards, status updates, and ensuring that corresponding mailing lists are updated regularly (e.g. NASAList, Steward Listings, etc.).
Provides administrative support to NASA internal committees as assigned, including meeting arrangements, minute-taking, and other duties as required.
Coordinates disposal of confidential materials
Monitors and orders office supplies as necessary. Manages office keys, fobs, and access.
Processes and maintains records of “Time off for Union Business” forms.
Responsible for mail-outs to members including the creation and preparation of packages, correspondence, or documents.
Assists with the coordination of NASA events as assigned, including venue bookings and catering as required.
Participates in the NASA Breakfast planning/organizing.
Initial troubleshooting for all photocopier issues.
Responsible for recording and circulating minutes of weekly staff meetings.
Liaises with property management and coordinates tenant services for the office.
Provides additional secretarial support services to the Director of Operations (DOO) or the Executive as requested by the DOO or in support of other administrative staff.

**EDUCATION**
High school diploma required supplemental secretarial or office administrative courses/diploma an asset.

**EXPERIENCE**
A minimum of two years’ experience working in a union or association or member services-based organization is required while previous experience in the education sector would be an asset.
Strong oral and written communication skills are necessary, specifically verbal communication with a variety of customers in varying states of distress.
Excellent customer service skills.
Resistance to stress, with an ability to manage multiple projects simultaneously, tolerating frequent interruptions and changes in priorities.
Demonstrated ability with office IT systems (Microsoft office applications, database management, web browsers, and email servers) and office equipment (including telephones, networked photocopier, etc.).

We are committed to the principle of equity in employment. We welcome diversity and encourage applications from all qualified applicants, including persons with disabilities, members of visible minorities, aboriginal persons, and members of other equity-seeking groups.

Please submit applications to NASAUnionHR@gmail.com

While we thank all candidates for their interest, only candidates receiving an interview will be contacted.