

Job ID: OR-24-03
Job Title: Administrative Coordinator
Department: Residence and Conference Services
Campus: Orillia, ON
Status: Full Time, Permanent
Job Category: Schedule II

Date Posted: January 29, 2024
Closing Date: February 14, 2024

Why Lakehead University?

At Lakehead University we challenge the conventional to provide a university experience that's far from ordinary. Lakehead's Orillia campus is a thriving academic community in which you can make a real difference as part of our team. Your unique ideas will be respected and encouraged. Because we are small and mighty, your commitment to innovation and collaboration are essential. Lakehead Orillia is located in the heart of Ontario's Lake Country, offering year-round opportunities for recreation, culture, and heritage.

Lakehead is a comprehensive University with a reputation for innovative programs and cutting-edge research. For the third year in a row, Lakehead University was included in the top 100 of the Times Higher Education Impact Rankings. Lakehead is the highest ranked university in the world with under 10,000 students. Maclean's has once again included Lakehead University among Canada's top 10 primarily undergraduate universities in the magazine's 2023 University Rankings.

About this Job

Reporting to the Manager, Residence and Conference Services, the Administrative Coordinator provides administrative support to members of the Residence and Conferences Services team including front desk operations. This individual will act as a liaison between students, other departments, residence life staff, conference coordinator, and the manager of residence and conference services in order to facilitate communication, foster smooth service delivery to clients, track and maintain records, and perform a variety of additional administrative duties.

Job Duties

- Interact and engage with students, staff, vendors/suppliers, guests, and the general public in providing information and communication regarding residence and conference services
- Prepare and send mass communications to residence students regarding events, emergency notifications, etc.
- Oversee the general organization of check-in to ensure all tasks are completed including early arrivals, notification of additional charges, meal plan start up, etc.

Employment Opportunity

- Complete travel authorizations and travel expenses for residence and conference services team members
- Manage residence admissions, compile statistics, complete room assignments and billing (including fees and fines)
- Prepare bi-weekly front desk staff schedules in coordination with the manager, residence and conference services
- Maintain office supplies and equipment
- Reconcile departmental Visa purchasing card statements
- Receive trouble calls and service requests and initiate work orders with physical plant and/or outside vendors
- Take action on emergency calls in consultation with the manager of residence and conference services
- Maintain records of room inventories and safety inspections
- Liaise with custodial staff, coordinate daily and weekly priorities pertaining to front desk operations
- Track and report time and attendance requests and maintain accurate records on behalf of the manager of residence and conference services

Qualifications

- Demonstrated proficiency in Microsoft suite including Excel, Word, and Google Suite
- Knowledge/experience in the hotel and/or university hospitality industry and customer service
- Comfortable using various computer programs and teaching others how to navigate them
- Excellent customer service and communication skills
- Excellent organization skills, time management and multitasking skills
- Able to work independently and as part of a team
- Experienced dealing with confidentiality and able to exercise tact, good judgement and discretion

Working Conditions

- Office environment
- Monday - Friday, with occasional evening and weekend flexibility to meet operational needs.
- On Call Rotation

How to Apply

Interested applicants may apply by clicking on this link to [this Google Form](#) and attaching your cover letter and resume in word or PDF format.

If you are experiencing any issues with the Google Form, please email careers@lakeheadu.ca for assistance.



Employment Opportunity

We appreciate your interest; however, only those selected for an interview will be notified. Lakehead University is committed to creating a diverse and inclusive environment and welcomes applications from all qualified individuals including women, racialized persons, Indigenous people, persons with disabilities and other equity-seeking groups. All qualified candidates are encouraged to apply; however, Canadian citizens and permanent residents will be given priority. This is in accordance with Canadian immigration requirements.

Lakehead University is committed to supporting an accessible environment. Applicants requiring accommodation during the interview process should contact the Office of Human Resources at (807) 343.8334 or human.resources@lakeheadu.ca to make appropriate arrangements