



Associate Administrator – Operations Support

Innovate Calgary

CALGARY, ALBERTA

Innovate Calgary is the technology transfer office and business incubator for the University of Calgary. As part of the Office of the Vice-President (Research) portfolio, we work with UCalgary researchers, students, and other members, to help bridge the gap between discovery and innovation.

We provide a unique environment for employees by combining a flexible work environment with great exposure to the breadth of the University of Calgary's growing innovation and entrepreneurial ecosystem.

We are currently accepting applications for the following position:

Associate Administrator – Operations Support

Reporting to the Head of Operations, Innovate Calgary is searching for a motivated self-starter who enjoys working in a busy office atmosphere. As an administrator, you will serve as a key support resource for the Head of Operations as well as provide support to other business units.

Key Accountabilities:

- Provide friendly, cordial assistance to staff, management, and guests in all aspects of the role
- Accurate and timely completion of assigned tasks
- Perform front-desk reception duties, including greeting visitors and answering inquiries (in-person, on the phone, and via email)
- Management of meeting rooms, including:
 - booking meeting rooms via the online reservation system and making changes to reservations as required
 - resetting meeting rooms, including light cleaning of rooms and storage of equipment and supplies
 - monitoring of meeting room equipment and coordinating equipment repairs as required
 - ordering and set up of catering as required

- Perform general office administrative tasks, including:
 - maintaining a tidy and organized office environment, including light cleaning of the reception area and arranging for clean up and repairs of office areas as required
 - managing coffee stations, water cooler, snacks, office stationery, and supplies
 - ensuring kitchens, washrooms, and company-shared spaces are clean and stocked (arranging for clean up and ordering supplies as required)
 - receiving and storing of office and kitchen supplies
 - monitoring of postage meter, mail distribution, and occasional off-site mail pick up
 - management and maintenance of photocopiers, including monitoring supplies levels, adding and removing users, communicating photocopier procedures, and generating the monthly accounting report
 - maintaining computer equipment inventory lists
 - recycling of batteries and photocopier supplies
 - acting as a designated company fire warden, including ensuring proper egress and safety guidelines are being maintained, notifying Security and the Facilities Manager immediately of any safety or security concerns, and providing direction during an emergency or evacuation
 - implementing ad hoc emergency response protocols as required (e.g., informing visitors of new safety guidelines and putting up notification signs)
 - assisting with planning and coordinating staff events
- Support employee onboarding and offboarding by:
 - setting up offices for new hires, including light cleaning of office and storage of files and supplies, setting up of computer equipment and office phones, and creating name placards for office locations
 - updating mail slots
 - resetting of offices when employees leave the company, including light cleaning of office and storage of files, supplies, and computer equipment

Personal Characteristics:

- The ability to work with, prioritize and organize numerous tasks, including simultaneous work on numerous assignments or projects – multitasking is often required
- Resourceful and a creative problem solver
- Possess a high emotional IQ and practice proper etiquette
- Adaptability is essential – pivoting is common
- The strength of personality to seek direction and prioritize projects to ensure that the most time-sensitive projects are completed first
- Business relationship management skills with a commitment to completion of projects within a team environment
- The willingness to take on different levels of responsibility and independently carry projects through to completion
- The ability to maintain company and employee confidentiality at all times



Skills/Qualifications:

- A completed 1-year certificate or diploma in Business, Office Administration, or a closely related field
- 1-2 years of experience in a business office environment with a broad understanding of the terminology, timelines, and processes related to the functioning of a business office
- Proficiency with Microsoft Office Suite (Word, PowerPoint, Excel, Outlook, Teams, and SharePoint)
- Very strong organization and exceptional collaboration skills with exceptional attention to detail
- Excellent interpersonal skills and strong written communication skills
- Ability to quickly align with shifting priorities, work assignments, and timelines
- Ability to work independently and in a dynamic team environment
- Ability to set up and coordinate video and audio conferences
- Experience with office relocation is an asset

Interested applicants are asked to forward their **resume and cover letter** to hr@innovatecalgary.com.

We thank all applicants for their interest; however, only those persons for whom we need further information, or who are being considered for an interview will be contacted.

Application closing date: End of Day, May 17, 2022

Innovate Calgary is an equal opportunity organization committed to building and fostering a fair and inclusive community that values diversity and encourages respect for all. We welcome applicants across any race, colour, religion, sex, sexual orientation, gender identity, national origin, disability, protected veteran status, Indigenous status, or any other legally-protected factors. We recognize the value of identifying and removing barriers for any applicants interested in participating in our programs. Please contact us at hr@innovatecalgary.com to start a conversation about different accommodations available.