DOUGLASCOLLEGE

STAFF JOB DESCRIPTION

JOB DESCRIPTION:	Administrative Officer I, MCO		
DEPARTMENT:	Marketing and Communications Office		
REPORTS TO:	Director, Marketing and Communications		
JOB DESCRIPTION #:	140.24	PREVIOUS JOB DESC. #:	
PAY LEVEL:	13		
ORIGINAL DATE:	November 2025		
LAST REVISED DATE:			

Primary Function:

Under the direction of the Director, Marketing and Communications, the Administrative Officer I contributes to the success of the College and its community of learners by providing efficient administrative support and facilitating and resolving operational issues while providing exceptional client-centred service and facilitating best practices in business communications to all stakeholder groups.

Responsibilities:

1. Provides a variety of administrative support functions

a. Serves as administrative contact and liaison with both internal and external community, institutional agencies and representatives on operational issues;
b. Supports the Director with crisis communications response, ensuring a high level of confidentiality and discretion;
c. Manages and maintains complex databases and spreadsheets, and produces appropriately formatted reports and proposals;
d. Arranges employment interviews, including scheduling with candidates and Human Resources and providing supporting documentation as required;
e. Establishes and implements new Marketing and Communications Office (MCO) administrative/ operational procedures to solve identified problems;
f. Analyzes, plans, recommends and implements office procedures, office functions and methods of responding to service requests;
g. Maintains computer and cell phone inventory, updates service provider with changes and facilitates upgrades, as necessary, with attention to budget cycles;
h. Supports the Director and Managers with departmental communications, internal and external correspondence and writing requests for proposals;
i. Provides administrative support to the Director and Managers in maintaining the financial records of professional development, preparing agendas, taking minutes, updating contact and access lists, coordinating travel activities, scheduling meetings and coordinating the Director's schedule and office functions;
j. Provides the department with administrative support including sending, sorting and distributing mail, ordering and maintaining stationery supplies;
k. Assists with the planning of internal MCO events.

2. Maintains accounting and financial records for accounts and projects

a. Develops, maintains, and updates finances for MCO accounts and projects, ensuring accuracy and compliance with Records Information Management (RIM) standards;
b. Supports Director and Managers in the annual budget planning process;
c. Processes departmental financials such as invoices, deposits, cheque requisitions, credit card reconciliations and honoraria for submission to the Finance department;
d. Facilitates service agreement renewals and compliance in coordination with vendors and responsible contract manager;
e. Monitors budget, prepares and maintains budget reports and records for accuracy and completeness and identifies variances and ensures adherence to contracts;
f. Prepares monthly internal accounting reports, identifies variances from budget and researches reasons for variances;
g. Collects, reviews, codes, reconciles and enters invoices in department tracking systems, including inter-departmental charges and completion of Chargeback Authorization Form;
h. Initiates and prepares billings for partner departments, including collecting data and reconciling budgets to actual expenditures; researches, clarifies and resolves discrepancies communicating with department managers as required;
i. Works closely with Finance department staff in areas of accounts payable and data entry to ensure timely and accurate flow of information;
j. Liaises with Procurement, service departments and faculties to create and track purchase orders, web requisitions, and invoices, ensuring appropriate processing times, signing authority, and accurate account coding for advertising;
k. Estimates future expenditures based on known contract changes, expected inflation and historical spending patterns;
l. Oversees departmental cash transactions including reconciling receipts and maintaining floats, petty cash, and gift cards.

3. Performs other duties as assigned

a. Provides information on departmental processes, procedures, file protocols, email protocols, and other resources to new hires (staff and student assistants);
b. Maintains ongoing communication with other college personnel in order to facilitate effective operations;
c. Signs for supplies and services related to the functions of the position;
d. Provides administrative support to Future Students' Office, as needed.

Supervision or Guidance Exercised:

Provides orientation for new and auxiliary staff.

Physical Assets and Information Management:

Monitors expenditures and resolves budgetary discrepancies; submits web requisitions and tracks purchase orders, maintains records management system, plans events and coordinates travel activities for department; monitors and schedules replacements/updates department technology and equipment; maintains department budget records and files.

Financial Resources:

Signs for supplies at the Bookstore, orders supplies via standard College purchasing system, signs for goods received from College shipping department and storerooms. Maintains, prepares and analyzes budget reports and records.

Required Education and Experience:

- Diploma level program in office or business administration from a recognized post-secondary institution (bachelor's degree preferred). A diploma in a related field may be considered (i.e. communications).
- Minimum of three years directly related work experience.
- Minimum of two years bookkeeping experience.
- An equivalent combination of education, training, and experience will be considered.

Required Knowledge, Skills and Abilities:

- Demonstrated ability to work in an environment where professionalism, a high degree of confidentiality, sensitivity, and diplomacy are of primary importance.
- Excellent interpersonal and intercultural communication skills including written and verbal fluency in the English language.
- A demonstrated ability to:
    - analyze and resolve complex operational problems based on an understanding of the wider organizational context;
    - promote a positive work environment and work collaboratively with colleagues;
    - monitor and prepare budget reports, track expenses, and reconcile financial accounts;
    - prepare and compose accurate and professional documents, correspondence, and reports;
    - maintain and classify departmental files and records;
    - communicate courteously and effectively with staff, faculty, and administrators;
    - provide stakeholders with excellent, client-centred service;
    - exercise initiative, and work independently with minimum supervision;
    - organize, plan, analyze, and problem solve with a high degree of attention to detail;
    - establish priorities and consistently meet deadlines and deliverables;
    - address operational issues in a timely and appropriate manner;
    - develop, implement, and review processes, procedures, and documentation;
    - apply and work within relevant policies and procedures;
    - use MS tools [e.g. SharePoint, Outlook, Word, Excel, Teams] at an intermediate to advanced level;
    - learn new computer software programs and applications quickly and efficiently to support administrative work.
- Proficiency in modern office practices and procedures.
- Strong interpersonal skills, including a demonstrated ability to develop, establish and maintain effective working relationships with administrators, faculty, staff, and external vendors.
- A good working knowledge of financial information systems, with an ability to identify and troubleshoot errors and omissions.

This job description reflects the general responsibilities and duties associated with the job and should not be viewed as a comprehensive list of job tasks.