

## Job Posting

### **HS: Admin/Clerical Support 1-5 2022 Q2**

### **HS: Admin/Clerical Support 1 - 5 (Q2 2022)**

### **UBC Hiring Solutions**

#### **Position: Administrative Support (Full-Time or Part-Time term placements)**

Provides advanced administrative, clerical, or executive assistant support to UBC departments located on Point Grey Campus, Robson Square, or several hospital sites. Employees are hired by **UBC Hiring Solutions** and are assigned to different UBC departments usually on a full-time basis to fill various administrative and clerical-based positions.

Employees are placed based on availability, qualifications, and abilities and our placements can vary from a few days to months depending on the needs of our clients. Our employees are usually working full time on back-to-back placements and if eligible, are able to join the generous UBC benefits package after passing their probationary period. We provide our employees with the opportunity to work all over the campus and gain valuable work experience at UBC.

Please note that we give priority to experienced administrators who are available immediately. Also, we are not recruiting for specific positions, but we are looking for service-minded professionals to join our roster.

#### **Organizational Status**

Reports to UBC Hiring Solutions Manager or designate. Employees are expected to work closely with their onsite client-departmental supervisor.

#### **Work Performed**

Although each assignment will differ in the work performed according to classification, the employee is expected to adhere to the following standards as related:

Service:

Demonstrated service skills required:

- Provides respectful, tactful, fair, and efficient service to a culturally diverse group of clients including students, faculty, staff, colleagues, affiliates, suppliers, and campus visitors.
- Excellent oral and written communication

- Coordinates and execute complex administrative tasks related to meetings and events bookings, travel arrangements.
- Performs financial duties such as reconciling journal vouchers, and processing expenses, credit card payments, and travel requisitions.
- Interacts with co-workers, clients/customers in a pleasant, courteous manner.
- Listens effectively and empathetically.
- Clarifies and assesses what is being asked.
- Diffuses situations by remaining in emotional control when co-workers, clients/customers/suppliers are anxious, frustrated or angry.
- Responds concisely with grammatical accuracy in writing to email inquiries and correspondence.
- Provides timely service with minimum supervision.
- Works effectively during high-volume placements.
- Works co-operatively within a departmental team.
- Is well organized and able to multitask in a fast-paced environment.
- Works effectively under pressure.
- Works independently with a high degree of accuracy.
- Enters data efficiently and accurately.
- Enters, edits, and manipulates data in relevant information systems, requiring data manipulation processes of a complex nature.
- Responsible for the maintenance of office supplies, including inventory, ordering, and purchasing.
- Any other administrative duties required by the department to meet the operational needs.

#### Other Requirements:

- Follows all UBC Hiring Solutions policies as outlined in the orientation material with particular, adherence to procedures as they relate to timesheet submission, reporting sick time, and vacation requests.
- Exercises tact, judgment, and sensitivity to the departmental environment; conforms and adapts to the established standards of conduct.
- At the outset of each placement, requests the following information from the department:
- Information concerning hours of work and appropriate break times.
- Their policies concerning the personal use of e-mail and the internet.
- The departmental reporting structure and procedures as they relate to the placement.
- The department's dress code and scent-free policy.
- Immediately communicates to UBC Hiring Solutions any concerns that may impede the successful completion of the placement.
- Advises UBC Hiring Solutions of any reason for absence, tardiness, or any other reason that would affect their ability to complete the hours as set out by the department.
- Makes every effort to maintain and upgrade their office skills through the resources provided by UBC Hiring Solutions and the University.

Supervision Received

Will vary depending on the classification and placement.

Supervision Given

Will vary depending on the classification and placement.

Consequence of Error/Judgement

Failure to provide service that meets these standards affects the integrity of UBC Hiring Solutions and/or the University.

### **Qualifications**

High school graduation is supplemented by training in-office procedures and practices or a combination of education and related work experience. University undergraduate degree preferred. Minimum of three to four years of recent administrative experience in a professional office environment. Ability to effectively manage multiple tasks and priorities. Ability to exercise tact, discretion, and judgment required. Proven ability to be flexible, confident, and self-motivated. Ability to prioritize and work effectively under pressure to meet deadlines. Ability to deal with a diversity of people in a calm, courteous, and effective manner. Ability to analyze problems, identify key information and issues, and effectively resolve them. Ability to maintain accuracy and attention to detail. Effective oral and written communication skills. Proven ability to work in a team and collaborate with others. A commitment to enhancing one's own awareness, knowledge, and skills related to difference. Must have skills pertaining to managing diversity across identities, perspectives, and behaviours (e.g. communication skills, managing conflict, flexibility, and working in ambiguity). Behaviours that demonstrate empathy, sensitivity and, curiosity toward difference are a must.

Citation

“HS: Admin/Clerical Support 1-5 2022 Q2.” *UBC Hiring Solutions*,  
<https://ubchr.hiringplatform.ca/processes/76575-hs-admin-clerical-support-1-5-2022-q2?locale=en>.

12345 Main Street  
Vancouver, BC V1V3H3

August 8<sup>th</sup> 2022

UBC Hiring Solutions  
Suite 224 - 2155 Allison Road, University Marketplace  
Vancouver, BC V6T 1T5

RE: Application for Administrative Support Position

Dear Hiring Manager,

Please accept this letter and resume as an application for the Administrative Support Position.

I believe that my recent experience working as an invoice and payroll clerk make me an excellent fit for the available position. My performed tasks include producing, distributing, and tracking monthly invoices. I also calculated and distributed employee's compensation and the company's business remittance.

Furthermore, in my previous position as a youth support worker I also performed various administrative tasks in addition to providing supervision to youth under the care of MCFD. These administrative tasks include correspondence between residential managers and social workers, and the creation of monthly financial reports that kept track of the budget of each residence. I also created monthly schedules that included various appointments and community programs for each youth.

My references will confirm that I am a dependable, flexible, and organized, and that I am someone willing to positively contribute to the company's services and targets.

If you have an opening and you feel that I could make worthwhile contributions to the organization, I would welcome an interview at your convenience. Thank you for taking the time to review my application.

Sincerely,

*Jessica Lan Barlescu*

Jessica Lan Barlescu

Enclosure: Resume

12345 Main Street  
Vancouver, BC V1V3H3

August 8<sup>th</sup> 2022

Referee One  
Magnolia Garden Service  
7751 Minoru Blvd  
Richmond BC, V6Y3G7

Dear Referee One,

I hope that you are doing well.

I am in the process of applying for an Administrative Support Position within UBC Hiring Solutions. I am reaching out to you to request a reference letter to accompany my application.

In the two and a half years I have worked for Magnolia Garden Service, I have developed many administrative and clerical skills. Through my position, I was able to further advance my knowledge regarding accounting, and better develop my communication skills by maintaining correspondence with contractors. These are all skills that are necessary for the position I am applying to and would appreciate if you could outline these in the reference letter.

Thank you for taking the time to read my letter. If you have any questions, please email me at [jbarlescu@gmail.com](mailto:jbarlescu@gmail.com)

Sincerely,  
*Jessica Lan Barlescu*  
Jessica Lan Barlescu

12345 Main Street  
Vancouver, BC V1V3H3

August 8<sup>th</sup> 2022

Referee Two  
Milieu Children & Family Services  
4920 Fraser St.  
Vancouver, BC V5W 2Y8

Dear Referee Two,

I hope that you are doing well.

I am in the process of applying for an Administrative Support Position within UBC Hiring Solutions. I am reaching out to you to request a reference letter to accompany my application.

In addition to the direct supervision I provided to the youth at the residence as a support worker, I was also the appointed finance officer and kept track of the monthly spending and budget. Additionally, I created the monthly schedules for the youth that included important appointments and community programs for them to participate in. Through this position, I was able develop important administrative skills that are transferable to the position I am applying to.

Thank you for taking the time to read my letter. If you have any questions, please email me at [jbarlescu@gmail.com](mailto:jbarlescu@gmail.com)

Sincerely,  
*Jessica Lan Barlescu*  
Jessica Lan Barlescu

12345 Main Street  
Vancouver, BC V1V3H3

August 8<sup>th</sup> 2022

Referee Three  
Shibaura Crystal Shinagawa 10F, 1-6-41 Kounan  
Minatoku, Tokyo  
108-0075, Japan

Dear Referee Three,

I hope that you are doing well.

I am in the process of applying for an Administrative Support Position within UBC Hiring Solutions. I am reaching out to you to request a reference letter to accompany my application.

My time as an assistant language instructor in Japan was an incredibly valuable experience. Through this experience, I was able to develop my communication skills and learn how to adapt to different environments I was placed in. Although I am applying for an Administrative Support Position, I believe that the skills I displayed during the internship would still be valuable in the position I am applying to and would greatly appreciate it if you could outline these in the reference letter.

Thank you for taking the time to read my letter. If you have any questions, please email me at [jbarlescu@gmail.com](mailto:jbarlescu@gmail.com)

Sincerely,  
*Jessica Lan Barlescu*  
Jessica Lan Barlescu