

## Job Description

---

<b>Job Title:</b>	Operations Coordinator
<b>Department:</b>	School of Accounting and Finance
<b>Reports To:</b>	Manager, Undergraduate and Scheduling
<b>Jobs Reporting:</b>	None
<b>Salary Grade:</b>	USG 5
<b>Effective Date:</b>	July 2023

---

### **Primary Purpose**

The Operations Coordinator is the first point of contact for faculty, staff, students and visitors and must be knowledgeable of routine administrative and academic functions in the School of Accounting and Finance (the 'School'). The Operations Coordinator must present a professional and welcoming environment for all visitors. This entails regular contact with leaders from industry and professional associations, as well as faculty, staff, students and other visitors. They are expected to work effectively in a team environment in which all members contribute collectively to the overall successful operation of the School. This position is also the first point of contact for in person undergraduate and graduate student enquires. The incumbent must employ tact, compassion and judgment to effectively screen and prioritize student requests as they arrive. They must also be knowledgeable of general academic policies and procedures. Assigned tasks include general administrative support (mail, office supply management, space bookings), data entry, data management and event planning assistance as well as tasks related to the day-to-day challenges of supporting a busy office environment. The Operations Coordinator ensures effective and efficient processes within reception to support the department's main functions. This role supports and acts as a back-up to a number of roles within the School of Accounting and Finance (SAF), including the Payroll and Exam Coordinator on a daily basis to help with exam proctoring and coordination and the Administrative Assistant to the Director in supporting the teaching, outreach, public relations and goals of the School. The Operations Coordinator is the designated Health and Safety leader for the School.

### **Key Accountabilities**

#### **Administrative Office Support and Operational Coordination**

- Provide a welcoming, and professional point of first contact for the School of Accounting and Finance. This includes providing exceptional customer service to potential and current students, staff, instructors, and external visitors, which can include alumni, and leaders from industry and professional organizations.
- Customer service support and general assistance for all internal and external enquiries via email, phone and in-person
- Booking and maintaining SAF rooms, resources (OWLs, laptops) and equipment (AV, projectors, technical equipment) as requested.
- Manage facilities issues for building and classrooms, reporting to Plant Operations and preparing work orders, including repairs of furniture, AV equipment and asset disposal.
- Ensure classrooms and offices are equipped for beginning of term and provide beginning of term supplies.
- Responsible for security of administrative areas, locking/unlocking doors each day
- Receive and distribute all mail and packages and prepare outgoing courier through online and UW shipping systems.

## Job Description



- Prepare signage for offices, mailboxes and bulletin boards, coordinating PhD student, staff, adjunct and instructor mailboxes each term
- Propose and implement departmental recycling initiatives.
- Create and maintain the list of instructor teaching schedules and internal contacts
- Prepare and order special print orders and maintain supplies
- Provide administrative support for special projects and other duties as required by unit.
- Maintains an orderly and secure front desk ensuring confidentiality of student files and documents.
- Provide suitable triage and refer specific inquiries or difficult/complex queries to the attention of the appropriate staff. Direct students in crisis to appropriate support services.
- Coordinates data collection and completion of annual reports when needed. Document School administrative procedures and continually refine them.

### **Provide academic support including, proctoring and exam coordination:**

- Answer incoming student inquiries and refer students to Undergraduate or Graduate Advisors for requests regarding complex issues and exceptions
- Coordinate with instructors to collect and store electronic copies of course syllabi
- Works closely with the Payroll and Exam Coordinator and team to assist with the organization and preparation of exam proctor packages for midterm and final exams
- Liaise with Accessibility Services (AAS) to coordinate delivery of exams to Wprint for scanning
- Coordinate between proctors and instructors to summarize and provide proctor status reports that document any notable concerns during exams
- Assist with the organization and printing of student templates
- Compiles and maintains all department and undergraduate/graduate course files, exams, records and confidential correspondence, including archiving records and disposal (shredding) as appropriate in accordance with UW retention policies;

### **Purchasing**

- Responsible for departmental P-Card purchases and other orders, ensuring compliance with UW's Business Expense and Procurement policies.
- Monitors SAF office supplies and manages all administrative office orders, keeping within budget limitations.
- Reconcile P-Card transactions to statements on a monthly basis and maintain supporting documentation for internal audit purposes

### **Health and Safety**

- Designated Health & Safety Coordinator responsible for managing the department's Health & Safety program, including completion of regular inspections and liaising with the SAF Administrative Officer and Safety Office, as required.
- Acts as fire warden for SAF
- Ensure wipe and hand sanitizer dispensers are replenished and operational throughout building
- Ensures that all health and safety incidents are appropriately documented and filed and that the relevant individuals are informed
- Resolves concerns with sound judgement, tact, integrity, and diplomacy
- Informs Plant Operations of emergencies e.g. spills, floods, etc. that need immediate attention to ensure these facility issues are handled promptly and appropriately
- Ensure first aid kits are in stock and replenished throughout building
- Perform monthly battery/power check on AED units in Hagey Hall common areas
- Ensure accuracy between UW contact directories and SAF contact pages for emergency service purposes

### **Other Duties**

## Job Description



- Assists with coordinating meetings and ordering catering for staff/faculty meetings or events; may assist with the event setup and take down as needed
- Manages department equipment including sign-out procedures and ensures equipment is in optimal working condition
- Assists with issuing parking permits for events and respond to any parking-related questions from guests
- Assists with special projects and supports team members when additional support is needed

### **Collaboration and Relationship Management**

- Fosters and maintains positive working relationships within the office and across campus, and participates on external committees or working groups as appropriate.
- Primary resource to campus partners, including, but not limited to Human Resources, Safety Office, Finance, IST, Procurement and Contract Services, Central Stores, and Plant Operations.
- Assists other staff members in SAF (administrative, marketing and recruitment, program support) when needed

## **Required Qualifications**

### **Education**

- College or other post-secondary education in Business Administration, or equivalent combination of education and experience.

### **Experience**

- 2+ years of forward-facing, customer service or proven administrative experience in a professional, dynamic environment. Experience in an academic environment an asset.
- Experience with Health and Safety procedures and policies an asset.

### **Knowledge/Skills/Abilities**

- Outstanding customer service and interpersonal skills to welcome clients and respond to diverse inquiries independently
- Ability to develop and maintain effective working relationships
- Strong organizational skills with the ability to multi-task and prioritize tasks effectively
- Superior oral and written communication skills, accuracy, attention to detail, and proven analytical and problem-solving skills
- Knowledge of UW administrative policies and procedures would be an asset
- Superior interpersonal skills including the ability to interact using tact and diplomacy and make people feel welcome
- Demonstrated ability to exercise sound judgement and discretion when handling confidential and sensitive information
- Ability to work independently, and use problem solving skills to successfully execute assigned tasks
- Intermediate skills with Microsoft office, including MS Word, Excel, Powerpoint, Outlook, MS Teams, Sharepoint and OneDrive
- Experience working with LEARN, WCMS, Workday and Quest an asset
- Experience working with web-based applications, spreadsheets and data

## **Nature and Scope**

- **Contacts:** Communicates with a wide range of departments and groups to provide effective coordination of departmental initiatives. Communicates internally with staff, students, and faculty members within the School of Accounting and Finance, university service departments such as Faculty of Arts Office, Plant Operations, AccessAbility staff, Student Success Office, ACO Help Desk, IST and

---

other members of the UW community and externally with incoming enquiries from potential or existing students and their parents, or other professional organizations or institutions.

- **Level of Responsibility:** Routine amount of initiative and responds independently to inquiries that are specific in nature and require a thorough knowledge of established policies and procedures. Independent judgment in time management, task prioritization and resolution of routine issues. Responsible for creating favorable first impression of the School of Accounting and Finance. Responsible for making recommendations regarding spending, service deliveries and business processes
- **Decision-Making Authority:** Position contains many opportunities for independent decision making within a delegated area. Required to use initiative and discretion and request consultation from supervisor for complex issues. This role is responsible for triaging student/faculty/staff concerns, escalating the issue as required. Responsible for determining when to solicit assistance (e.g., campus police) if they detect a crisis in the reception area, or within the office.
- **Physical and Sensory Demands:** Moderate sensory demands typical of a position requiring concentration and attention to detail in a busy, customer focused office environment with regular interruptions and competing priorities. May include occasional lifting of 30-40 lb. copy-paper boxes.
- **Working Environment:** Office based with moderate exposure to distressed customers. Regular interruptions and changing priorities related to urgent customer inquiries. May include occasional evening or weekend work as required. There may be work outside of normal operating hours of the institution, multiple and/or tight deadlines beyond one's control, and constant interruptions (i.e. phone calls, emails, and unplanned but urgent service requests). Located indoors in comfortable, fast-paced office environment.