

Job Description



Job title: Assistant to the Director / Faculty HR Coordinator

Unit: David R. Cheriton School of Computer Science

Reports to: Administrative Officer, David R. Cheriton School of Computer Science

Functional report: Director, David R. Cheriton School of Computer Science

Salary grade: USG 6

Effective date: January 2020

Primary Purpose

Effective in providing executive-level support to the director, offering guidance and confidential support to meet the objectives of the school and ensuring the smooth operation of the office of the director with a focus on service excellence. Ensuring appropriate responses on behalf of the director are prepared or delivered and gathering appropriate background information for the director to assist in decision making. Undertaking research and analysis to assist the director with correspondence, reports, and presentations. The position provides continuity through academic leadership changes.

Key Accountabilities

Administrative support

- Organizes the director's calendar, books appointments, and coordinates unexpected changes.
- Maintains confidentiality concerning details of the director's discussions and correspondence.
- Keeps the director apprised of priorities or urgent matters requiring immediate attention.
- Provides the director with information and data to support decision-making.
- Drafts correspondence, assists with writing/proofreading tasks, and performs project work.
- Handles complex situations as they arise with discretion and confidentiality.
- Connects with faculty and staff for the purpose of information dissemination.
- Handles visitors and callers to the office with professionalism.
- With a thorough knowledge of University policies and procedures, responds to queries and requests for information.
- Organizes travel and accommodation requirements.
- Coordinates school events.
- Conducts faculty elections in accordance with University policies.
- Records and prepares meeting minutes ensuring accuracy and completeness of information.
- Coordinates grant applications to ensure compliance with external timelines.
- Prepares administrative appointment and fellowship stipend paperwork.

Faculty appointment/leave administration

- Advertises vacant faculty positions.
- Assists the director in the preparation and submission of faculty recommendations to the University Appointment Review Committee.
- Prepares contracts for faculty appointments/reappointments, including adjunct and cross appointments.
- Coordinates onboarding activities for new faculty.
- Prepares large and complex spreadsheets to compile, analyze, and report data for various activities, including appointments, faculty leaves, tenure and promotion, and annual faculty performance reviews, while ensuring the integrity of the data.
- Watches closely end dates of probationary-term and definite-term appointments and ensures renewals are processed in a timely manner.
- Coordinates tenure and promotion proceedings in consultation with the director, including compiling tenure and promotion packages and supporting documentation in consultation with

<p>faculty members, maintaining schedule for deadlines and meetings, and submission of candidate files to the dean's office.</p> <ul style="list-style-type: none"> • Responsible for administrative aspects of annual faculty performance review process, including collection of Faculty Activity Reports. • Reviews and ensures leave applications are complete and calculate and verifies sabbatical leave entitlements. • Collects, compiles and writes summaries of information about faculty for various reports and surveys required by internal committees and external agencies. • Coordinates appointment terminations in consultation with the director.
<p>Research sponsored appointment administration</p> <ul style="list-style-type: none"> • Reviews requests for research funded appointments and ensure compliance with relevant policies and guidelines concerning academic appointments and processes. • Identifies inconsistencies or potential problems and collaborates with faculty to resolve issues. • Prepares contracts for postdoctoral fellows, research associates/assistants and visiting professors/researchers/scholars/scientists, and paperwork for international visiting graduate students. • Ensures proposed salaries meet Faculty and/or University guidelines. • Manages verification of academic credentials. • Facilitates the invitation process for short-term visitors, including guest speakers and academic business visitors. • Processes frequent changes to appointments and renewals while ensuring non-Canadian employees maintain eligibility to work in the school. • Maintains non-faculty and visiting appointment database. • Coordinates appointment terminations in consultation with the director and respective principal investigators.
<p>Immigration administration</p> <ul style="list-style-type: none"> • Responsible for immigration matters pertaining to hiring or inviting non-Canadians as part of the school's business, including submission of foreign academic recruitment summary to the University's immigration specialist. • Works with the immigration specialist to ensure compliance with Immigration, Refugees and Citizenship Canada rules and regulations to reduce potential liability and risk to the school, Faculty, and University. • Researches rules and regulations to ensure immigration compliance for atypical appointments.
<p>Financial monitoring</p> <ul style="list-style-type: none"> • Collaborates with financial officer/coordinators to ensure availability and eligibility of funding sources for salaries. • Allocates faculty line at the time of recruitment and appointment in which the faculty member can develop, flourish and succeed; provides best case for retaining faculty lines. Takes into account that faculty interest may change over time such that they no longer align with the expectations of the original appointment line. • Identifies and resolves financial anomalies related to appointments and hiring in consultation with the financial officer. • Holder of school Procurement Credit Card and responsible for ensuring monthly conciliations are completed on time.
<p>Human resources</p> <ul style="list-style-type: none"> • Provides functional supervision to all administrative staff in the absence of the administrative supervisor.
<p>Records management</p> <ul style="list-style-type: none"> • Classifies and manages appointment and visitor records to help the University meet its statutory, regulatory and accountability obligations and preserve its corporate memory. • Creates and manages records retention schedule.
<p>Other</p> <ul style="list-style-type: none"> • Serves as a resource within the school for the interpretation and application of University and school policies, guidelines, and practices. • Prepares sessional lecturer appointment contracts.

- Ensures foreign workers have health insurance coverage in consultation with Human Resources.
- Serves as a coach and mentor to staff.
- Based on first-hand knowledge, independently edits school website information.
- Manages committee mailing lists and SharePoint sites.

Required Qualifications

Education

- Postsecondary education in a discipline related to business administration or an equivalent combination of education and experience.

Experience

- Extensive administrative experience in an academic environment.
- Experience with the application and interpretation of policies and procedures is necessary, preferably within an academic environment.
- Financial and human resources experience is required.
- Experience with research grants and granting agency eligibility and documentation requirements is preferred.
- Experience with faculty hiring, appointments, tenure and promotion policies and procedures required.

Knowledge/skills/abilities

- Well-developed organizational, analytical, problem-solving, customer service, and communication (oral and written) skills.
- Demonstrated ability to maintain high levels of confidentiality and deal with sensitive matters with discretion.
- Excellent interpersonal and relationship-building skills with a demonstrated ability to work harmoniously with professionalism, tact, and diplomacy.
- Must possess cultural awareness, sensitivity, and patience to communicate and interact effectively with a wide range of people whose first language may not be English.
- Willingness and ability to adapt to changing administrative and financial systems with a commitment to process improvement.
- Problem-solving skills, sound judgment, and initiative with the ability to make decisions independently.
- Proven ability to work independently and as part of a team in a busy and varied environment with conflicting deadlines and a large volume of work.
- Willingness to adapt to changing priorities and schedules with flexibility.
- Demonstrated experience with taking minutes.
- Ability to manage multiple priorities and demands with a high level of initiative, accuracy, and detail.
- Advanced computer skills and knowledge of software applications used in an office setting, including word processing, spreadsheets, databases, internet web page editing, online forms, and financial and human resource management.

Nature and Scope

- **Contacts:** Communicates with all stakeholders of the school to deal with, influence, discuss, and resolve sensitive matters. Ability to develop and maintain cooperative and productive working relationships with diverse stakeholders is a key mandate of the role. Dissemination of inaccurate information may lead to the need for intervention to repair relationships or correct mistakes. Internally, communicates with faculty members, administrative staff, students, the offices of the dean and provost, Secretariat, Human Resources, Office of Research, Finance, and Catering and Event Services. Externally, deals with prospective faculty, alumni, government agencies, industry contacts, visitors, caterers, hotels, etc.
- **Level of Responsibility:** The incumbent must possess good judgment, initiative and flexibility to adapt to problems or last minute changes and identify contingency actions or alternative plans. Works with a high degree of autonomy on matters related to faculty appointments, tenure and

promotion proceedings, annual faculty reviews, leave applications, and other procedural matters. Respond to queries and requests for information, requiring a thorough understanding of University policies and procedures on faculty relations. The job has specialized work and receives specific guidance.

- **Decision-Making Authority:** Identifies and resolves problems either independently or in consultation with senior administrators on complex issues. Answers inquiries about school and University procedures and policies.
- **Physical and Sensory Demands:** Must possess mental fortitude and patience in cross-cultural and inter-personal relations with an international clientele. Must listen carefully to client concerns or circumstances. Works in a busy office environment with conflicting deadlines and requests.
- **Working Environment:** The role involves psychological risk resulting from unavoidable exposure to disagreeable situations and deals with people who are upset, frustrated or angry, in crisis or with people who have mental health concerns. Works with confidential academic information, which may involve personal or health issues requiring sensitivity and tact. Provides information or explanations that may not be well received by the recipient. There may be ambiguity of situations and shortcomings in data and some internal clients may be demanding, may request breaking policy, and some situations may require escalation. This role involves dealing with a variety of tasks, frequent interruptions and adjustment of priorities and meeting multiple, conflicting and/or tight deadlines beyond one's control. Responds to time-sensitive situations where there is a lot of pressure to find a solution quickly. May require work outside of regular hours. Routinely manage a large volume of work with conflicting deadlines and frequent interruptions.