

Job Description

Job Title:	Assistant to the Director / Faculty HR Coordinator
Department:	David R. Cheriton School of Computer Science
Reports To:	Administrative Officer, David R. Cheriton School of Computer Science
Jobs Reporting:	Customer Service Coordinator, CS
Salary Grade:	USG 7
Effective Date:	December 2020

Primary Purpose

The Assistant to the Director (Associate) provides executive level support to the Director and is responsible for ensuring the smooth operation and confidentiality of the Director's Office. This position is accountable for managing the faculty appointments, administrative appointment, tenure and promotion procedures, including annual review process, sabbatical and other leave applications. This position supports communications from the Director's Office; as well as, gathers appropriate background information to assist the Director in decision making processes. This position provides continuity through academic leadership changes.

Key Accountabilities

Executive Administrative Support

- Provides comprehensive executive assistance to the Director and carries out all duties as assigned to meet the teaching, outreach and research goals and objectives of the School. Is required to schedule appointments, arrange meetings, draft correspondence and prepare confidential documents on behalf of the Director. The incumbent is also responsible for keeping the Director apprised of any School matters that require his or her immediate attention.
- Liaises with faculty, staff, students, alumni, external partners and employs appropriate protocol with dignitaries and international guests.
- Handles difficult situations with discretion and confidentiality, including the need for urgent meetings and dealing with distressed students.
- Maintains confidentiality concerning details of the Director's discussions and correspondence.
- Organizes agendas, support materials, and creates briefing notes for the Director prior to meetings.
- Organizes details for department committees and meetings, including but not limited to, supporting and serving as a resource, maintaining meeting agenda and minutes, running election votes, follow-up on relevant business.
- Provides technical writing and proofreading for the Director.
- Facilitate the collection of signatures required and prepares correspondence and confidential documents for the Director's signature as required.
- Ensures the effective functioning of the Director's office through meeting management, document creation (e.g. draft correspondence, briefs, presentations, etc.), and travel arrangements.
- Compiles statistical information on behalf of the Director for use in the preparation of accreditation briefs, annual reports, planning documents, etc. The incumbent is responsible for providing secretarial and administrative support for special projects and assists in the preparation and submission of same. This position provides direction to other administrative staff contributing to the preparation of accreditation and planning documents. The Assistant to the Director maintains the permanent record for the School.
- Provides assistance to the Administrative Officer as needed.

Faculty Relations Administration

- Coordinates tenure and promotion proceedings as outlined in UW Policy 77 - Tenure and Promotion of Faculty Members - and in guidelines established by the Dean of Mathematics Office in consultation with the Director. The incumbent assists in identifying candidates, assists with establishing a School Tenure and Promotion Committee, provides assistance in the preparation of briefs, reviews same for accuracy and completeness, arranges meetings and coordinates the final submission to the Dean of Mathematics Office.
- Coordinates merit proceedings in consultation with the Director. The Administrative Assistant to the Director is responsible for establishing School timelines for proceedings in conjunction with those set forth by the Dean of Mathematics Office. Specific duties include collecting year-end reports from faculty members, compiling data related to research grants, publications, teaching and service activities from same, preparing summary forms, and arranging meetings. The incumbent is responsible for preparing spreadsheets of final merit ratings, and preparing letters of evaluation for all faculty members in the School.
- Works closely with the Director in the recruitment of new faculty hires as outlined in UW Policy 76: Faculty Appointments. The incumbent is responsible for coordinating applications for new and vacant faculty positions, liaising with the Offices of the Vice President, Academic and Provost and Dean of Mathematics regarding advertising, preparing acknowledgement and refusal letters, scheduling visits, arranging meetings of the Appointments Committee and assisting the Director in the preparation of UARC documentation.
- Provides faculty members with information on sabbatical application deadlines; reviews and ensures Request for Leave of Absence applications are complete prior to submitting to the Director and Dean of Mathematics Office for approval.
- Collects, compiles and writes summaries of information about faculty for various reports and surveys required by internal committees and external agencies.

Faculty HR Coordination

- Responsible for the administrative aspects of the faculty and sessional hiring process, including but not limited to, posting advertisements, maintaining and preparing records for the online application system, maintaining shared database for viewing of application files and short-listed candidates, maintaining schedule of deadlines, meetings, and interview schedules, preparing draft UARC memo.
- Coordinates the interview process for prospective Faculty interview candidates. This includes ensuring travel, meals, accommodations, scheduling and meeting space has been arranged.
- Handles and prepares all part-time and definite term appointments for postdoctoral fellows, visiting scholars, research associates and research professors. The School has a significant amount of research funding and, therefore, generates a large number of appointments. This process includes working with the faculty members and visitors to prepare appointment forms for submission to the Dean of Mathematics Office, working with the Administrative Supervisor to determine space requirements, checking academic qualifications, processing Labour Market Opinions (LMO) for foreign workers and providing information on benefits and other related university procedures.

Immigration Administration

- 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.
- Provides guidance to the School and Administrative staff on international hiring requirements. Is the point of contact for Immigration Legal Services.

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- 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.

Customer Service Coordination

- Provides direction to the Customer Service Coordinator. Delegates work to this role such that this position could offer back-up to this role. Provides training as required for this role.
- Ensures the main Administrative Offices for the School present a proper image and decorum for the School.
- Ensures the resource management of this role is maintained in an efficient and effective manner.
- Provides direction with respect to Faculty recruitment, hires, visitors, etc.
- Provides direction on the managing of the office supplies budget.

Other Administrative Duties

- Provides direction on HR matters to the Administrative Staff in the absence of the Administrative Officer.
- Based on first-hand knowledge, independently edits school website information.
- Manages committee mailing lists and SharePoint sites.
- All other duties as assigned by the Director and/or Administrative Officer.

**All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.*

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.

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- 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.