

## Job Description

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<b>Job Title:</b>	Administrative Officer, MME
<b>Department:</b>	Mechanical and Mechatronics Engineering
<b>Reports To:</b>	Chair, MME
<b>Jobs Reporting:</b>	Financial Officer ME Undergraduate Advisor/Coordinator MTE Undergraduate Advisor/Coordinator MME Undergraduate Studies Coordinator Graduate Administrator, PhD Graduate Administrator, MASc Graduate Administrator, MEng and Certificates Accreditation Assistant Administrative Assistant to the Chair Administrative Assistant
<b>Salary Grade:</b>	USG 12
<b>Effective Date:</b>	November 2019

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### **Primary Purpose**

The Administrative Officer provides strategic advice and support to the Chair and senior administration of the Department. As the senior administrative staff member in the Department of Mechanical and Mechatronics Engineering, the Administrative Officer provides continuity as academic leadership changes. The Administrative Officer is responsible for financial oversight of the Department, human resources administration; and management and oversight of other administrative functions required to support the teaching and research missions of the Department. This position also provides leadership and support on special projects and strategic initiatives.

### **Key Accountabilities**

#### **Department Operations**

- Ensures that department operations are carried out in a service-focused environment;
- Ensures service is delivered to clearly defined and agreed-to standards (response time, accuracy, completeness, consistency);
- Ensures the integrity, efficiency and effectiveness of the core operational processes for all users;
- Assures the integrity of the core operational processes and associated data;

#### **Budgeting and Financial Planning**

- Prepares an overall picture of the financial status of the department's operating, research, trust and endowment funds; identifying potential problems and proposing solutions to the Chair;
- Oversees the administration of the operating budget and expenses of the department, in consultation with the Chair;
- Prepares multi-year projections of the Faculty's financial position, identifying any concerns and proposing potential solutions;
- Regularly prepares financial documentation for the chair to aid decision making (e.g. budget allocations for various departmental initiatives, teaching resource summaries);
- Plans, manages, and co-ordinates the development of the department's annual operating budget in consultation with the Chair, Associate Chairs and Program Directors

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- Has signing authority on all operating accounts within the department;

### **Strategic Initiatives**

- Provides financial decision support and strategic advice to the Chair;
- Identifies financial consequences of long term plans and proposals to facilitate effective strategic decision making;
- Conducts ongoing research and environmental scanning in support of the planning process ;
- Provides advice and services related to project management and oversight;
- Ensures effective change management through communication, consultation, expectation management, training and development;
- Contributes to the development of long-range strategies and operational plans for the Faculty;
- Provides strategic input on faculty and staff hiring and affordability of strategic plans providing the Chair and department executive team with confidential and strategic advice, information, and data to support decision making;

### **Organizational and Human Resource Development**

- Coaches, trains and develops direct reports to assure growth and development of administrative team members;
- Implements a performance review process for the operations team that encourages employees to meet their own career objectives and department objectives;
- Works with direct reports to build training plans aligned with staff interests, job needs and long-term goals;
- Fosters a collaborative environment between students, staff and faculty

### **Continuous Improvement and Innovation**

- Champions culture that supports continuous improvement and innovation within the operations functions of the department;
- Identifies opportunities to make ongoing administrative/operational functions more efficient;
- Develops partnership/relationships with other business units on campus to learn about operational best practices
- Regularly review and update tasks within the operations team and the department to ensure alignment with new Faculty and University initiatives

### **Leadership**

- Personally championing mission, vision and guiding principles and playing a leadership role in bringing them to life;
- Providing leadership, direction and strategic planning for MME;
- Monitoring business practices to ensure that MME has the appropriate practices and processes to work effectively internally and represent Waterloo externally;
- Leading the development of new capabilities required by the introduction of new systems, tools or processes;
- Developing productive, collaborative working relationships across MME and UWaterloo;
- Leading or contributing to the identification, development and implementation of projects to improve service quality, relationships, stakeholder satisfaction, timeliness, staff capability and performance;
- Developing internal/external customer service standards, monitoring satisfaction with service delivered and taking action to restore and enhance service quality.

*\*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**

- Bachelor's degree required in a discipline related to business administration or finance. Additional education or training in business and human resources administration preferred. An understanding of the academic environment, in particular engineering, is preferred.

#### **Experience**

- Demonstrated experience in financial management, human resources, change management and a proven track record of implementing sound business practices and systems in a complex environment. Strong financial acumen, including financial planning and analysis, budgeting, and forecasting experience. Supervisory experience required. Outstanding interpersonal, communication (oral and written) and organizational skills; strong leadership and team building skills; excellent analytical skills and ability to problem solve in a complex environment; strong decision-making skills; strong planning and project management skills, focusing on executing and completing tasks under pressure and managing conflicting priorities and deadlines; strong multi-tasking ability; demonstrated negotiating skills; proven judgment, tact, discretion and diplomacy. Demonstrated ability to work in a collaborative and collegial manner. Reputation for integrity, openness, decisiveness and strong judgment.

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

- Advanced proficiency with Excel and intermediate with MS Word and PowerPoint.
- Experience with Unit4, Workday, Concur and/or SharePoint an asset. Experience with advanced Excel tools for data organization and analysis including pivot tables, look-ups, scenario analysis, etc.

### Nature and Scope

- **Contacts:** Within the department, communicates with faculty and staff at all levels to deal with, influence and motivate. Communicates with senior administration of the department to promote, justify and settle highly sensitive matters. Outside the department, communicates with senior administration and staff to promote, justify and settle highly sensitive matters.
- **Level of Responsibility:** Manages department-wide functions and processes that are highly specialized with direct reports.
- **Decision-Making Authority:** Has signing authority for all operating, trust and endowment funds within the department and ensures that the Chair's decisions with respect to the use of these funds are implemented. Is responsible for identifying changes in policies or systems within the department and ensuring that they are communicated and procedures are put into place to implement them. Makes decisions on timelines, budget allocation, and staffing resources to meet department's strategic objectives.
- **Physical and Sensory Demands:** Minimal demands typical of a senior position operating within an office environment.
- **Working Environment:** Regular working hours, some evening/weekend work required. Exposed to stress and pressure associated with senior level responsibilities, significant financial oversight and confidential human resource leadership.