

## Job Description

---

<b>Job Title:</b>	Operations Coordinator
<b>Department:</b>	AccessAbility Services
<b>Reports To:</b>	Associate Director, AccessAbility Services
<b>Jobs Reporting:</b>	Customer Service and Office Assistant, Co-op students
<b>Salary Grade:</b>	USG 6
<b>Effective Date:</b>	February 2019

---

### **Primary Purpose**

The Office Coordinator is accountable to the Associate Director, AccessAbility (AA) Services and is a member of the leadership team. The incumbent is responsible for providing administrative, operational, information systems administration, and project management support to the Associate Director, the senior management team, and the department. The incumbent ensures effective day-to-day operations of the office, focusing on student-centered service delivery, financial administration, human resource support, and liaising with the Campus Partners to ensure smooth, efficient, and student-friendly delivery of AAS services and supports. The incumbent supports strategic planning, budget management, hiring processes, and other core business functions for the department, including triaging inquiries and ensuring students in crisis are directed to necessary supports.

### **Key Accountabilities**

#### **Administrative and Operational Leadership**

- Responsible for providing administrative oversight, strategic input, and advice, ensuring the seamless operation of AAS.
- Designated Health & Safety Coordinator responsible for managing the department's Health & Safety program, including completing annual inspections and liaising with the Safety Office, as required
- Assists in the overall management of the unit by participating in management meetings and operational decision-making.
- Supports the Associate Director and management team in overall coordination of the strategic planning process including mapping out the service cycle and creating appropriate business processes and timelines.
- Provides assistance to the Associate Director with the completion of Ministry reports and other internal and external reporting requirements.
- Develops and implements internal and external communication strategies and works with campus partners to develop marketing and communication materials.
- Maintains staff records related to the completion of police checks, clinical registrations, mandatory trainings, key access, password access, permission settings, and other critical requirements.
- Provides administrative support to various department/cross-campus projects and to the Associate Directors.
- Ensures the department's vehicle is maintained, insured, and registered.

### **Human Resources and Financial Management**

- Responsible for hiring, training and performance management of the Customer Service and Office Assistant.
- Supports the Management Team with all aspects of the hiring process, including posting the position on iCIMS, coordinating interview schedules, and follow-up as required.
- Manages the department's on-boarding and off-boarding process, ensuring appropriate accounts are created/deleted, permission settings and alarm codes are set, and that staff are oriented to office policies, and software systems.
- Oversees the payroll process for casual employees.
- Monitors financial reports and acts as departmental resource for querying Unit 4 for specific details and tracks irregularities. Reviewing and reconciling invoices and receipts charged to AccessAbility Services accounts
- Coordinates the development of the annual operating budgets, monitors departmental budget on a monthly basis and creates templates and tracking tools for managers and the Associate Director.
- Completes purchase requisitions and manages department Purchasing Card.

### **AccessAbility Information Systems Administration**

- Provides suitable training to staff, faculty, and students on various modules and features of the departmental information management system/database (called AIM).
- Manages user accounts and access for the departmental information management system (AIM).
- Manages operational reporting from the departmental information system to support business processes.
- Configures the departmental information system (AIM) to accommodate term rollover and addition of new or changed business processes. Collaborates with staff to identify system and process improvements.
- Liaises with IST to resolve second and third tier technical issues.
- Fields inquiries from students and instructors related to the departmental information management system; provides initial troubleshooting support.
- Collects data related to student and faculty inquiries for the purposes of planning system enhancements.
- Supports the department to ensure appropriate uploading of medical documentation and file management.
- Migrates outstanding student records and documentation into the AIM system.
- Site Manager for the department's website; responsible for the ongoing updates and maintenance.

### **Student Relations and Customer Service**

- Ensures effective and efficient processes within reception to support the department's main functions.
- Ensures best practice, student-centred service delivery models are implemented and upheld.
- Provides professional, timely, accurate and exceptional customer service to potential and current students, staff, instructors, etc. This involves an awareness and sensitivity to a variety of disabilities that might cause disruptions, challenges, and disputes in the office or on the phone.
- Maintaining an orderly and secure front desk ensuring confidentiality of student files and documents.
- Responds to inquiries made to the general email account, general voicemail box, and general phone line.
- Provides 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.

### **Collaboration, and Relationship Management**

## Job Description



- Fosters and maintains positive working relationships within the office and across campus.
- 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.
- Proactively establishes, grows and maintains productive and positive relationships with all partners and participates on external committees or working groups as appropriate.

### **Handling Sensitive Materials**

- Organizes and directs the return of clinical records to the intended party in a secure manner, which involves appropriate storage and movement of confidential documents.
- Ensure access to secure documents are controlled appropriately.
- Ensure data accuracy and document integrity.
- Appropriately use and maintain confidential health and education records in accordance with University policy and relevant Privacy legislation.
- Effectively use systems and technology to accurately and efficiently manage student medical information.
- Maintains staff files in accordance with University policies.

*\*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**

- Post-secondary degree in Business Administration, Human Resources, Accounting or related discipline or equivalent combination of education and experience
- Behavioural Management Systems (BMS) Certification or related is preferred

### **Experience**

- 3 years progressive administrative experience with a background in developing, managing, and monitoring budgets, and service efficiency.
- Previous experience in customer service setting and/or office administration.
- Demonstrated ability to successfully lead projects and contribute to departmental initiatives.
- Demonstrated success in contributing to and championing a customer/student-focused culture, preferably in a post-secondary setting.
- Demonstrated experience working with individuals with disabilities or unique needs and experience or training in dealing with students in crisis and securing appropriate support.

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

- Demonstrated ability to successfully work with budgets; comprehensive understanding of university fiscal policy and procedures is an asset.
- Excellent organizational, analytical and problem-solving skills.
- Superior communication skills including oral and written communication.
- Detail oriented and ability to multi-task and prioritize tasks and deadlines.
- Superior interpersonal skills including the ability to interact using tact and diplomacy and make people feel welcome and included.
- Demonstrated ability to exercise sound judgement and discretion when handling confidential and sensitive information.
- Ability to work independently and successfully as a team member.

## Job Description



- Advanced technical skills with MS Office Suite and demonstrated ability to learn and administer new software
- Ability to remain objective in decision-making when presented with emotionally charged situations and when limited information is available.

### **Nature and Scope**

- **Contacts:** Communicates with a wide range of departments and groups to provide effective coordination and successful implementation of departmental initiatives. Internally, this position interacts regularly with the other AccessAbility Services staff, many departments across campus (Student Success Office, Plant Ops, etc.) and the 6 faculty units. Externally, this position may interact with professional associations or other institutions
- **Level of Responsibility:** This role is responsible and accountable for all areas as outlined above. Responsible for making recommendations regarding spending, service delivery, and business processes.
- **Decision-Making Authority:** This role has decision making authority for all items outlined above and is expected to consult with the Associate Director for decision making outside of normal conditions. 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:** Minimal demands typical of a position operating within an office environment, periods of extensive sitting, concentrated use of visual sense and physical effort that may result in moderate fatigue, strain, or injury as a result of repetitive keyboard//mouse movement.
- **Working Environment:** This role involves moderate physical or psychological risk resulting from unavoidable exposure to hazardous, disagreeable or uncomfortable environmental conditions. This is due to the potential exposure to emotionally disturbing interactions with people who are upset, angry, abusive, aggressive, unstable or potentially posing harm to self or others. 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.
- **Note:** Maintaining a clear Police Vulnerable Sector Check is a requirement of this position