Job Description

Job Title:	Administrative Manager
Department:	Office of Associate Provost, Campus Support and Accessibility
Reports To:	Associate Provost, Campus Support and Accessibility
Jobs Reporting:	Administrative Coordinator, Client Services Specialist, Receptionist
Salary Grade:	USG 8
Effective Date:	August 2024

Primary Purpose

The Administrative Manager reports to the Associate Provost, Campus Support and Accessibility (AP, CSA) and is responsible for ensuring the effective day-to-day operations of the offices within the AP, CSA portfolio, including information systems administration, budget and financial administration, human resource management, facilities management, risk management, communication, and collaboration with the leadership team within he AP, CSA portfolio to ensure smooth, efficient, and student-centered delivery of AP, CSA supports and services. As part of the senior leadership team, the Administrative Manager contributes to the development of strategic initiatives within the portfolio and leads the operationalization of administrative processes and procedures that enable the strategic initiatives. The Administrative Manager also provides strategic and operational advice and support to the AP, CSA and senior leaders within the portfolio, within a complex and highly confidential environment that supports students, staff, and faculty on campus.

Key Accountabilities

Operational and Administrative Leadership

- Provides operational and administrative support and advice to the AP, CSA and the leaders within the AP, CSA portfolio:
    - Contributes to the portfolio's strategic planning processes, policy development, financial administration, and resource allocation, and plays the lead role in operationalizing these plans.
    - Supports business process improvement initiatives across the portfolio, providing recommendations for continuous improvement and efficiency, leveraging systems capacities and new technologies.
    - Leads/manages broader AP,CSA Office initiatives that support institutional and strategic priorities.
    - As part of the senior leadership team, provides the AP, CSA with timely and accurate information and recommendations for continuous improvement of services, and departmental decision-making.
    - Provides support to the AP, CSA (and the Directors within the portfolio) when responding to legal requests for files, which involves reviewing all interactions and records with the office to create a chronology report, generating comprehensive reports from the enterprise system, and securely moving all files and documentation to legal services in a manner that upholds privacy and confidentiality requirements.

- Provides operational management, strategic input, and advice, ensuring the seamless operation of the AP, CSA offices, including but not limited to the following:
    - Ensures well-functioning facilities and equipment by overseeing maintenance, space allocation, relocations, and renovations in collaboration with the senior leadership team and other campus resource groups.
    - Maintains in-depth understanding of, and provides departmental expertise with respect, to the interpretation and application of Waterloo policies, guidelines and procedures as it relates to operating the AP, CSA Office and portfolio (e.g., file retention schedules, communication guidelines, expense guidelines, security standards, including the management of fob and key access, 'panic buttons').
    - Assists in developing and operationalizing strategies and procedures that ensure an effective, efficient and person-centric service delivery.
    - Provides oversight of appointment scheduling and the efficient deployment of staff resources.
- Strategic and person-centred communication and insights
    - Contributes to the development of strategic marketing and communication plans.
    - Ensures communication is alignment with UW communication guidelines, communication for best practices, and AODA compliance.
    - Ensures appropriate communication of administrative information is shared to stakeholders.
    - Site manager for the AP, CSA Office website and related departmental websites. Responsible for web forms, ongoing updates and maintenance and contributes to content.
    - Leads the development and delivery of marketing and communication materials in collaboration with the senior leadership team and other campus stakeholders.
    - Collects service-related data to create reports/dashboards that monitors and reports on the progress and effectiveness cross-portfolio strategic initiatives.
- Designated Health & Safety Coordinator for the AP, CSA Office and manages the Office's health and safety programs. This includes completing annual inspections, ensuring staff complete mandatory training, maintaining panic buttons and related procedures, and liaising with the Safety Office, Campus Police, and Campus Wellness as required.

Financial Management

- Manages, and provides strategic insight and advice for, the annual operating budget submission for the AP, CSA Office, and the offices within the portfolio, ensuring short and long-range financial goals are established and projects are developed to fully support the departments' operation and strategic plans. Manages and contributes to the development of the annual operating budgets.
- Pulls and analyzes financial reports to identify and track irregularities, and monitors departmental budget.
- Creates templates and tracking tools to assist the senior leadership team in maintaining and monitoring the budget.
- Liaise with Finance, and the AP, CSA to assist in budget preparation and evaluation.
- Completes purchase requisition and manages department P-Card.
- Maintains up-to-date knowledge of current university spending guidelines and policies

- Prepares required Ministry reports, and other internal and external reporting requirements, for final approval by the Director and other executive administrators.

Technical and Information Systems Administration

- Coordinates and manages the ongoing administration of the various enterprise systems used by the departments within the AP, CSA Office
- Provides direct system functional leadership including the configuration, implementation, and enhancement of software systems, working with the departments within the portfolio and Information Systems and Technology (IST).
- Configures termly and yearly updates of the enterprise systems, which involves updating software controls and ensuring accounts are archived and destroyed appropriately.
- Serves as the main point of contact for IST operational support and project work, delegating when appropriate.
- Develops, designs, and implements training programs for software systems, delegating when appropriate.

Provide first and second-tier technology support and liaises with IST Client Representative for third-tier support to ensure the ongoing function of the department's desktop and laptop computers, including associated peripherals (scanners, printers, photocopiers, etc.).

Client Service and Relationship Management

- Provides executive administration support, including: relationship management; administration coordination; support for meetings, speaking engagements, presentations; alerts of risks or urgent matters; and updates on internal workflow and procedures in the broader Office.
- Uses and oversees the various AP, CSA enterprise systems in a manner that enables a seamless flow of day-to-day business process across the portfolios. This involves monitoring and initiating workflow for internal and external system users (staff, faculty, students), and ensuring the appropriate uploading and storage of clinical records.
- Provides administrative support for email, telephone, and in-person inquiries when needed.
- Applies service approaches (e.g., AODA customer service standards, de-escalation strategies) that best support clients with a variety of disabilities, and persons experiencing trauma, in all interactions.
- Facilitates the resolution of disputes or complex issues arising from reception, triaging unresolved issues to the appropriate person as needed. Directs persons in crisis to appropriate support services.
- Fosters and maintains positive working relationships within the Directors within the AP, CSA portfolio and across campus and acts as a primary resource to campus partners including, but not limited to Safety Office, Finance, IST, Procurement and Contract Services, Central Stores, Plant Operations, etc.
- Proactively establishes and maintains productive and positive relationships with all campus partners (faculty, student, and staff) on committees and/or working groups.

Human Resources Management

- Provides exceptional leadership and management of administrative staff within the portfolio, including hiring, staff performance management, professional development, salary administration, priority setting, strategic planning, and ensuring the effective delivery and assessment of services.

- Establishes team objectives and performance expectations in alignment with the overall objectives and direction of the AP, CSA portfolio, and strategically plans for continuous improvement.
- Ensures resources are utilized optimally, through effective processes, task delegation, coordination, and collaborative communication.
- Oversees the payroll process for casual employees and ensures adherence to employment standards.
- Supports the AP, CSA and senior leaders within the portfolio with administrative aspects of the hiring process.
- Manages on-boarding and off-boarding of staff, ensuring appropriate accounts are created/deleted, maintains security (permission settings, alarm codes), and provides orientation and training related to office operational activities, policies, and relevant software systems.
- Supports hiring managers on recruitment systems and processes, and offer solutions for filling staffing vacancies to accommodate temporary absences, reductions or shifting priorities.

Managing Sensitive Materials/Records Management

- Develops protocols and procedures (records management systems) for sensitive and confidential records, in collaboration with the AP, CSA and senior leaders within the portfolio that ensures access to secure documents are controlled appropriately in accordance with university records management and retention policies and other requirements.
- Develops protocols and procedures in collaboration with the AP, CSA and senior leaders within the portfolio that ensures data accuracy and document integrity.
- Appropriately uses and maintains confidential health and education records in accordance with UW policy and relevant privacy legislation.
- Effectively uses systems and technology to accurately and efficiently manage client medical and sensitive information.
- Directs the return of clinical records to the intended party in a secure manner (appropriate storage and movement of confidential documents) when needed.
- Understands and commits to maintaining appropriate standards of confidentiality and security of materials.
- Maintains a current and accurate reflection of interactions with clients through detailed case notes.

Required Qualifications

Education

- Post-secondary degree in Business Administration, Human Resources, Accounting or related discipline or equivalent combination of education and experience.

Experience

- 3-5 years progressive administrative experience with a background in developing, managing, and monitoring budgets, and service efficiency.
- 2+ years of experience leading, motivating, and managing a team, preferably in a post-secondary setting.
- Previous experience in customer service setting and/or office administration.

- Demonstrated ability to successfully lead projects and contribute to departmental continuous improvement 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 judgment and discretion when handling confidential and sensitive information.
- Ability to work independently and successfully as a team member.
- 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 AP, CSA and senior leaders within the portfolio, many departments across campus (Finance, Human Resources, Plant Ops, IST, etc.) and the 6 faculty units. Externally, this position may interact with professional associations or other institutions.
- **Level of Responsibility:** Responsible for providing expert analysis and advice regarding all facets of AP, CSA portfolio operations. The overall efficient, effective, and ethical operation and administration of the office is a major responsibility of the incumbent. The incumbent has a high degree of access to confidential materials, and as a result is responsible for the secure and confidential management of student medical documentation, financial records, keys, access controls, and human resource records. Responsible for making recommendations regarding financial management, service delivery, and strategic business processes. Responsible for the termly and yearly updates and configuration of the enterprise system to ensure alignment with file retention schedules. Responsible for ensuring administrative duties uphold human rights and AODA requirements.
- **Decision-Making Authority:** This role has decision making authority for human resource management (within their scope), and to create process and procedures to uphold the operational, administrative and customer service standard within the AP, CSA offices (ensuring compliance with human rights and AODA standards). The incumbent makes decisions regarding the configuration of enterprise systems, and to ensure compliance with University policy and other legal requirements. The Administrative Manager will consult with the AP, CSA 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 offices.

- **Physical and Sensory Demands**: This role in an office setting involves minimal physical demands and moderate sensory effort resulting in slight fatigue, strain, or risk of injury. Exposure to a fast-paced service oriented environment.
- **Working Environment:** Involves moderate physical or psychological risk resulting from unavoidable exposure to hazardous, disagreeable or uncomfortable environmental conditions. This is due to higher than typical exposure to emotionally disturbing interactions with verbally and physically aggressive individuals, some dealing with a mental health crisis (including suicidal ideation and immediate risk of harm to self and others). This position requires evening and weekend work for special events throughout the year.
- **Note**: Maintaining a clear Police Vulnerable Sector Check is a requirement of this position