Job Description

Job Title:	Manager, Operations
Department:	Office of the Vice President, Research and International
Reports To:	Director, Research Operations
Jobs Reporting:	None
Salary Grade:	USG 9
Effective Date:	October 2023

Primary Purpose

The Operations Manager is responsible for effective oversight, management, support and internal control of financial administration, space management and other administrative functions that support the success of the various units of the Office of the Vice President, Research and International (OVPRI) and provides support with respect to special projects and strategic initiatives, as requested. Plays a key role in ensuring the office operation/administration is working efficiently and does not deter in the achievement of the department and institutional goals.

Key Accountabilities

Responsible for the effective internal control, management, and administration of all internal OVPRI financial strategies, including long-term planning

- Prepares an overall picture and multi-year projections of the financial status of the OVPRI financial position, identifies potential problems, and proposes solutions
- Facilitates effective strategic decision making by identifying the financial consequences of long-term plans and proposals
- Coordinates, monitors, and directs the set-up of financial structures to ensure that each activity is managed appropriately throughout its duration
- Prepares financial planning documentation and funding models that assist senor leaders with planning and operational strategies
- Responsible for the fiscal viability of units and the integrity of internal financial statements, ensuring that all available financial management tools are applied effectively in a manner that safeguards departmental interests
- Plans, manages, and coordinates the development of the annual operating budgets
- Monitors and administers the operating budgets and expenses with guidance from and in consultation with the Director, Research Operations
- Processes advances, requests for payment, invoices, and transfers, resolving any problems prior to forwarding them to Finance for payment
- Ensures that all departmental financial data and transactions are processed and recorded in a timely manner and in accordance with generally accepted accounting principles as well as university policies and procedures
- Proactively monitors and encourages departmental use of best practices for effective financial planning, management, and internal control

Responsible for providing administrative oversight, support, strategic input, and advice, ensuring the seamless operation of the OVPRI, including but not limited to the following:

- Maintains in-depth understanding and provides departmental expertise with respect to the interpretation and application of Waterloo policies, guidelines, and procedures that govern

operations in order to offer confidential advice and serve as a source of knowledge about university policies and procedures
- Conducts research to provide information and data to support decision making
- Provides operational advice and support to OVPRI directors with respect to issues and activities relating to human resources, financial management, and administrative matters
- Responsible for space allocation, forecasting needs, and all issues related to the physical plant.
- Responsible for the optimal design, acquisition, distribution, and maintenance of furniture, equipment, and associated office infrastructure
- Ensures the appropriate communication of administrative information to faculty and staff

Collaborates, advises, and consults
- Fosters and maintains relationships with internal and external stakeholders
- Collaborates with, advises, and works closely with the Director, Research Operations , with respect to OVPRI operational matters.
- Provides strategic professional advice about accounting and process issues and offers financial analytical support.
- Contributes to relevant committees and groups.
- As appropriate, represents OVPRI on university-wide working groups and committees, providing expertise and advice with respect to issues and interests of all OVPRI units to ensure those are considered in university wide decisions and policies.
- Develops productive, collegial working relationships with the OVPRI teams and other on-campus partners, embracing and consistently applying the Basic Principles of the Waterloo workplace

Manages project workflow and business practices
- Assumes project management responsibilities for all relevant initiatives, including resources, time, and budget, ensuring proper control of expenditures for the strategies for which they are responsible
- Ensures the development, writing, and following of appropriate process documentation that accurately records all components of each particular initiative for which they are responsible. Acquires and maintains an understanding of Waterloo policies and procedures, particularly as they relate to departmental management in support of research and internationalization issues
- Researches and recommends enhanced departmental management, event planning, and communications strategies and policies, and keeps current with respect to best practices
- As directed, conducts research related to monitoring and improving office management initiatives, including establishing objectives and creating data analysis solutions to identify best practices; to inform decision making, strategy development, messaging, and budget; to determine the optimal methods of evaluating the effectiveness of the initiatives for which they are responsible; and to ascertain and recommend the most effective enhancements

Other
- Carries out other general and specific duties as may from time to time be determined

**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
- Undergraduate degree in Business or Financial Administration, or equivalent related education/experience
- Enrolment in a recognized accounting designation is an asset

Experience

- 5+ years of experience with progressively greater responsibility in financial management and/or accounting in a business or institutional environment.
- Previous experience developing, managing, and monitoring budgets.

Knowledge/Skills/Abilities

- Advanced expertise in Word and Excel, and intermediate in Powerpoint
- Advanced proficiency in Concur and Unit4
- Beneficial: comprehensive understanding of university fiscal policy and procedures
- Thorough understanding of generally accepted accounting principles and industry standards as well as financial management tools and their effective application
- Demonstrated high degree of aptitude for critical thinking coupled with strong analytical and problem-solving skills, outstanding attention to detail, and proficiency in written and oral communication
- Demonstrated level of maturity and professionalism appropriate for interacting effectively with a variety of stakeholders
- Strong organizational skills coupled with the ability to work independently, handle multiple tasks, meet deadlines and excel in a fast-paced environment characterized by changing priorities Demonstrated ability to thrive in and contribute to an integrated and collaborative team environment and to apply a positive team approach to working with colleagues

Nature and Scope

- **Contacts:** Internally, communicates with a wide range of departments and groups and at all levels to ensure successful departmental management of related initiatives; externally, communicates with a wide variety of audiences, including embassy, government, and higher education officials worldwide to deal with, influence, and motivate others to achieve university goals
- **Level of Responsibility:** Project manages a university-wide function or process; responsible for ensuring effective management of the OVPRI units and adherence to university policies, contributing to the success of OVPRI initiatives both on campus and overseas, thus having a substantial impact on the achievement of institutional internationalization and revenue goals.
- **Decision-Making Authority:** Continually makes decisions about the most effective methods of operationalizing all initiatives for which they are responsible, including market research, organization of staff and resources, personal interactions and collaboration, workflow, consultation, budget, and other key accountabilities; determines the optimal course of action to solve problems and to exert a positive influence on other stakeholders.
- **Physical and Sensory Demands**: Minimal demands typical of a position operating within an office environment; periods of extensive sitting and concentrated use of visual senses; physical effort that may result in moderate fatigue, strain or injury, as a result of repetitive keyboard/mouse movement.
- **Working Environment:** Minimal exposure to disagreeable conditions typical of a position exposed to stress and pressure associated with a fast-paced office environment with multiple priorities and changing priorities and deadlines.