

Job Description

Job Title:	Contract Support Coordinator
Department:	Plant Operations
Reports To:	Manager, Finance & Budgets
Jobs Reporting:	None
Salary Grade:	USG 6
Effective Date:	November 2024

Primary Purpose

The Contract & Financial Assistant (CFA) is responsible for providing administrative and financial support on design, construction and infrastructure projects by managing the financial and administrative workflow associated with such projects throughout the project lifecycle. Responsibilities include creating, verifying, and processing all documentation related to new design or infrastructure projects, managing the set up and closing of Unit4 work orders and ensuring timely payment of external parties. The Contract & Financial Assistant supports project leads in gathering and managing documentation and in ensuring contractors meet required safety standards. The CFA must effectively manage relationships with internal and external stakeholders throughout the project life internally (Finance, project coordinators, contractors, consultants, software vendors, etc.).

Key Accountabilities

Project Life Cycle Administration

- Create and maintain electronic work request files (project files) and supporting documentation for design & construction and infrastructure projects.
- Ensure approvals are routed to the appropriate personnel in the required order, and update records as needed throughout the project cycle. Maintain audit trail of approvals and related project documents.
- Process and maintain bid and contract documents and review accuracy of contract information.
- Monitor status of large volume of work requests to flag potential updates required.
- Review project status accuracy for client-facing online Design Work Request Status reporting tool.

Financial Administration

- Conduct an upfront review of potential capitalization requirements for each project, to proactively ensure accurate accounting information from onset. Where questions arise, consult with the Manager, Finance and Budgets for input.
- Request new Unit4 work orders by providing detailed accounting information to Finance along with relevant information related to capitalization.
- Create, process, and reconcile all project payments. Provide accurate accounting information (GL account number, work order ID, fund, activity), ensure budget availability, and flag any special requirements to ensure timely and accurate payments.
- Responsible for ensuring proper approvals obtained for each payment prior to submission to Finance. Design, construction & infrastructure projects require coordinating and ensuring multiple-

levels of sign-off, including the Design Project Lead, Manager/Director of Design & Construction, or the Associate Director of Infrastructure and the Manager, Finance and Budgets.

- Provide Finance signed-off payment request along with any required details, such as vendor-specific information or timelines. Confirm payment cycle completed.
- Communicate with external contractors and consultants regarding any outstanding payments and address any payment-related concerns in a timely manner.
- Reconcile and close work requests as required, in both Plant Operations internal system and University corporate financial system.
- Provide cross-functional support with others in the Finance & Budgets unit as required, including back up for Unit4 tasks, purchase requisitions, etc.
- Ad hoc finance reporting and finance support as required within the design, construction & infrastructure verticals.
- Provide year end support to the Manager, Finance and Budgets for the significant annual accrual process related to ongoing capital and operating projects. This includes review and flagging of projects based on outstanding budgets and invoices and providing updated vendor lists.

Insurance Management

- Request contractor's and consultant's insurance and WSIB details as required for contracts.
- Track and monitor that contractor's and consultant's documentation provided meet University specifications to ensure compliancy.
- Communicate contractor's and consultant's compliancy status and flag potential risks to relevant parties on campus within Plant Operations.
- Act as a point of contact between Plant Operations and insurance management software vendor.

Customer Service

- Deliver excellent customer service and general administrative and financial support to all stakeholders requiring service/assistance from the design, construction & infrastructure areas.
- Provide orientation and training on process and assists with enquiries.
- Help to ensure compliance with departmental and University policies and procedures.
- Work with Plant Operations IT Support to ensure in-house systems are running effectively and issues are addressed as required.
- Establish and maintain positive working relationships with all stakeholders.

Support strategic plan & continuous Improvement

- Look for continuous improvement opportunities related to efficiency and best practices, and brings forward to Manager, Finance & Budgets or other leadership within Plant Operations.
- Support the creation and maintenance of standard operating procedures.
- Assist with training of new team members as required.
- Support special projects and initiatives as required.

**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

- Completion of a post-secondary degree (preferably related to business or project administration).
- An equivalent combination of education and/or experience may be considered.

Experience

- 2 years of related experience in an operational or administrative role with knowledge and interest in project coordination.

Knowledge/Skills/Abilities

- Must be detail oriented and able to maintain a high degree of accuracy in a busy office environment with frequent interruptions and distractions.
- Possess excellent customer service skills with a high degree of professionalism and courtesy.
- Demonstrated ability to take initiative and work both independently and in a team setting.
- Excellent communication (verbal and written), organizational and interpersonal skills are required.
- Must be proficient in Windows and Microsoft Office. Knowledge and experience with Microsoft Access will be considered an asset.
- **Proficient organization skills and experience maintaining a high volume of electronic records is ideal.**

Nature and Scope

- **Contacts:** Communicates with all levels of department staff and external clients, suppliers and vendors. Provides general and specific information, responds to inquiries and facilitates the flow of information internally and externally.
- **Level of Responsibility:** Responsible for supporting and ensuring processes meet quality and service objectives. Responsible for ensuring confidentiality of data and client/department interactions. This position does not have supervision over any direct reports.
- **Decision-Making Authority:** Expected to work independently and prioritize workload in order to meet deadlines. Seek out assistance when direction is required.
- **Physical and Sensory Demands:** Minimal physical demands typical of an office environment. Keen attention to detail is required to ensure accurate results. Required to be able to stay on task while dealing with interruptions and distractions.
- **Working Environment:** Primarily desk-based setting with regular hours, aligned with the University's Flexible Work Arrangement guidelines; there may be periods of irregular and/or high volumes of workload.