

Job Description

Job Title:	Administrative Officer
Department:	Recreation and Leisure Studies
Reports To:	Department Chair
Jobs Reporting:	Undergraduate Program Manager Events Coordinator and Program Assistant
Salary Grade:	USG 9
Effective Date:	June 2022

Primary Purpose

The Administrative Officer is responsible for the effective management of all aspects of the Department of Recreation and Leisure Studies (RLS) within the framework of the University, Faculty and Department policies. The Administrative Officer reports directly to the Chair and is a resource to the Chair and the Associate Chairs, providing continuity as academic leadership changes. This role provides confidential and strategic advice, acting as a resource to all employees within RLS for decision making on the allocation of finances, human resources, space, equipment and special projects. The Administrative Officer also provides support to teaching and research staff to align initiatives with the mission, vision and values of RLS and to meet the objectives of the RLS strategic plan. The position coordinates the essential administrative operations of the Chair's office and the Department and is responsible for establishing, organizing and implementing departmental and office policies and procedures in accordance with the University of Waterloo's existing guidelines, policies and procedures.

Key Accountabilities

Financial Management

- Manages all RLS funds including annual operating budget, trust, and endowment; allocates resources and approves expenses; develops budgetary strategies in collaboration with the Chair, Associate Chairs, and Faculty Financial Officer
- Actively monitors and reviews all expenses; notes anomalies and processes error corrections as needed
- Provides direction, guidance and financial support to faculty and research staff for all research funds
- Works closely with the Faculty Financial Officer to develop, improve, and promote internal financial processes for the department, ensuring that University policies and procedures are followed
- Administers and monitors all payroll submissions for Sessional Instructors and casual employees

Human Resources Administration

- Supervises the recruitment, hiring, onboarding, performance evaluation, job description review, professional development, record management, and retention of academic and research staff (direct and indirect reporting positions)
- Advises and assists faculty and research staff with casual/temporary hires
- Guides and supports the Department Chair with faculty recruitment, hiring, onboarding, performance evaluations, tenure and promotion considerations, sabbaticals and other leaves, administrative appointments, and appointments for visitors, adjuncts, cross-appointed faculty, and postdoctoral fellows
- Provides leadership to the academic and research staff with respect to UW Policies and processes, including onboarding, human resources best practices, performance management, and creates a collegial team-oriented environment

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- Provides advice, support, and mentorship to the Chair and department faculty members regarding Department, Faculty, and University policies and processes
- Prepares faculty teaching and service assignments annually with the Chair, updating as needed

Management of Physical and Data Resources and Safety

- Manages space allocations within the Department, including moves, maintenance and renovations
- Manages and authorizes the purchase and allocation of supplies, equipment and furnishings, including maintenance and asset disposal
- Maintains key permit and fob access for all department spaces plus term teaching keys
- Safety lead for the department, ensuring mandatory safety training is completed; maintains evacuation procedures with Faculty of Health Dean's Office
- Maintains all human resources, financial, administrative, and department archive files in accordance with University records retention policies and guidelines; supervises the maintenance and retention of undergraduate and graduate student files
- Creates term teaching schedules together with Faculty of Health Scheduling team, confirming course offerings and teaching assignments, instructor requirements and preferences, ensuring a balanced distribution of courses each term.
- Manages the document submission process for academic program reviews, site visit arrangements, and follow-up reports

Administrative Leadership

- Provides the Chair and Executive Committee with confidential and strategic advice, information and data to support decision making
- Supports strategic planning and implementation of strategic initiatives with the Chair and Executive Committee, including financial and human resource implications
- Assists the Chair with managing their schedule
- Organizes regular Department and Executive Committee meetings; prepares agendas, associated documents, and minutes
- Serves as a resource for department committees for the interpretation and application of policies, guidelines and practices
- Supervises the organizing of special events within the Department (Hallman Lectures, retreats, social events, etc.) with the Events Coordinator and Program Assistant

**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 preferably in Recreation and Leisure Studies, Business Administration, Human Resources Management, or related field required
- Equivalent combination of education and experience, preferably in an academic setting will be considered

Experience

- 5 years of progressively responsible administrative experience, preferably in an academic setting
- Demonstrated staff management and administrative leadership experience
- Experience developing, monitoring and managing budgets; ability to synthesize and organize financial information for strategic planning and decision-making

Knowledge/Skills/Abilities

- Superior demonstrated analytical and problem-solving skills
- Demonstrated ability to facilitate, assess, analyze and resolve highly sensitive matters with tact, diplomacy, and empathy while respecting confidentiality
- Demonstrated ability to successfully manage multiple priorities with tight deadlines
- Excellent knowledge of the University and its policies and procedures as they relate to this position
- Strategic and creative thinking, people management, interpersonal, organizational and communication skills
- Excellent human relation skills, in particular the ability to motivate, supervise, guide and develop staff and foster constructive team relationships
- Exceptional experience in Microsoft Office 365 software, Sharepoint, web content management software, Concur, Unit 4, iCIMS, Workday and other software used by University of Waterloo administrators

Nature and Scope

- **Contacts:** The Administrative Officer requires communication with a wide range of internal and external contacts to obtain, clarify and discuss information and resolve issues. They require the capacity and demeanor to deal professionally and sensitively with students, staff, faculty, sessional lecturers, and other university administrative staff at the University of Waterloo, as well as external organizations. Communicates with internal and external staff and faculty to deal with operational matters, influence and motivate others, and to foster constructive team relationships.
- **Level of Responsibility:** The Administrative Officer is expected to show initiative and be able to work independently with minimal supervision as well as in a collaborative team environment. They supervise, guide, mentor, empower, and provide sufficient consultation to ensure that academic and research staff meet the goals and expectations of their position and duties are covered during periods of absence.
- **Decision-Making Authority:** The Administrative Officer makes independent decisions regarding administrative operations in support of RLS teaching and research missions. The incumbent formulates decisions on timelines, budget allocations, and staffing resources to meet established objectives. They are responsible for the hiring and performance evaluation decisions for RLS academic staff.
- **Physical and Sensory Demands:** There is a frequent need to give close attention to various written and verbal information while maintaining thoroughness and accuracy. Frequent interruptions by faculty, staff, students, and external contacts occur in-person, by phone and email as this position is primary support to the entire Department function.
- **Working Environment:** This role is primarily office based with regular working hours and the occasional requirement to attend an event outside of regular business hours. The Administrative Officer regularly works on multiple, time sensitive and rapidly changing priorities and tasks that create periods of stress. There are deadline pressures that need to be balanced and prioritized with the demand for thoroughness and accuracy. Overtime is to be expected.