

Job Description



Job Title:	Administrative Officer
Department:	School of Public Health and Health Systems
Reports To:	Director
Jobs Reporting:	Professional Graduate Programs Coordinator, Professional Programs Practicum Coordinator, Administrative Coordinator – Undergraduate Studies, Graduate Coordinator – MSc and PhD Programs
Salary Grade:	USG 9
Effective Date:	August 2018

Primary Purpose

The Administrative Officer is responsible for the effective management of all aspects of the School of Public Health and Health Systems (SPHHS) within the framework of the University, Faculty and School policies. The Administrative Officer reports directly to the Director and is a resource to the Director and the Associate Directors. This role provides confidential and strategic advice, acting as a resource to all staff within SPHHS 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 missions of SPHHS and to meet the objectives of the School's strategic plan. They coordinate the essential administrative operations of the Director's office and the School 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 the School's annual operating budget, developing budgetary strategies in collaboration with the Director, Associate Directors, Coordinators and Faculty Financial Officer
- Allocates resources for departmental activities (i.e. teaching assistants, sessional lectures, operating expenses, space, renovations)
- Actively monitors salary, non-salary expenditures and project-specific budgets for all fund types and provides approvals on general operating accounts
- Provides accurate and up-to-date financial information to the Director on the overall financial status of the School on a monthly basis and as requested
- Works closely with the Financial Officer to develop, improve, and promote internal financial processes for the School, ensuring that University policies and procedures are followed
- Provides direction, guidance and financial support to Faculty and Research Staff regarding startup grants and other special project funds as well as monitor all research account balances and financial activity
- Completes purchase requisitions or use the P-card as required for faculty and staff purchases; reconcile staff member P-cards on a monthly basis
- Manages the School Petty Cash fund
- Administers and monitors all payroll submissions for Sessional Instructors, Teaching Assistants, Graduate Research Assistantships, Graduate Research Studentships and casual employees
- Instructs, mentors, and supports academic and research staff on the HR payroll online system
- Oversees graduate awards, travel assistantships and scholarship payments

Human Resources Administration

- Supervises the recruitment, performance evaluation, professional development and retention of academic and research staff members within the School (direct and indirect reporting positions)
- Supports hiring managers during the hiring process of staff, sharing processes and procedures
- Provides leadership to the academic and research staff with respect to human resources best practices including performance management
- Supervises, guides, mentors, empowers and provides sufficient consultation to ensure academic and research staff meet the goals and expectations of their position and duties are covered during periods of staff absence
- Creates a collegial team oriented environment
- Serves as a key member of the staff hiring committee, developing interview/reference questions, managing the application process, leading interviews, and maintaining communication with Human Resources
- Organizes and chairs SPHHS regular academic staff meetings
- In accordance with University Policies and Procedures, maintains and ensures all human resource files, schedules and vacation records are up-to-date
- Works with staff to review and update job descriptions, making grading and compensation recommendations in line with relevant UW policies
- Faculty recruitment: Arranges for advertising with various sources; accepts and processes incoming faculty recruitment CVs and corresponding documents; arranges for file circulation to the committee members; contacts identified applicants for interview; arranges travel, accommodations, room bookings, AV equipment, interview schedules, meals; provides follow-up for the candidate and process travel claims; completes UARC file; process paperwork for new faculty appointments; provides continuous assistance for new faculty prior to arriving at the University of Waterloo
- Faculty Annual Performance Evaluation: Coordinates process; gathers material from faculty; organizes material into files; arranges School committee meetings; prepares and distributes correspondence to School committee members and Faculty Executive Assistant
- Faculty Tenure and Promotion: Collects all required documents, ensures all information provided is accurate and complete; prepares documents for the School Tenure and Promotion Committee meeting; prepares and distributes copies and recommendation memos for each candidate to the AHS Dean upon completion of the departmental meeting
- Faculty Appointments: Prepares and processes all sabbatical, administrative, faculty, postdoctoral, research associate, visitor, sessional, adjunct and cross-appointment paperwork and distributes to the appropriate departments across campus
- Guides and assists faculty with the required paperwork for the hiring of Postdoctoral Fellows (12 PDFs in 2018) and visiting international scholars, maintaining all documents according to UW file retention procedures
- Guides and assists faculty and research staff members with the casual/temporary paperwork needed to hire technical and administrative staff on a temporary basis
- Provides advice, support, and mentorship to the School's approximately 40 faculty members regarding School, Faculty, and University processes

Management of Physical and Data Resources

- Plans, implements and manages space allocations/reallocations within the School, ensures the efficient and equitable use of facilities and equipment including allocation of space for faculty, staff and graduate students
- Facilitates maintenance and renovation of space, equipment and furnishings as approved through Faculty processes
- Plans and coordinates all moves and disposal within departmental space of offices, equipment and furnishings
- Maintains a list of class offerings, teaching and service assignments for faculty

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- Authorizes the purchase and allocation of equipment and furnishings in consultation with the Director, Faculty or Administrative Staff
- Supervises web and online communications
- Responsible for ensuring all graduate students, staff and faculty have completed required online and in-class health and safety training modules

General Administration

- Provides the Director with confidential and strategic advice, information and data to support decision making
- Organizes the Director's schedule, screens visitors, booking appointments, travel arrangements; organizes material for meetings and briefing notes where appropriate, and responds to phone calls in a professional manner.
- Serves as an ex-officio member on the School Executive Committee
- Organizes monthly School and bi-monthly Executive meetings, distributes the agenda, required documents, and minute-taking for monthly School and Executive Committee, as well as other meetings as required (tenure and promotion, faculty annual performance reviews, School Advisory Committee on Appointments, etc.)
- Serves as a resource within the School (such as SACA, STPC, etc.) for the interpretation and application of policies, guidelines and practices
- Serves as a resource to committees as required (book meeting rooms, organize refreshments when required, prepare and distribute pertinent documents, minute taking)
- Prepares confidential information on behalf of the Director; organizes appropriate disposal of confidential records and files as required, maintain records of disposal
- Manages the document submission process for seven-year reviews, certification, program proposals and surveys
- Serves as a resource person to the student run organizations within the School
- Purchases supplies for the School
- Coordinates with staff members all special events within the School (Hallman Lectures, retreats, reviews, site visits, social events, etc.)
- Lead fire warden for the School

Required Qualifications

Education

- Completion of an undergraduate degree in Business Administration, Human Resources Management or related field required
- Equivalent combination of education and experience 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

Knowledge/Skills/Abilities

- Superior demonstrated analytical and problem solving skills
- Demonstrated ability to facilitate and settle highly sensitive matters
- Multi-tasking, concurrent task and problem management skills are essential with the ability to assess, analyze and resolve issues
- Excellent knowledge of the University and its policies and procedures as they relate to this position

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- Strategic and creative thinking, people management, interpersonal, organizational and communication skills
- Excellent human relation skills, in particular, ability to motivate and supervise, guide and develop staff and foster constructive team relationships
- Exceptional experience in Microsoft Outlook, Word, Excel, Powerpoint, Sharepoint and web content management software (Drupal-based), Concur, Unit 4, iCIMS, and Workday

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 problems, leading to resolution. They require the capacity and demeanor to deal professionally with students, staff, faculty and other university administrative staff at the University of Waterloo, as well as external universities and organizations. The Administrative Officer requires a sensitivity to the needs of a wide base, including staff, faculty, special lecturers and students. Communication with internal and external staff and faculty to deal with operational matters and to 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 staff absence.
- **Decision-Making Authority:** The Administrative Officer makes independent decisions regarding administrative operations in support of the School's teaching and research missions. They formulate decisions on timelines, budget allocations, staffing resources to meet established objectives. They are responsible for the hiring and performance evaluation decisions regarding School academic staff.
- **Physical and Sensory Demands:** There is a frequent need to give close attention to various stimuli such as written material and information given verbally to others. Frequent interruptions by faculty, staff, students, phone and email occur as this position is primary support to the entire School function.
- **Working Environment:** Much of the time is spent working in an office environment. The Administrative Officer regularly works on multiple, time sensitive and rapidly changing agendas 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.