

Job Description

Job Title:	Faculty Services Manager
Department:	Office of the Dean of Engineering
Reports To:	Faculty Administrative Officer
Jobs Reporting:	None
Salary Grade:	USG 8
Effective Date:	September 2019

Primary Purpose

The Faculty Services Manager is responsible for ensuring the accuracy and timeliness of appointments and academic processes for the Faculty of Engineering. This position independently supports governing and administrative councils and committees, and provides support to the senior management team for data management and integration across a wide range of functional areas. The incumbent provides confidential advice and guidance consistent with policies, procedures and best practice. The Faculty Services Manager provides institutional memory and stability, keeps record of the governance and administration of the Faculty, ensuring adherence to related policies, procedures and ensuring continuity between successive administrations.

Key Accountabilities

1. Administration of appointment procedures and academic processes

- Is responsible for administering or overseeing all faculty and non-faculty appointments for the Faculty of Engineering including tenured, probationary, definite term, special lecturer, research, visiting, post-doctoral fellow and adjunct appointments; supervises appointment related paperwork (if work is done by others) and ensures accuracy and timely completion of the process
- Troubleshoots questions on appointment types, and makes recommendations to senior leaders
- Supports faculty recruiting efforts including managing Job Bank postings and acts as the liaison with Immigration Services on the hiring of foreign nationals
- Provides initial review of submissions to the University Appointments Review Committee (UARC)
- Supports the tenure and promotion process including committee membership, liaises with external examiners, prepares materials for distribution to the Faculty Tenure and Promotion Committee (FTPC) and University Tenure and Promotion Committee (UTPC), schedules meetings and records minutes
- Administers process for sabbatical and other leaves of absence
- Stays abreast of policies, procedures and guidelines on appointments and academic processes
- Provides coaching and support to administrative staff in the academic units (8) on the interpretation of policies, and administration of academic processes
- Prepares administrative appointments for senior leadership roles in the Faculty
- Acts as a resource within the Faculty of Engineering on the administration of all academic matters related to appointments, tenure and promotion, sabbaticals and other leaves
- Identifies opportunities to streamline existing processes; investigates and supports the transition from paper-based to electronic systems

2. Administrative support to governing council and administrative committees

- Provides professional support and guidance to various governing bodies and administrative committees including Engineering Faculty Council (EFC), Engineering Faculty Assembly (EFA), Chairs, Directors and Associate Deans (CAD), Academic Policy Committee (APC), Engineering Planning Committee (EPC)
- Prepares an annual schedule of meeting dates that align with EFC constitution and by-laws
- Ensures compliance with Faculty constitution and by-laws as it relates to EFC and standing committees
- Maintains the official record and electronic mailing list of EFC and standing committee membership
- Acts as Secretary to the EFC Nominating Committee and supports the appointments process for EFC and standing committees
- Initiates communication with departments and other Faculties to solicit members as required
- Provides professional support to various ad-hoc committees including Dean's Staff Advisory Committee (DSAC), Honours and Awards Committee
- Supports Chair and Director Nominating Committees and related processes
- Oversees meeting logistics including room bookings, catering, etc.
- Prepares agenda and related materials for distribution to committee members, manages presentation needs, and related equipment
- Acts as recording secretary, distributes minutes, tracks and reports on progress of action items, and maintains the institutional record for the Faculty

3. Data collection, management and warehousing

- In collaboration with Academic Support Units, facilitates data integration across functional areas and different platforms
- As directed by the Executive Officer, implements the action plans resulting from the Faculty's data strategy
- Supports senior staff on a variety of data needs including but not limited to data collection, management, warehousing
- Translates results of routine data analysis into reports and presentations
- Supports existing and initiates new datasets; maintains relevant data files
- Identifies system deficiencies and limitations; recommends areas of enhancement; manages security permissions with Engineering Computing
- Assists with various exports from the data warehouse; identifies, investigates and resolves data anomalies and discrepancies
- Extracts and verifies data for membership and voter lists

4. Administrative support to the Faculty Committee on Student Appeals

- Supports the Faculty Committee on Student Appeals (FCSA) and acts as the initial point of contact in the Office of the Dean of Engineering
- Ensures that the timelines and procedures as prescribed in relevant policies is adhered to by all parties
- Independently selects tribunal members; compiles and distributes case files to tribunal members
- Schedules and attends preliminary meetings to assess appeals and makes appropriate arrangements for tribunals, in camera meetings
- Acts as Recording Secretary and resource person at tribunals
- Assists the Chair of the FCSA in the preparation of official notices to parties affected by the tribunal's decision
- Prepares and provides a summary of cases annually to the University Committee on Student Appeals (UCSA)

5. Other administrative functions, including but not limited to:

- Supports the activities of the Executive Officer and Faculty Administrative Officer as required
- Serves as a resource for the application of policies, procedures, guidelines and best practice for academic processes in the Faculty of Engineering
- Supports time sensitive key accountabilities of several administrative roles within the Office of the Dean of Engineering as needed to ensure exceptional service to academic, administrative support units and campus partners

**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 in business, communications, or related field. Equivalent combination of education and experience may be considered

Experience

- Minimum of 5 to 7 years of progressive responsibility in an academic setting and a solid understanding of the university's collegial and complex organizational structure
- Demonstrated knowledge of university policies and procedures, governance, academic processes
- Thorough understanding of relevant policies to support student appeals; must possess high degree of tact, diplomacy and discretion in guiding students through the appeal process
- Experience with data management, warehousing, analysis, and preparation of reports and presentations

Knowledge/Skills/Abilities

- High level of computer literacy and willingness to learn new programs; knowledge about data analytics considered an asset
- Demonstrated ability to work effectively and discreetly with confidential and sensitive information
- Must possess strong client service focus and sensitivity to diversity
- Exceptional organization skills with the proven ability to work on multiple projects simultaneously with competing demands and strict deadlines
- Proven ability to work collaboratively with senior leadership, colleagues, students, and campus partners
- Proven ability to build strong relationships and establish trust
- Demonstrated aptitude for successfully working in a team-oriented environment
- Demonstrated sound judgement, tact, discretion and professional integrity
- Exemplary interpersonal and communication skills
- Strong attention to detail, ability to work independently, take initiative and anticipate future needs and potential issues
- Proven problem solving abilities, conflict management skills
- Advanced knowledge of Microsoft Office including Outlook, Word, Excel and PowerPoint, WCMS required. Experience working with MS Power BI, SharePoint, mailing lists, databases desired

- Advanced knowledge of and experience interpreting university policies, procedures, and guidelines

Nature and Scope

- **Contacts:** Internal: Dean of Engineering, Associate Deans, Chairs, Directors, Executive Officer, Faculty Administrative Officer, academic and administrative support units, Office of the Vice President Academic and Provost, Secretariat, Legal and Immigration Services, Human Resources. External: external examiners, visitors, guest speakers.
- **Level of Responsibility:** Responsible and accountable for the execution of all faculty academic processes and administrative management as described above, academic processes have significant consequences for the Faculty and its members; specialized client service requiring a high degree of independent and proactive work with minimal supervision.
- **Decision-Making Authority:** Responsible for the administration of appointments and academic processes as outlined above.
- **Physical and Sensory Demands:** Minimal demands typical of an administrative position within an office environment. Exposure to confidential and sensitive matters requiring timely response.
- **Working Environment:** The largest Engineering school in Canada and expanding internationally, Waterloo Engineering is a multi-faceted engineering school. The Faculty's operation is complex with 315 plus faculty FTE, 240 plus staff FTE, 8 academic units and 9 administrative units. The Office of the Dean of Engineering is a busy, team-oriented environment. The office responds to requests to assist faculty and students in their teaching, learning, research and related activities, as well as to questions and requests from staff within the Faculty and across campus. Close communication and sharing of workloads as essential.