

Job Description

Job Title:	Administrative Officer
Department:	Management Sciences
Reports To:	Chair, Management Sciences
Jobs Reporting:	Financial Coordinator Graduate Studies Coordinator/Advisor – PhD and MASc Programs Graduate Studies Coordinator/Advisor – MMSc Programs Undergraduate Studies Advisor/Administrative Coordinator Assistant to the Chair Support Services & Scheduling Coordinator
Salary Grade:	USG 10
Effective Date:	March 2021

Primary Purpose

The Administrative Officer (AO) is responsible for the operation, administration, and facilities of the Management Sciences Department. The AO provides strategic advice and support to the Chair and senior administration of the Department. As the senior administrative staff member, the AO provides continuity as academic leadership roles change. The AO is responsible for the financial oversight of the Department, human resource administration; including the management and oversight of other administrative functions required to support the teaching and research missions of the Department. This position also provides leadership and support on special projects and strategic initiatives.

Key Accountabilities

Strategic Initiatives, including but not limited to

- Provides financial decision support and strategic advice to the Chair;
- Identifies financial consequences of long term plans and proposals to facilitate effective strategic decision making;
- Contributes to the development of long-range strategies and operational plans for the Department;
- Provides strategic input on faculty and staff hiring and affordability of strategic plans providing the Chair with confidential and strategic advice, information and data to support decision-making.
- Manages the resources required to support strategic and operational plans, including space, financial and human resources.

Department Operations, including but not limited to

- Ensures that department operations are carried out in a service-focused environment.
- Ensures services is delivered to clearly define and agreed-to standards (response time, accuracy, completeness, consistency);
- Ensures the integrity, efficiency and effectiveness of the core operational processes for all users;
- Assures the integrity of the core operational processes and associated data

Financial Management, including but not limited to

- Prepares an overall picture of the financial status of the department's operating, research, trust and endowment funds; identifying potential problems and proposing solutions to the Chair;

Job Description

- Provides multi-year projections for the department, identifying any concerns and proposing potential solutions;
- Oversees the administration of the operating budget and expenses of the department, including teaching, computing facilities and asset management, in consultation with the Chair;
- Regularly prepares financial documentation for the Chair to aid in decision making such as budget allocations for various departmental initiatives;
- Plans, manages and co-ordinates the development of the department's annual operating budget in consultation with the Chair and Financial Officer and ensures funds are available to support strategic initiatives.
- Has signing authority on all operating accounts within the department;
- Provides direction and guidance to the Financial Officer, staff and faculty members ensuring that all operating, trust, endowment and research accounts are effectively managed including monthly reconciliation of accounts.
- Works closely with the Financial Officer to develop, improve and promote internal financial processes for the Department, ensuring University policies and procedures are followed.

Human Resource Management, including but not limited to

- Manages recruitment, performance evaluation, professional development and retention of administrative staff members within the department;
- Ensures adherence to immigration, salary regulations and University policies within the department;
- Reviews and updates staff position descriptions and reclassifications, making grading and compensation recommendations;
- Works with direct reports to build training plans aligned with staff interests, job needs and long-term goals;
- Fosters a collaborative environment between students, staff and faculty;
- Promotes a culture that supports continuous improvement and innovation with the operations functions of the department;
- Develops partnership/relationships with other business units on campus to learn about operational best practices;
- Regularly reviews and updates tasks to ensure alignment with new Faculty and University initiatives;
- Manages and approves work schedule records including vacation allotments for all staff within the department.
- Responsible for maintaining records and ensuring all new graduate students, staff, faculty and visitors have completed the mandatory Health and Safety requirements and online modules.
- Maintain faculty-teaching records and assists the Chair with assigning teaching tasks and hiring of sessional appointments.

Facilities Management, including but not limited to

- In consultation with the Chair, plan, implement and manage the efficient and equitable use of departmental facilities and equipment including allocation of space;
- Coordinates the installation and maintenance of telephones within the department;
- Oversees maintenance, repairs, renovations and new construction in departmental space;
- Planning and coordinating moves; including, lock changes, issuing of keys and installation of telephones within the department.
- Ensuring accurate records of space allocation and keys are maintained;
- In consultation with the Chair, authorizing the purchase and allocation of equipment and furnishings; liaising with UW Plant Operations and Central Stores as appropriate.

Job Description

- Building Evacuation Coordinator – responsible for the safe evacuation of all occupants within the CPH building; liaison with Fire Wardens and Fire Department during evacuation procedures.
- **Administrative leadership, including but not limited to**
- Maintains an open, supportive and collegial environment;
- Provides leadership, direction and strategic planning for the department;
- Coaching and mentorship within the department;
- Oversees all administrative aspects of the academic programs within the department;
- Develops productive, collaborative working relationships within the department and the University;
- Leading the development of new systems, tools or processes to enhance administrative service and quality;
- Ensures effective and efficient operation of department committees and serves as a resource;
- Serving as a resource within the department for the interpretation and application of UW and department policies, guidelines and practices;
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- Planning and executing various special events; such as department retreats and social events.

**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 Administration, Human Resources or related discipline
- Equivalent combination of education and experience will be considered

Experience

- 5 years of progressively responsible administrative experience, preferably in an academic setting
- 3 years of staff management and operational leadership experience
- Demonstrated experience developing, monitoring and managing budgets, including developing financial projections and participating in financial planning

Knowledge/Skills/Abilities

- Ability to design and implement new and changing administrative and financial systems.
- Intermediate to Advanced knowledge of various software tools, including but not limited to Microsoft Office tools, SharePoint, PowerPoint, Outlook.
- Experience using University internal systems (Concur, Unit4, Workday, iCIMS) are assets.
- Experience with online financial reimbursement and procurement systems, and databases.
- Working knowledge of online human resource management and payroll systems.
- Demonstrated ability to handle confidential information with discretion and tact.
- Outstanding interpersonal, communication (oral and written) and organizational skills
- Strong leadership and team building ability
- Multi-tasking, concurrent task and problem management skills are essential with the ability to assess analyze and resolve issues.
- Tact, judgement and diplomacy are also essential.

Nature and Scope

- **Contacts:** Internally, communicates with employees in all groups and areas at all levels. Must work confidentially and strategically with faculty members and senior administrative staff. Makes contact to obtain action, reach agreement, influence and negotiate, occasionally to promote or settle highly sensitive matters. Externally, communicates with outside vendors, contractors, suppliers and event coordinators. May request quotes or deal with issues regarding contracts or employment agencies.
- **Level of Responsibility:** Manages department functions and processes that are highly specialized with direct reports.
- **Decision-Making Authority:** Makes independent decisions on the deployment of administrative resources in the department. Has signing authority for all operating, trust and endowment funds within the department and ensures that the Chair's decisions with respect to these funds are implemented. Provides Chair with confidential and strategic advice to support decisions on the allocation of financial, human resources, department space, and equipment to meet department's strategic objectives. Is responsible for identifying changes in policies or systems within the department and ensuring that they are communicated and procedures are put into place to implement them. Makes decisions on timelines, budget allocation, and staffing resources to meet department's strategic objectives. Makes hiring and performance evaluation decisions regarding departmental administrative staff.
- **Physical and Sensory Demands:** Minimal physical demands typical of a senior administrative position. Requires mental concentration and the ability to listen and apply.
- **Working Environment:** Regular working hours, some evening/weekend work required. Exposed to stress and pressure associated with senior level responsibilities, significant financial oversight and confidential human resource leadership.