

Job Description

Job Title:	Administrative Manager
Department:	Combinatorics and Optimization
Reports To:	Department Chair
Jobs Reporting:	Administrative Coordinator Graduate Studies, Administrative Coordinator, Assistant to the Chair
Salary Grade:	USG 7
Effective Date:	November 2017

Primary Purpose

Accountable to the academic Chair or Director for human resources administration, financial oversight, the management of facilities and equipment and health and safety responsibilities required to support the teaching and research missions of the department.

The Administrative Manager provides leadership by educating all department members of relevant policies, guidelines and practices related to financial, recruitment, space, and health and safety matters. As the senior administrative staff member in the Department, the Administrative Manager provides continuity as academic leadership changes.

Key Accountabilities

Support for Academic program delivery, including but not limited to:

- Faculty appointments, annual review, tenure and promotion, leaves:
 - Oversees these procedures, timelines, and committee supports according to Policy;
 - Oversees all logistics associated with the activities including interview schedules, package distribution, secretarial support, and travel arrangements
 - Generates management reports to assist decision-making processes as required
- Graduate and undergraduate programs:
 - Oversees financial and resource support of the programs;
 - Oversees the administrative activities of the graduate and undergraduate programs, including advising students of policies and processes;
 - Supports development of the department teaching schedule and timetable; manages teaching load records including reductions and leaves and produces reports as required.
 - Establishes procedures for maintenance of departmental academic records such as course evaluations and student advising, according to Policy
- Manages processes associated with program reviews and certifications
- Provides support for visitor travel arrangements
- Provides support and assistance to new faculty and sessional instructors as required;

Human Resources Management, including but not limited to:

- Providing leadership and direction to the team, and developing teamwork skills
- Implementing recruitment, evaluation, compensation, and professional development processes for all staff in the department
- Establishing work schedules, assigning duties, and establishing backup procedures

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- Maintaining personnel files, work schedules and vacation records for faculty and staff in accordance with University policies
- Ensuring processes are in place for recruitment, evaluation and pay of sessionals, temporary staff, co-op students, and teaching assistants.
- In consultation with the Chair, develops, distributes and collects all documents related to the annual faculty activity report process;

Financial planning and management, including but not limited to:

- Preparing department budget for operating accounts, ensuring that funds are requested, allocated and reported upon in a way that supports the department's operations and priority activities;
- Ensuring that all operating, trust, endowment and research accounts are managed according to Policy, including monthly reconciliation of accounts and P-Cards
- Assists researchers with the management of research accounts, providing support on eligibility and compliance and preparations for cost recoveries and account closures.
- Provides advice and reviews all department expenses: travel, reimbursements, faculty professional expenses, endowment, research expenses and casual payroll;
- Overseeing graduate awards and scholarships, and research matching funds
- Ensures relevant reports are available to management and account holders on a regular basis
- Liaises with the Office of Research for departmental activities; monitors expenditures and commitments on faculty research grants and projects under the framework of Research Financial Compliance;
- Participates with Executive Officer and Financial Officer in developing more efficient approaches to budget management throughout the Faculty
- Complete or oversee purchases, invoice payments and budget transfers.

Facilities and equipment management, including but not limited to:

- Ensuring the efficient and equitable use of facilities and equipment including allocation, coding and auditing of space usage
- Overseeing maintenance and repairs
- Planning and coordinating moves
- Authorizing the purchase and allocation of equipment, furnishings and supplies
- Issuing and maintaining records of keys and key fobs
- Overseeing department IT requirements and associated requests
- Oversee Health and Safety compliance

Communication, records, and outreach/special events:

- Develops and monitors Department document and record access, retention, and disposal according to Policy;
- Oversee communications within the department, including overall responsibility for communication directions, mailing lists, web content and social media platforms;
- Establishing procedures for maintenance of departmental records, course evaluations and student advising according to Policy;
- Organizes and promotes key department events, including lecture series and colloquiums;
- Prepares and maintains minutes and agendas for department meetings; follows up on relevant business as required;
- Supporting and assisting with the planning and execution of various special events as necessary

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**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

- College diploma or undergraduate degree in a field related to business or public administration; or equivalent combination of education and experience.

Experience

- Experience in a senior administrative position related to office administration
- Three years human resources management experience required including supervision of staff and demonstrated successful coaching of staff members
- Several years financial experience of multi-million dollar budgets including analysis, budgeting, and forecasting
- Experience with management of facilities, space and health and safety
- Experience leading a customer service-oriented team
- Experience leading a team through change processes

Knowledge/Skills/Abilities

- Client Service
 - Ability to lead team-based efforts to enhance service delivery
 - Ability to develop and communicate service standards, and track client satisfaction
 - Ability to exercise training and judgment in situations of customer distress.
- Leadership Teamwork and Relationship Building
 - Demonstrated ability to provide motivational support to others
 - Ability to create opportunities for people to learn and work together as a team
 - Resolve conflict actively and constructively, engaging in difficult conversations to find collaborative solutions.
 - Excellent human relation skills including the ability to develop and maintain constructive relationships with individuals in academic posts
- Communication
 - Proven business-appropriate oral and written communications skills
 - Use multiple channels or means to communicate important messages (e.g., memos, newsletters, meetings, electronic mail).
 - Maintains confidentiality and demonstrates a sensitivity to diversity
- Managing Change
 - Demonstrated ability to lead a team through new administrative processes
 - Demonstrated ability to use technological solutions to improve processes and communication.
- Problem Solving
 - Demonstrated creative and critical thinking skills to explore, make connections, and discover knowledge
 - Well-developed numeracy, analytic and research skills
- Planning and Organization
 - Ability to take ownership for projects of duration of several months; use good independent judgment when priorities are challenged.

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- Ability to make reasonable estimates of resource needs to complete projects.
- Use sound methods to plan, track and report work.
- Lead team to establish group planning objectives
- Technical
 - Advanced Microsoft Word and Excel
 - Something about database, reporting, communications tools
 - Financial reporting
 - A demonstrated ability to understand and apply policy related to academic appointments and tenure,

Nature and Scope

- **Contacts:** This position requires communication with a wide range of internal and external contacts to obtain, clarify and discuss information. In dealing with faculty and students, presents and discusses information and proposes solutions. The position requires sensitivity to the needs of a wide client base, including faculty, co-op and mature students, students learning online, exchange and other international students and students registered with AccessAbility Services
- **Level of Responsibility:** The position has specialized work with minimal supervision and provides guidance to others. Responsible for supervising department staff and works closely with the Chair and Associate Chairs. Responsible for the development and management of administrative functions of the department
- **Decision-Making Authority:** Authority for routine departmental administrative matters, including budget allocation and staffing resources to meet established objectives. Has signing authority on routine department expenses. Consults with Chair for complex and non-routine issues.
- **Physical and Sensory Demands:** Typical of an administrative position in an office environment; peak times can include many simultaneous demands.
- **Working Environment:** Travel: none. Working hours: regular hours with occasional evening work. Risks, physical and psychological: no significant risks