

## Job Description

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<b>Job Title:</b>	Outreach Activities Manager
<b>Department:</b>	Centre for Education in Mathematics and Computing (CEMC)
<b>Reports To:</b>	Administrative Officer
<b>Jobs Reporting:</b>	Outreach Activities Administrator
<b>Salary Grade:</b>	USG 6
<b>Effective Date:</b>	February 2021

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### **Primary Purpose**

The Outreach Activities Manager, who is accountable to the Administrative Officer, CEMC, is a member of the senior administrative staff and manages a team comprised of full-time permanent and contract staff. The incumbent's primary responsibility is to provide leadership in all operational functions of the Outreach Activities (OA) customer service team to ensure that client-focused support is provided in a variety of formats (i.e. email, web, telephone, in-person) and across a wide breadth of support areas related to departmental initiatives and programs such as: mathematics & computer science contests, CEMC Visits Schools program, student workshops, teacher conferences, etc.

### **Key Accountabilities**

#### **Client Service and Program Support Delivery**

- Leads a culture of exceptional client service and ensures delivery of all information and services by the OA team by providing vision in the design, development and delivery of the evolving services
- Develops and manages the process for a "warm hand-off" of clients (students, teachers, parents) from front-line staff to program and CEMC leads including, but not limited to, CEMC contests, workshops and conferences
- Facilitates the resolution of disputes or complex client issues that involves services that are housed in the CEMC
- Uses research, best practices and service data to set goals for and continuously improve and evolve the client service delivery model
- Creates, implements and continuously evaluates service policies of the CEMC and understands and implements various policies such as FIPPA and University Policies
- Develops and leverages positive relationships with appropriate on- and off-campus stakeholders
- Ensures information regarding programs and services communicated by the OA team maintains quality and champions student-centric guiding principals
- Establishes processes associated with service team responses and strategies related to mathematics & computer science contest enquiries
- Determines work flow, assigning duties, and establishing backup procedures in preparation for the high-volume of enquiries during contest cycles
- Facilitates post-contest cycle evaluation, with appropriate internal-stakeholder input, to record issues, revise policies and update documentation of systems changes
- Provides structure and process specifically for the CEMC Visits Schools program. This involves providing direction for the coordination and implementation of program logistics for local, domestic and international visits as well as our virtual visit program
- Managing operational reporting from the departmental information system to support business processes and end-of-year school visit reporting for funding

### **Human Resource Management**

- Leads and manages the OA services team, comprised of full-time, permanent and contract staff. Responsible for hiring, staff performance, salary administration, promotions, professional development, reclassifications and all other matters related to staff performance management for direct reports
- Establishes team objectives and performance expectations in alignment with the overall objectives and direction of the CEMC and strategically plans for continuous improvement
- Sharing expertise and coaching of staff to enhance skills related to client services with on-going feedback mechanisms
- Exercises skill in managing people and providing them with a productive and positive team-oriented work environment. Ensures that resources are utilized optimally, through effective processes, task delegation, coordination and collaborative communication with report

### **Communications Leadership and Coordination**

- Provides client-facing communications leadership within the department
- Keeps fully informed and knowledgeable about all aspects of the CEMC program offerings and systems and policy changes
- Develops and oversees maintenance of electronic communications templates and content for email and web, Terms and Conditions and FAQ, ensuring consistent messaging to clients
- Ensures strong communication and collaboration between core teams in the CEMC (i.e. Information Systems team and program leads) and cross-campus partners (i.e. Visitors Centre, Undergraduate Recruitment & International) to review processes regularly and update communication pieces and policies as needed
- Participates in groups/committees to share information, advise on best practices and collaborate on the creation and dissemination of information to clients, maintaining a positive image of the CEMC, specifically related to mathematics & computer science contests and CEMC Visits Schools, which consists of both in-person and virtual programming
- Communicate with colleagues throughout the CEMC to ensure client perspectives are brought to relevant discussions and are considered in decisions

*\*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**

- University degree required, preferably in a related field with a focus on education and/or STEM
- Certificates or course equivalents in customer service excellence, leadership or human resources would be considered an asset.

### **Experience**

- 3-5 years' experience working with a student-focused (primary, secondary or post-secondary context) environment
- 3-5 years' experience managing/leading mid-size teams in client service environment
- Experience leading a team through change processes
- Experience implementing and guiding continuous improvement strategies
- Experience working as a peer with faculty members

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- Experience understanding the needs of, and providing alternate solutions for, customers from a diversity of backgrounds
- Experience in student educational programming and service delivery
- Experience with and working knowledge of student and educator needs and concerns, and best practices and techniques related to student engagement and success

### **Knowledge/Skills/Abilities**

- Demonstrated ability to think strategically and analytically
- Demonstrated ability to work independently without direction, as well as make determinations regarding outcomes of situations in the absence of precedent or well-documented procedures
- Proven skill in relationship management and achieving results using a collaborative approach
- Competencies will include excellent organizational and problem-solving skills and strong oral and written communication skills
- Intermediate to advanced skill level in Microsoft Office Suite
- Demonstrated ability to use technological solutions to improve communication including, but not limited to, MS Teams, Skype for Business, WebEx and Zoom
- Demonstrated ability to use technological solutions to improve processes, with knowledge of Jira considered an asset
- Demonstrated ability to work collaboratively, build consensus and be sensitive to the needs and interests of various stakeholders
- Ability to remain objective in decision-making when presented with emotionally charged situations and when limited information is available
- Demonstrated ability to produce alternative proposals, and summarize recommendations which are supported by data

### **Nature and Scope**

- **Contacts:** Internally this position works closely with cross-departmental teams of faculty and staff as well as a wide range of campus departments such as the Visitors Centre, Undergraduate Recruitment & International, HR, etc. Externally this position interacts with a vast range of clients, including students, teachers, school boards, parents and other stakeholders around the world.
- **Level of Responsibility:** This position is responsible for OA staff team management, leadership, coaching and direction with minimal supervision. Responsible for positive resolutions to escalated client issues maintaining the reputation of the CEMC and the University at large. This position is responsible for the development and management of the administrative functions of the OA team and cross-departmental support.
- **Decision-Making Authority:** This position has a high level of decision-making authority for all accountabilities relating to the provision of client service for the CEMC. This requires extensive interaction, leadership and facilitation skills. This position will make recommendations to the Administrative Officer, CEMC about improved service opportunities that impact all functional areas within and beyond the department.
- **Physical and Sensory Demands:** This managerial role involves minimal physical demands typical of a campus office and home office hybrid environment, including possible screen fatigue and eye strain from virtual meetings and increased computer screen time. At peak times includes many simultaneous demands.
- **Working Environment:** Hybrid on-campus office and home office environment with no significant physical risks. This role is exposed to stress and pressure associated with managerial positions that are responsible for multiple staff and front-line client service. Working hours are regular working hours but may include evening and weekends at different times of year.