

Job Description



Job Title:	Administrative Manager / Lab Support
Department:	Environmental Isotope Laboratory, Department of Earth & Environmental Sciences
Reports To:	Lab Manager
Jobs Reporting:	Client Services Assistant, Casual office/lab help
Salary Grade:	USG 6
Effective Date:	October 2019

Primary Purpose

Under the direction of the Environmental Isotope Lab Manager (EILM), the incumbent's main responsibility includes the complete range of administrative activities required to facilitate the effective day-to-day operation of the Environmental Isotope Laboratory (EIL). This includes facilitating research, financial oversight, and numerous organization and coordination functions. The incumbent is also on some occasions responsible for the performing technical laboratory tasks including pH and conductivity measurements and azeotropic distillations when required.

Key Accountabilities

Administrative Leadership, including but not limited to:

- Oversee all administrative functions within the EIL office including financials and accounting, assisting with billing information (the EIL currently bills over \$1 000 000 per year), directing clients research inquiries and coordinate technical expertise.
- Oversee over 300 clients and coordinates day-to-day operation and organization of assignments for office staff and casual employees
- Implement and maintains confidential records relating to office processes such as financial bookkeeping and analytical results
- Maintain complete and accurately organize files for hundreds of client and projects
- Prepare and facilitate the shipping and receiving of deliveries and the generation of purchase orders utilizing the Agile Shipping System
- Compile key notes and minutes from monthly staff meetings
- Maintenance and oversight over samples logging and analyses covering hundreds of clients over 30+ years
- Organization and coordination of client lists and over 20,000 samples submitted for analysis annually

Operations

- Coordinate and schedule as an intermediary between technicians and clients to maintain effective communication, organization and a timely flow of information
- Oversee office processes to foster client-focused, standardized, consistent operations
- Implements systems and processes to maintain sample, billing, and organizational records
- Responsible for meeting logistics- space, notes, minutes, etc.
- Compile and disseminate key tasks and notes from monthly staff meetings
- Approving and sourcing supply requests and ordering from various manufacturers while complying with University of Waterloo procurement regulations and sole source requirements
- Documentation and tracking of long-term sample number and client trends

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<ul style="list-style-type: none">• Coordination conflict free student casual help that meets varying laboratory and office needs while accommodating student obligations to academics
Client Services <ul style="list-style-type: none">• Facilitate positive and effective interactions with all internal and external clients• Point of contact for hundreds of clients from academic research and commercial operations.• Provide sampling, shipping, analysis and pricing information as required• Problem solve, troubleshoot and answer inquiries from clients and redirect as necessary• Maintain customer relations by ensuring a timely flow of information between clients and laboratory personnel• Handle client results with the utmost discretion and confidentiality• Provide quantity and source dependent formal quotations upon request• Compile analytical results from multiple technicians and send the results to clients• Obtain missing information and arrange for error corrections if necessary• Prepare internal Laboratory Traveler forms for technicians showing list of samples with chemistry and required analyses• Confirm all information required for effective sample analysis has been received from clients and communicated to the relevant technicians i.e. chemistry, billing information, sample volumes
Casual Staff Supervision <ul style="list-style-type: none">• Train casual part time staff on office protocols and basic laboratory tasks• Provide them with necessary HR mandated training and maintain completion logs• Schedule and organize - maintain a schedule and tasks for casual staff while accommodating availability and external commitments• Organizes student volunteer and casual employees• Monitor, mentor and support• Approve casual staff hours (Workday)
Promotion <ul style="list-style-type: none">• Interdepartmental promotion and outreach• Connect and coordinate with students regarding volunteer and other laboratory opportunities• Attend conferences in order to advertise services to clients and promote the EIL• Maintain and update website content and pricing
Financial Management and Oversight <ul style="list-style-type: none">• Enter client information in to obtain client ID numbers and update as required (Unit4)• Maintain billing information for both internal and external clients as well as client-specific pricing and turnaround times• Enter client billing and make corrections as required (Unit4)• Perform journal entries for internal clients and send backup information to finance• Purchasing laboratory and office supplies• Maintain the internal EIL purchasing spreadsheet
Technical Duties <ul style="list-style-type: none">• Azeotropic distillation pre-treatment for ^3H, ^2H and ^{18}O analysis as required (TP 3.0)• Final Distillation and Liquid Scintillation Counting (LSC) preparation of Tritium samples (TP 1.0)• Preparation of samples for hydrogen and oxygen isotope analyses in water by LGR Laser• pH and conductivity measurements
Other duties <ul style="list-style-type: none">• Maintain sample inventory and organize disposal when required• Coordinate general laboratory clean up and organization• Additional tasks as required and assigned by the uwEILAB Manager

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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 <ul style="list-style-type: none">• University Degree (Science preferred) or equivalent education and/or experience
Experience <ul style="list-style-type: none">• 2 years of Environmental Isotope Laboratory experience• Understanding of the requirements for each sample analysis• Azeotropic Distillation sample pre-treatment of water, plants and soils• Conductivity and pH measurements• LGR Laser and Tritium LSC sample preparations
Knowledge/Skills/Abilities <ul style="list-style-type: none">• Current WHMIS training• Current UW laboratory safety courses is an asset• Proven ability to handle inquiries for a diverse scientific user group with clarity and tact• Proven ability to handle multiple priorities in a busy environment• Superior organizational and time-management skills• Excellent problem solving, analytical and project management skills• Effectively manage multiple priorities and exercise independent, prudent judgement• Strong analytical and problem solving skills• Excellent verbal and written communication skills• Advanced MS Word and Excel• Extensive experience with the University of Waterloo financial environment (Unit4, Concur, Workday) and web editing (WCMS) in addition to Agile Shipping, and iCIMS• Ability to perform laboratory technical procedures and follow safety protocols

Nature and Scope

- **Contacts:** Good oral skills for telephone contacts, communicate effectively with clients, staff, students and faculty by telephone and/or email
- **Level of Responsibility:** Management of casual staff; provides direction to staff in the office, thorough and accurate
- **Decision-Making Authority:** Provides sampling, shipping, analysis, precisions and pricing; determines which analysis is required and appropriate information; routes samples to proper technician; must be able to prioritize
- **Physical and Sensory Demands:** Works in a busy laboratory where it can be noisy and hot, must be able to lift and carry medium weight boxes containing samples to storage areas throughout the laboratories
- **Working Environment:** Laboratory based with various chemical compounds, and chemicals; may have to stand for extended periods; constant need to give close attention to detail with written material; deadline pressures