

# WATERLOO ENVIRONMENT

## Job Description Form

<b>JOB INFORMATION</b>			
<i>Job Title</i>	<b>Outreach &amp; Administrative Manager</b>	<i>Position ID</i>	5504
<i>Division/Department</i>	Department of Knowledge Integration, ENV		
<i>Location</i>	Main Campus		
<i>Reports to Job Title</i>	Department Chair	<i>Reports to Position ID</i>	5457
<i>Jobs Reporting (Job Titles and IDs)</i>	Undergraduate Advisor & Field Trip Coordinator		
<i>Full-time Equivalent</i>	80%		
<i>Effective Date</i>	Aug 31, 2017		
<b>PRIMARY PURPOSE</b>			
<p>This position is the primary public face of the department when it comes to recruitment, outreach, alumni, community and employer relations. The incumbent is also responsible for record-keeping, contributing to strategic direction, staff management, and day-to-day functioning of the department including operational and financial responsibilities. The position has a 0.2FTE commitment to the SHAD summer enrichment program, which is managed for Waterloo by the department.</p>			
<b>KEY ACCOUNTABILITIES</b>			
1	<p>Provide administrative and strategic assistance to the Chair including, but not limited to the following:</p> <ul style="list-style-type: none"> <li>• Oversee administrative activities of the Department and maintain confidential files, correspondence, data collection etc.</li> <li>• Manage department resources (office and administrative space, equipment purchases and maintenance, telephone maintenance and records, moving procedures, liaison with Bookings, Central Stores &amp; Plant Operations, etc.)</li> <li>• Coordinate and host the weekly public lecture series (e.g., recruit and coordinate with internal and external speakers, arrange technical support, host speakers and moderate the lecture)</li> <li>• Coordinate Department committees and procedures (e.g. Faculty Tenure and Promotion, Sabbaticals &amp; Leaves, Faculty Performance Review, Hiring of faculty/staff/sessionals/etc), supporting and serving as a resource as required.</li> <li>• Arrange and assist with the planning of special projects as required (e.g. retreats, program reviews, seminars, workshops).</li> <li>• Overseeing unit communications, including overall responsibility for internal communication, site manager for website, and approval of external communications</li> <li>• Occasional advising of current students and field trip coordination/supervision as back-up to the Undergraduate Advisor &amp; Field Trip Coordinator</li> </ul>		
2	<p>Financial and budget planning responsibilities including, but not limited to the following:</p> <ul style="list-style-type: none"> <li>• Manage, monitor and report to the Chair on the department operating budget; forecast for year end; and plan for future budget requirements.</li> <li>• Manage and monitor faculty overhead accounts, start-up grants, research grants and contracts; assist individual faculty members with policies and procedures relating to their individual research grants and accounts</li> <li>• Process Undergraduate and Graduate Teaching Assistantships, Graduate Research Assistantships, Casual Earnings, Temporary Employment Authorizations, Request for Payments, and other financial forms</li> <li>• Liaison with Department of Finance, Office of Research Finance, Faculty Finance Officer, and Research Finance Training and Compliance Officer</li> <li>• Review department and research expenses to ensure that all claims are consistent with UW Finance Compliance; receive and inform faculty of Research Financial Compliance policies</li> <li>• Receive, consult and process requests for exceptional funding (e.g. conference travel funds for students, expenses for guest speakers)</li> </ul>		

3	<p>Recruitment, Marketing, Outreach and Admission duties including, but not limited to the following:</p> <ul style="list-style-type: none"> <li>• Develop and implement marketing and recruitment strategy for KI in conjunction with the Marketing and Recruitment and Communications staff in the Dean of Environment office</li> <li>• Develop and coordinate admissions policy with the Chair and Associate Dean Undergrad, and staff in the Registrar's Office</li> <li>• Assist the Registrar's Office staff with the assessment of transfer credits and external transfer applicants</li> <li>• Document and evaluate the effectiveness of recruitment and marketing efforts</li> <li>• Assist the Chair with the development, promotion and allocation of student scholarships</li> <li>• Coordinate and participate in formal and informal outreach events (e.g., Fall Open House, Ontario University Fair, program visits by individual applicants/families/schools), including recruitment of student, staff and faculty volunteers</li> <li>• Create and maintain the department's social media presence</li> </ul>
4	<p>Community, Employer and Alumni engagement duties including, but not limited to the following:</p> <ul style="list-style-type: none"> <li>• Communicate with stakeholders in the broader community in order to increase awareness of and promote Knowledge Integration</li> <li>• Foster and steward relationships with community partners and current or prospective employers in order to support experiential learning opportunities and connections for KI students (e.g., KI Works internship employers, real-world design course clients, volunteer and paid short-term opportunities, potential upper-year thesis projects &amp; supervisors)</li> <li>• Track and steward relationships with KI alumni in order to support their connection to and participation in the KI community</li> <li>• Provide organizational support for outward-facing courses (e.g., help organize and execute the annual KI Exhibition and fourth year thesis symposium)</li> <li>• Manage all employer-facing activities related to the KI Works internship program (e.g., recruitment, on-boarding, communication, stewardship, evaluations)</li> </ul>
5	<p>Program Manager duties for the SHAD Waterloo residential summer enrichment program (part-time Aug-Jun; full-time July)</p> <ul style="list-style-type: none"> <li>• Work with the SHAD Waterloo Program Director to plan and execute the program</li> <li>• Develop, implement and oversee risk management procedures in accordance with SHAD International's risk management policy</li> <li>• Recruit, coordinate, track, and steward volunteer guest lecturers and workshop providers from on and off campus</li> <li>• Manage, monitor and report to the SHAD Waterloo Program Director on the program budget; plan for future budget requirements.</li> <li>• Liaise with SHAD International for training, reporting and risk management; Conrad Grebel University College for residence, meals, and space bookings; and other Waterloo support units</li> </ul>

### POSITION REQUIREMENTS

<i>Education</i>	Bachelor's Degree and/or equivalent education and experience. Specialization in public relations, project management, or communications preferred.
<i>Experience</i>	<p>Financial and Human Resources experience required</p> <p>Excellent human relations skills required: ability to guide and develop staff, foster constructive team relationships, and to work effectively with faculty, staff and students</p> <p>Independent judgment required in time management, goal-setting, task prioritization and decision-making, demonstrating strong analytic and ownership qualities</p> <p>Proven ability to manage a large volume of work, conflicting priorities and deadlines required</p> <p>Exceptional verbal and written communication skills required</p> <p>Experience in communications, public engagement or customer service/management roles an asset</p> <p>Event management experience an asset</p> <p>Knowledge of student recruitment practices or experience with the 17-20 year old market an asset.</p>
<i>Technical</i>	<p>Intermediate experience with Microsoft Excel required, including features such as databases and pivot tables</p> <p>Basic experience with social media applications including Facebook, Twitter, and Instagram required</p> <p>Basic experience with web content management software an asset</p> <p>Basic experience with customer relationship management software an asset</p>

### NATURE AND SCOPE

<i>Interpersonal Contacts</i>	<p>Internally, makes contact with students, staff and faculty obtain action, reach agreement and negotiate, e.g.,</p> <ul style="list-style-type: none"> <li>• KI students (e.g., recruiting volunteers, course support, RA/TA hiring, occasional advising as back-up to the UG Advisor)</li> <li>• KI Student Society (e.g., student-run seminars and workshops, bookings, KISS activity logistics)</li> <li>• KI faculty graduate students (e.g., office management, pay forms)</li> <li>• staff within KI and across campus including administrative and technical staff (e.g., Registrar's Office, Plant Operations, Dean's Office)</li> <li>• faculty within KI and across campus (e.g., to set up guest lectures, seminars, volunteers for SHAD)</li> </ul> <p>Externally, makes contact with suppliers, teachers, guidance counselors, alumni, and community partners including current and potential employers to collaborate, negotiate and "sell" ideas, e.g.,</p> <ul style="list-style-type: none"> <li>• high school teachers and guidance counselors in our network</li> <li>• IB teachers organizations</li> <li>• KI alumni</li> <li>• The Working Centre</li> <li>• The Ontario Science Centre</li> </ul>	
	<i>Level of Responsibility</i>	<ul style="list-style-type: none"> <li>• The job has specialized work under minimal supervision and has direct reports reporting to it.</li> <li>• The job includes responsibility for oversight of casual or temporary staff.</li> </ul>
	<i>Decision-making Authority</i>	<ul style="list-style-type: none"> <li>• Makes decisions on timelines, budget allocation, staffing resources to meet stated objectives</li> <li>• Responsible for implementing the overall program plan with the confines of the department and faculty's strategic plan and budgetary constraints</li> <li>• Makes decisions on engagement with external partners for student internships</li> </ul>
	<i>Physical and Sensory Demands</i>	<ul style="list-style-type: none"> <li>• Minimal demands typical of an administrative position within an office environment</li> </ul>
<i>Working Environment</i>	<i>Travel</i>	<ul style="list-style-type: none"> <li>• Occasional travel required</li> </ul>
	<i>Working Hours</i>	<ul style="list-style-type: none"> <li>• Regular working hours, some evening/weekend work required</li> </ul>
	<i>Risks – physical and psychological</i>	<p>Physical risks: No significant risks          Psychological risks: Minimal exposure to disagreeable conditions typical of a supervisory position</p>
<i>APPROVED BY</i>	Do not complete this section	<i>Title</i>
<i>USG GRADE</i>	USG 9	