

## Job Description

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<b>Job Title:</b>	Outreach & Administrative Manager
<b>Department:</b>	Environment, Department of Knowledge Integration
<b>Reports To:</b>	Department Chair
<b>Jobs Reporting:</b>	Undergraduate Advisor & Field Trip Coordinator
<b>Salary Grade:</b>	USG 9
<b>Effective Date:</b>	August 2017

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### **Primary Purpose**

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.

### **Key Accountabilities**

#### **Provide administrative and strategic assistance to the Chair including, but not limited to the following:**

- Oversee administrative activities of the Department and maintain confidential files, correspondence, data collection etc.
- Manage department resources (office and administrative space, equipment purchases and maintenance, telephone maintenance and records, moving procedures, liaison with Bookings, Central Stores & Plant Operations, etc.)
- 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)
- Coordinate Department committees and procedures (e.g. Faculty Tenure and Promotion, Sabbaticals & Leaves, Faculty Performance Review, Hiring of faculty/staff/sessionals/etc), supporting and serving as a resource as required.
- Arrange and assist with the planning of special projects as required (e.g. retreats, program reviews, seminars, workshops).
- Overseeing unit communications, including overall responsibility for internal communication, site manager for website, and approval of external communications
- Occasional advising of current students and field trip coordination/supervision as back-up to the Undergraduate Advisor & Field Trip Coordinator

#### **Financial and budget planning responsibilities including, but not limited to the following:**

- Manage, monitor and report to the Chair on the department operating budget; forecast for year end; and plan for future budget requirements.
- 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
- Process Undergraduate and Graduate Teaching Assistantships, Graduate Research Assistantships, Casual Earnings, Temporary Employment Authorizations, Request for Payments, and other financial forms

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- Liaison with Department of Finance, Office of Research Finance, Faculty Finance Officer, and Research Finance Training and Compliance Officer
- 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
- Receive, consult and process requests for exceptional funding (e.g. conference travel funds for students, expenses for guest speakers)

### **Recruitment, Marketing, Outreach and Admission duties including, but not limited to the following:**

- 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
- Develop and coordinate admissions policy with the Chair and Associate Dean Undergrad, and staff in the Registrar's Office
- Assist the Registrar's Office staff with the assessment of transfer credits and external transfer applicants
- Document and evaluate the effectiveness of recruitment and marketing efforts
- Assist the Chair with the development, promotion and allocation of student scholarships
- 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
- Create and maintain the department's social media presence

### **Community, Employer and Alumni engagement duties including, but not limited to the following:**

- Communicate with stakeholders in the broader community in order to increase awareness of and promote Knowledge Integration
- 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 & supervisors)
- Track and steward relationships with KI alumni in order to support their connection to and participation in the KI community
- Provide organizational support for outward-facing courses (e.g., help organize and execute the annual KI Exhibition and fourth year thesis symposium)
- Manage all employer-facing activities related to the KI Works internship program (e.g., recruitment, on-boarding, communication, stewardship, evaluations)

### **Program Manager duties for the SHAD Waterloo residential summer enrichment program (part-time Aug-Jun; full-time July)**

- Work with the SHAD Waterloo Program Director to plan and execute the program
- Develop, implement and oversee risk management procedures in accordance with SHAD International's risk management policy
- Recruit, coordinate, track, and steward volunteer guest lecturers and workshop providers from on and off campus
- Manage, monitor and report to the SHAD Waterloo Program Director on the program budget; plan for future budget requirements.
- 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

*\*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*

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*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

<b>Education</b> <ul style="list-style-type: none"><li>• Bachelor's Degree and/or equivalent education and experience. Specialization in public relations, project management, or communications preferred.</li></ul>
<b>Experience</b> <ul style="list-style-type: none"><li>• Financial and Human Resources experience required</li><li>• Excellent human relations skills required: ability to guide and develop staff, foster constructive team relationships, and to work effectively with faculty, staff and students</li><li>• Independent judgment required in time management, goal-setting, task prioritization and decision-making, demonstrating strong analytic and ownership qualities</li><li>• Proven ability to manage a large volume of work, conflicting priorities and deadlines required</li><li>• Exceptional verbal and written communication skills required</li><li>• Experience in communications, public engagement or customer service/management roles an asset</li><li>• Event management experience an asset</li><li>• Knowledge of student recruitment practices or experience with the 17-20 year old market an asset.</li></ul>
<b>Knowledge/Skills/Abilities</b> <ul style="list-style-type: none"><li>• Intermediate experience with Microsoft Excel required, including features such as databases and pivot tables</li><li>• Basic experience with social media applications including Facebook, Twitter, and Instagram required</li><li>• Basic experience with web content management software an asset</li><li>• Basic experience with customer relationship management software an asset</li></ul>

### Nature and Scope

- **Contacts:** Internally, makes contact with students, staff and faculty obtain action, reach agreement and negotiate, e.g., KI students (e.g., recruiting volunteers, course support, RA/TA hiring, occasional advising as back-up to the UG Advisor), KI Student Society (e.g., student-run seminars and workshops, bookings, KISS activity logistics), KI faculty graduate students (e.g., office management, pay forms), staff within KI and across campus including administrative and technical staff (e.g., Registrar's Office, Plant Operations, Dean's Office), faculty within KI and across campus (e.g., to set up guest lectures, seminars, volunteers for SHAD). 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., high school teachers and guidance counselors in our network, IB teachers organizations, KI alumni, The Working Centre, The Ontario Science Centre.
- **Level of Responsibility:** The job has specialized work under minimal supervision and has direct reports reporting to it. The job includes responsibility for oversight of casual or temporary staff.
- **Decision-Making Authority:** Makes decisions on timelines, budget allocation, staffing resources to meet stated objectives. Responsible for implementing the overall program plan within the confines of the department and faculty's strategic plan and budgetary constraints. Makes decisions on engagement with external partners for student internships.
- **Physical and Sensory Demands:** Minimal demands typical of an administrative position within an office environment.
- **Working Environment:** Occasional travel is required. Regular working hours with some evening/weekend work required. There are no significant physical risks. For psychological risks, there is minimal exposure to disagreeable conditions typical of a supervisory position.