

Job Description

Job Title:	Operations and Facility Coordinator
Department:	Institute for Quantum Computing (IQC)
Reports To:	Associate Director, Administration
Jobs Reporting:	None
Salary Grade:	USG 6
Effective Date:	August 2023

Primary Purpose

The Operations and Facility Coordinator will provide support to faculty, staff, postdoctoral fellows and graduate students at the Institute for Quantum Computing (IQC) to facilitate and enhance the teaching and research activities at the institute. Working under the supervision of the Associate Director, Administration, the incumbent will provide resources and essential service and support for the efficient operation of the institute, in a manner consistent with the goals and objectives of the IQC. The incumbent will manage various datasets including membership and space data. In addition, the incumbent will help provide special event and project management and support as needed.

Key Accountabilities

Operational Leadership

- Acts as an initial point of contact for the institute, anticipating and troubleshooting challenges for new members, visitors and delegations who arrive each year.
- Responsible for delivering a white-glove service experience for VIP visitors to IQC including C-suite industry leaders, government officials and members of UW PVP.
- Identify and facilitate the coordination and delivery of resources and supplies to enhance the academic and research activities of the institute.
- Advise and support IQC members on utilization of institute resources and advise on campus policies and procedures.
- Initiate the acquisition and installation of new furniture and ensure fulfillment of furniture maintenance and warranty work with outside vendors.
- Anticipate future needs and initiate action around space modifications (e.g., furniture moves telephone changes) to fulfill community-changing work needs.
- Liaise with and coordinate outside vendors and campus partners regularly to ensure institute spaces are maintained and free from safety risks.
- Ensure health and safety incidents are documented and reported to Safety Office and remediate any safety dangers with Plant Operations.
- Provide leadership and logistical support for special events hosted by the institute, including but not limited to research meetings, seminars, department events and receptions.
- Hire and train staff needed to cover for this position in their absence or for anticipated projects or events.

Data Compilation and Space Analysis

- Management and comprehension of constantly changing and complex data regarding space allocation within the institute related to offices, labs and common areas.

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<ul style="list-style-type: none">• Gather, organize, synthesize, and maintain accurate quantitative-qualitative data on the use and allocation of space.• Develop and undertake space reviews each term with Associate Director, Administration.• Maintain the membership database and ensure consistency in datasets.• Maintain accurate information in multiple databases and the website directory.• Maintain and update confidential personnel files and documents.
Access and Security Control <ul style="list-style-type: none">• Ensure appropriate authorization in issuing and ordering keys and fobs, including safety requirements and authorization for research labs.• Review requests for various access keys including building entrance keys to ensure security and risk management.• Reconcile reports on lost and expired keys and performs key audits.• Liaise with Plant Operation locksmiths for lock hardware repairs and key code changes.• Works with IST to create and deactivate fobs as members change.• Maintains workplace security by monitoring and assessing people entering institute and occupying QNC meeting areas and if required (appropriate), inviting non-members to leave.
Financial <ul style="list-style-type: none">• Authorize purchases for IQC daily operation and special events.• Ensure university purchasing card and documentation are properly completed and comply with Finance requirements.• Liaise with outside vendors to ensure invoices are processed in Unit4 in a timely manner.

**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, business administration preferred, or equivalent education and related experience.
Experience <ul style="list-style-type: none">• Experience working in an administrative role within a dynamic and fast-paced environment, preferably in academia.• Supervisory experience.• Experience working independently with minimal supervision.• Experience with inventory management and cash controls.• Experience compiling and analyzing data.
Knowledge/Skills/Abilities <ul style="list-style-type: none">• Excellent client services skills, including good judgement, tact and diplomacy when dealing with faculty, staff, students, and VIP visitors.• Ability to represent IQC professionally within the University environment and with external visitors and vendors.• Ability to communicate clearly with a high level of attention to detail.• Possess strong organizational and time management skills; able to effectively manage competing priorities.

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- Ability to work independently and collaboratively as a key member of the administrative team, as well as able to encourage cooperation and build rapport among colleagues.
- Comfortable dealing with a wide range of confidential or sensitive issues.
- Familiarity with a broad range of university policies and procedures.
- Proficient knowledge of Microsoft products and university proprietary software such as Unit4, Concur and SharePoint.

Nature and Scope

- **Contacts:** Internally, this position interacts with all 350+ IQC community members, including IQC Leadership, Safety Office, Plant Operations, Central Stores, IST and Custodial Services. They will have regular contact with IQC members, visitors and other contacts within the Faculties of Science, Math and Engineering. Externally, this position interacts VIP visitors and delegations; interacts and manages third-party service providers, including vendors and suppliers.
- **Level of Responsibility:** Responsible for ensuring the efficient daily operational flow of the institute and ensuring communal areas are running optimally. The incumbent must possess excellent judgement, initiative, and flexibility to adapt to competing tasks with minimal supervision. As first contact at IQC, greet members and visitors in a welcoming, white-glove and professional manner.
- **Decision-Making Authority:** Required to make frequent, complex decisions and work under pressure with multiple deadlines. Required to work independently carrying out all tasks.
- **Physical and Sensory Demands:** Minimal demands, typical of a position operating within an office environment; periods of extensive sitting and concentrated use of visual senses; occasional lifting; constant interruptions and distractions.
- **Working Environment:** This role is a full-time, on-campus position with regular working hours and occasional evening or weekend work may be required.