

Job Description

Job Title:	Production Manager
Department:	CEE Services
Reports To:	Technical and Continuous Improvement Manager
Jobs Reporting:	Records Co-ordinators, Operations Administrator
Salary Grade:	10
Effective Date:	January 2018

Primary Purpose

The Process Manager ensures the processes within the CEE portfolio maximize the success of students and employers. Manages the combined CEE calendar of activities and ensures execution is accurate and timely. Manages Records Co-ordinators to ensure data integrity and document retentions practices are adhered to. Manages Process Analyst to provide tier 2 support and continuous improvement support within the CEE portfolio. Individually contributes senior analytical support to projects.

Key Accountabilities

Process Improvement

- As an individual contributor provides senior analytical expertise supporting business units in identifying project opportunities, developing business cases and execution of projects in support of business objectives. This includes:
 - Developing strong relationships with project stakeholders which could include CEE teams, students, employers, faculty and other support units on campus.
 - Liaise among stakeholders to elicit, analyze, communicate and validate requirements for changes to business processes, policies or practices.
 - Provide guidance to the various stakeholders to devise effective and efficient approaches to achieve project objectives
 - Provide consultative and analytical support including facilitating requirements gathering sessions, risk assessments or process design and improvement
 - Act as a change agent ensuring appropriate change management is in place.
- Identifies synergies across CEE units and ensures these are operationalized and benefits are achieved

Records Management – provides management support and expert knowledge related to records management, document retention, and policy pertaining to student and employer records. Manages Records Coordinators accountable for:

- Maintaining and managing student and employer records
- integrity of policy management as it pertains to student and employer records
- data integrity as it applies to student and employer records

Systems Administration – Manages Operations Administrator accountable for:

- Production system administration including permissions, updating student and employer records and providing tier 2 support for many CEE applications (e.g. WaterlooWorks, SharePoint).
- Ensures system set up is complete for each term, for each business unit
- Updates student and employer records

Job Description



<ul style="list-style-type: none">• Term set up and system configuration
Calendar Management <ul style="list-style-type: none">• Coordinates production calendars across the CEE units ensuring there are no conflicts or overlaps• Ensures timely and accurate execution of centralized components of calendar
Lead and manage direct reports and ensure the delivery of results in support of Co-op's mission, vision and guiding principles including: <ul style="list-style-type: none">• Providing information and context needed for employees to be effective.• Hiring, developing and retaining the best qualified staff available from inside or outside UW.• Setting goals and expectations and helping employees create clear paths to success.• Developing effective work team dynamics.• Ensuring appropriate back up, support and cross training to manage capacity.• Holding employees accountable for performance including consistent application of business processes.• Managing performance through both formal (performance appraisal) and informal methods such as regular feedback, coaching and one-to-ones.• Identifying development opportunities in others and co-creating with the employee a development plan; regularly following up on the progress of development.
Provide overall leadership to the organization by: <ul style="list-style-type: none">• Personally championing mission, vision and guiding principles and playing a leadership role in bringing them to life.• Providing leadership, direction and strategic planning for Co-operative and Experiential Education team with a specific focus on co-operative education.• Monitoring business practices to ensure that Co-op has the appropriate practices and processes to work effectively for all stakeholders both within and external to the University.• Leading the development of new capabilities required by the introduction of new systems, tools or processes.• Developing productive, collaborative working relationships across CEE and the University• Leading or contributing to the identification, development and implementation of projects to improve service quality, relationships, stakeholder satisfaction, timeliness, staff capability and performance.• Developing internal/external customer service standards, monitoring satisfaction with service delivered and taking action to restore and enhance service quality.

Required Qualifications

Education <ul style="list-style-type: none">• University undergraduate degree in Business Administration, Operations Management or equivalent education and experience.
Experience <ul style="list-style-type: none">• 3+ years experience in analysis and or project management• 5 years' experience in managing large, time sensitive, cross department processes• 3+ years' experience in a people management and leadership role, including a track record of performance management with direct reports• Demonstrated track record of effective leadership and collaboration with various constituents at all levels and ranges of expertise

Job Description



- Experience with records management, document retention, and policy

Knowledge/Skills/Abilities

- Strong analytical skills with a specialty in an area of expertise such as business analysis, process improvement or project management
- Proven track record for a leading high performance delivery teams defined by a culture of excellence and responsiveness
- Proven ability to effectively manage multiple priorities and exercise independent, prudent judgement
- Innovative approach to problem solving
- Knowledge of CEE business processes is an asset
- Understanding of existing CEE applications is an asset

Nature and Scope

- **Contacts:** Works closely with the operations of each CEE unit to ensure their needs are met. Works closely with Program Management team.
- **Level of Responsibility:** This role provides senior analytical support with minimal supervision and provides leadership in their area of expertise. They are accountable for the successful completion of any project they are leading or participating in. They are accountable for the roles reporting to them, a failure in these roles impacts students and employers ability to find co-op and other experiential opportunities.
- **Decision-Making Authority:** Collaborates with Managers across all of CEE to ensure timely and accurate execution of centralize functions. Provides advice on identifying and executing projects for CEE leaders.
- **Physical and Sensory Demands:** Moderate sensory demands typical of a position in a very busy, customer focused office environment with constant interruptions.
- **Working Environment:** Moderate on-call expectations to support evening/weekend activities related to Employment Processes. Service support during main interview periods will require work outside core business hours from 7:00a.m. to 11:00p.m.