

Job Description

Job Title:	Visitor Program Manager
Department:	Institute for Quantum Computing
Reports To:	Associate Director, Administration
Jobs Reporting:	None
Salary Grade:	USG 6
Effective Date:	July 2018

Primary Purpose

The Visitor Program Manager is responsible for the overall management, development, and implementation of the visitor program for the Institute for Quantum Computing which attracts over 200 international and domestic visitors each year. The incumbent is responsible for the management of three visitor apartments which include budgeting and inventory for apartments, managing contractual arrangements with the property management company and external contractors, as well as managing the rental calendaring system.

The Visitor Program Manager is the chief point of contact for all visits to IQC, including high level researchers, sabbatical visits, invited speakers, and recruitment visits for faculty, postdoctoral researchers, graduate students and undergraduate researchers. The Visitor Program Manager provides direction to administrative staff who are assisting with the visitor program.

Key Accountabilities

Relationship Building and Communication

- Relationship-building within three academic faculties – Engineering, Math and Science. This includes faculty members, postdoctoral fellows, staff, and graduate students.
- Relationship-building with University of Waterloo administrative departments, including Legal and Immigration Services, Procurement, UW Finance, Police Services, Human Resources, and the Safety Office.
- Relationship-building with external vendors, including but not limited to, property management companies, many hotels and guest houses in the Kitchener Waterloo area, limousine services, cleaning services, and various contractors used for the maintenance of the apartments.
- Relationship-building with all international and domestic visitors to IQC. The scope of which can vary from a graduate recruitment visits, to visiting faculty on sabbatical.
- Relationship-building with various administrative staff at national and international institutions.
- Develops and implements communication strategies by which visits are initiated, organized, and concluded. Given the confidential nature, and legal implications of misrepresentation, all written communication between visitors and IQC must be closely monitored by the Visitor Program Manager.

Program Management, Planning and Budgeting

- Oversight of \$250,000+ budget to operate the visitor program. The incumbent oversees expenses related to the visitor travel, apartments, utilities, supplies and salaries.
- Oversees the safe, seamless and effective operation of the Visitor Program. Each year this program expands with the institute's continued growth.

Job Description



- Manages administrative staff and/or co-ops as necessary who are involved in elements of the program. This includes coordination of all involved parties and processing invitation letters and appointment forms for visitors.
- Develops protocols and procedures for visits and follows up to ensure procedures are being implemented.
- Develops and implements protocols and procedures by which long term visitors receive compensation through GRS payments or living allowances
- Plans strategies and uses local connections for visitors can obtain housing in the Waterloo region.
- Influences the quality of life for visitors from abroad; which encourages a seamless transition for visitors to engage in scientific collaboration.

Property and Housing Management

- Manage all facets of the visitor apartments:
 - Scheduling visitors using calendar system
 - Arrange/order supplies
 - Create policies and procedures surrounding apartment usage and keys
 - Negotiate services with property management company including parking, rental agreements, repairs.
 - Cleaning schedules - supervision of cleaning and maintenance staff
 - Makes decisions regarding upkeep and furnishing of apartments
 - Oversee utility payments
 - Provide technical assistance for wireless network
 - Need to be available outside of regular hours to handle issues as they arise.
 - Deals with Waterloo regional police about break-ins or thefts if necessary

**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

- Bachelor's Degree required or equivalent combination of education and experience

Experience

- Three to five years of experience in an academic environment.
- Proven skill in relationship management with internal and external groups.

Knowledge/Skills/Abilities

- Excellent written and oral communication skills.
- Demonstrated ability to think on the spot, improvise, solve problems, and make effective decisions independently.
- Awareness and sensitivity to cultural, language, religious practices of all international visitors.
- Professionalism to deal with sensitive situations or meeting needs of visitors.
- Strong organizational skills coupled with the ability to handle multiple tasks, meet deadlines, and excel in an environment characterized by changing demands.

Nature and Scope

- **Contacts:** Extensive range of international, internal (UW), and external contacts across a wide scope of people to ensure the successful implementation of the Visitor Program strategies of recruitment, scientific collaboration, and outreach.

Job Description



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- **Level of Responsibility:** This position is accountable for the overall implementation and management of the visitor program. The Visitor Program Manager is responsible for upholding the mandate of the IQC visitor committee and fostering goodwill between IQC and international institutions, keeping in mind the Visitor Program strategy of: recruitment, scientific collaboration, and outreach. Expected to exhibit a high degree of professionalism and tact as a representative for IQC.
 - **Decision-Making Authority:** Once visits are approved by the IQC visitor committee, the Visitor Program Manager implements an appropriate budget with the involved parties. The incumbent is responsible and accountable for the successful execution of all elements of the visitor program and makes decisions accordingly.
 - **Physical and Sensory Demands:** This is a managerial role in an office setting that involves sitting for prolonged periods of time and light physical demands.
 - **Working Environment:** This role is normally office based, however there may be unusual hours or schedules, multiple and/or tight deadlines and interruptions (eg. phone calls or e-mails, unplanned but urgent support requests). Challenging situations may increase stress.