

Job Description

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| Job Title: | Program Administrator |
| Department: | Organizational and Human Development |
| Reports To: | Director, Organizational and Human Development |
| Jobs Reporting: | None |
| Salary Grade: | USG 6 |
| Effective Date: | April 2021 |

Primary Purpose

The Organizational & Human Development (OHD) Program Administrator is responsible for coordinating the effective and efficient operation of the learning and development services, experiences, and events through oversight of day-to-day administrative functions, as well as providing administrative support to the Director and to the overall department, as appropriate.

This Program Administrator position is part of an interdependent and collaborative team committed to supporting the learning and development of University employees in their professional and personal development, contributing to the strategic goals of developing talent and strengthening our institutional community.

Key Accountabilities

Learning and Development Support

- Coordinates the production of all supporting learning and development programming materials, including printing workbooks, online resources, handouts, or other materials as required.
- Advises clients on recommendation of appropriate learning and development resources, either in-house or other departments (CTE, CEL, IST, etc.), or web-based resources
- Co-ordinates the collection of information (workshops/event feedback, attendance numbers) and creates reports as needed
- Ensures effective and efficient administrative process are in place to support programming and activities
- Builds and maintains strong working relationships with the other Learning and Development team members and University partners and clients
- Contributes to creating a learning environment that supports equity, inclusion, belonging, and a healthy workplace

Administrative Support

- Provides event support to the Director for the monthly Leadership Forum
- Provides organizational and administrative support to various department-wide projects
- Co-ordinates the purchase, supply, and inventory management of all learning and development supplies, as well as occasional office supplies as needed
- Co-ordinates administrative processes and standard operating procedures
- Develops and maintains documentation outlining all duties and process as part of the standard operating procedures and identifies opportunities for continuous improvement
- Monitors generic email accounts and responds to inquiries in a timely manner
- Manages department resources (space, equipment and furnishing purchases and maintenance, telephone maintenance)

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- Manages on-boarding and off-boarding of office employees, ensuring appropriate accounts are created/deleted, maintains security (permission settings, alarm codes), and provides orientation and training related to office operational activities, policies, and relevant software systems
- Manages the security access of the office with the Director

Learning Management Systems

- Manages Workday, the departmental workshop registration system for University employees, creating and updating all learning and development offerings for enrollment and credit
- Manages department training records in Workday, supports the facilitation team with the creation of course lists, provides input on maintaining employee training records, Workday upgrades, etc.
- Liaises with other Workday administrators on campus in a community of practice to ensure best procedures and methods are explored
- Gathers workshop attendee statistical data for department and/or institutional reporting
- Manages database of various purchased learning and development tools, including software registrations, memberships, other purchased resources, and manages and maintains password access
- Administrator for the various software systems and works closely with Human Resources and Information Systems and Technology to ensure that all department-wide systems and assets are appropriately maintained and upgraded
- Supports online learning offerings on Waterloo LEARN
- Manages event registration through Portal the registration system

Communications

- Provides information and key dates to the marketing team for use in promotion and communications
- Ensures that all content produced is Accessibility for Ontarians with Disabilities Act (AODA) compliant
- Reviews learning and development content for accuracy and grammar
- Assists with event planning and logistics, communications, and marketing of events, as well as office staff events (e.g., departmental meetings and retreats).
- Assists with developing presentation materials
- Updates and maintains the departmental website, following the standards of the Office of the Associate Provost, Human Resources and the University
- Liaises with the Manager, of Communications and Marketing, Office of the Associate Provost, Human Resources on communication matters, including digital, print, and websites
- Manages the social media of the office, posting department learning and development opportunities, as well as reviewing and promoting other appropriate opportunities and events from across the University

Co-op Supervision

- In collaboration with the Learning and Development specialist team, this role reviews, revises, and co-ordinates all student-staff recruitment and selection processes for co-op roles; advertising and posting the position, reviewing applications, interviewing candidates, sending offers, and overseeing contract acceptance
- Liaises with new co-op/student-staff to ensure onboarding requirements are complete, and collaborating with campus partners for verification (payroll forms, mandatory safety training)
- Co-ordinates pre-training communications to all co-op/student-staff members
- Co-ordinates development of student-staff training manuals
- Leads co-op student-staff term projects in collaboration with the facilitation team
- Contributes to creating a culture of recognition and celebration

Job Description



**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

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| Education <ul style="list-style-type: none">• Completion of post-secondary degree or diploma/certificate in office administration, and/or equivalent combination of education and experience will be considered |
| Experience <ul style="list-style-type: none">• Administrative experience in a higher education environment, including working knowledge of institutional policies and procedures• Minimum 3 years' experience supporting an executive level position. |
| Knowledge/Skills/Abilities <ul style="list-style-type: none">• Well-developed organizational, analytical, customer service and communication skills (oral and written)• Strong interpersonal skills with the ability to interact in a positive and supportive manner• Proven ability to execute a variety of ongoing projects, manage multiple priorities concurrently, meet tight deadlines, stay organized, and prioritize effectively• Sound understanding of the Learning & Development field an asset• Advanced: social media platforms and tools• Proficiency with Microsoft Office 365, Teams, and supporting applications• Strong technical knowledge for database management, learning new technologies• Working knowledge of Workday, the Human Resources Management System• Working knowledge of Waterloo LEARN, the web-based learning management system• Demonstrates expertise on accessibility standards and University web design standards and templates• Experience in website maintenance with WCMS• Ability to support events and projects for both internal/external audiences• Ability to work independently• Ability to problem solve - conceptualize, evaluate, and reflect• Ability to work well both independently and as part of a team• Self-motivated to take initiative and be both creative and flexible• Familiar with the adult learning principles and theory an asset• Experience supporting employee development programs an asset• Experience in supporting event planning an asset |

Nature and Scope

- **Contacts:** Internally, contact with office colleagues, clients across the institution, some senior management, etc., Externally, interaction with partners,
- **Level of Responsibility:** Manages and co-ordinates the university process to support learning and development programming and initiatives with the staff; Co-op supervision
- **Decision-Making Authority:** Problem solving will be a critical skill for this position as unexpected issues may arise. The role will be expected to discern which situations require consultation from management and which will be resolved independently, quickly, and effectively with tact and diplomacy

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- **Physical and Sensory Demands:** Minimal demands typical of a support position within an office environment; recurrent interruptions, attention to detail
 - **Working Environment:** Standard office environment