

Job Description

Job Title:	Manager, Operations
Department:	Student Success Office
Reports To:	Director, Student Success Office
Jobs Reporting:	Contract staff, Co-op student(s)
Salary Grade:	USG 7
Effective Date:	August 2018

Primary Purpose

The Manager is accountable for providing administrative, logistical, budget and project management support to the Director of the Student Success Office (SSO), the SSO Management Team, and the entire department. The incumbent ensures effective day-to-day operations of the Student Success Office, focusing on financial administration, human resource management support, space management, and liaising with the Student Service Centre to ensure smooth, efficient, and student-friendly delivery of SSO services. The incumbent supports strategic planning, budget management, hiring processes, and other core business functions for the Student Success Office.

Key Accountabilities

Administrative and Operational Leadership:

- Responsible for providing administrative oversight, support, strategic input, and advice, ensuring the seamless operation of the SSO, including but not limited to the following:
 - Maintains in-depth understanding and provides departmental expertise with respect to the interpretation and application of Waterloo policies, guidelines, and procedures
 - Responsible for space allocation and annual reporting on space usage, forecasting needs, and issues related to the physical environment
 - Ensures the appropriate communication of administrative information to staff
 - Trains staff in areas of administrative, operational and financial processes
 - Administrator for software systems used across the office and works closely with IST to ensure that all department-wide systems and assets are appropriately maintained and upgraded
- Designated Health & Safety Coordinator for the Student Success Office and manages the Department's Health & Safety program, including:
 - Completing annual inspections
 - Maintaining first aid kits
 - Liaising with the Safety Office, as required
 - Ensuring that all staff complete mandatory Health & Safety trainings
- Assists in the overall management of the SSO by participating in management meetings and operational decision-making
- Supports the director and management team in overall coordination of the strategic planning process including mapping out the cycle and creating appropriate processes and timeline
- Leads and contributes to relevant committees and working groups within the SSO
- Provides organizational and administrative support to various department-wide and campus-wide projects and to the Director and Associate Directors, as needed

Job Description



Human Resources and Financial Management:

- Provides operational advice and support to SSO staff with respect to issues and activities relating to Human Resources and financial management.
- Manages on-boarding and off-boarding of staff, 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
- Maintains staff files in accordance with University policies
- Oversees the payroll process for casual employees and ensures that the SSO adheres to employment standards and delegates specific payroll duties as appropriate
- Monitors financial reports and acts as departmental resource for querying Unit 4 for specific details and tracks irregularities
- Coordinates the development of the annual operating budgets, monitors departmental budget on a monthly basis and creates templates and tracking tools for managers to use
- Completes purchase requisitions and manages department P-Card

Student Relations and Customer Service:

- Ensures effective and efficient processes within the SSO for students to access the various programs and services
- Liaises with the Student Service Centre to coordinate access to SSO services, train front line staff on SSO services and procedures, and works to continuously improve processes and champion a student-focused approach to service development and delivery
- Supports accountability to key stakeholders (i.e. Student Services Advisory Committee, SSAC) and coordinates data collection and completion of annual reports

Communication, Collaboration, and Relationship Management:

- Fosters and maintains positive working relationships within the SSO and across campus and acts as primary resource to partners such as Human Resources, Safety Office, Finance, IST, Procurement and Contract Services, Central Stores, Plant Operations and the Student Service Centre
- Attends SSO management and leadership meetings and plays a key role in developing and implementing internal communication strategies to ensure staff are well informed and helps to promote a positive work environment
- Works closely with all teams in the SSO and with campus partners to facilitate and support student engagement activities
- Proactively establishes, grows and maintains productive and positive relationships with all partners and participates on external committees or working groups as appropriate

Required Qualifications

Education

- University degree in Business Administration, Human Resources, Accounting or related discipline or equivalent combination of education and experience

Experience

- Progressive administrative experience with a background in developing, managing, and monitoring budgets, and service efficiency

- Previous experience providing guidance and direction to others
- Demonstrated ability to successfully lead projects and contribute to department –wide initiatives
- Demonstrated success in contributing to and championing a customer/student-focused culture, preferably in a post-secondary setting

Knowledge/Skills/Abilities

- Extensive knowledge of the University of Waterloo’s services, programs, policies and procedures
- Demonstrated ability to successfully work with budgets; comprehensive understanding of university fiscal policy and procedures is an asset
- Excellent organizational, analytical and problem-solving skills,
- Superior communication skills including oral and written communication
- Detail oriented and ability to multi-task and prioritize tasks and deadlines
- Superior interpersonal skills including the ability to interact using tact and diplomacy
- Demonstrated ability to exercise sound judgement and discretion when handling confidential and sensitive information
- Ability to work independently and successfully as a team member
- Advanced technical skills with MS Office Suite and demonstrated ability to learn and administer new software

Nature and Scope

- **Contacts:** Communicates with a wide range of departments and groups to provide effective coordination and successful implementation of all initiatives for which s/he is responsible for. Superior interpersonal skills including the ability to interact using tact and diplomacy while interacting with a wide range of internal and external contacts. Excellent written and oral communication skills. Proven strength in organization, collaboration and relationship management.
- **Level of Responsibility:** This role is responsible and accountable for all areas as outlined above.
- **Decision-Making Authority:** This role has decision making authority for all items outlined above and he/she is expected to consult with the Director for decision making outside of normal conditions.
- **Physical and Sensory Demands:** Minimal demands typical of a position operating within an office environment, periods of extensive sitting, concentrated use of visual sense and physical effort that may result in moderate fatigue, strain, or injury as a result of repetitive keyboard//mouse movement.
- **Working Environment:** This role involves minimal-moderate exposure to normal stress and pressure associated with senior administrative responsibilities and unavoidable exposure to uncomfortable environmental conditions generally associated with normal workplace interpersonal conflict, change management, and interaction with disagreeable clients. There may be work outside of normal operating hours of the institution, multiple and/or tight deadlines beyond one’s control, and constant interruptions (i.e. phone calls, emails, and unplanned but urgent service requests). Located indoors in comfortable, fast-paced office environment.