

Job Description

Job Title:	Administrative Manager
Department:	Office of the President
Reports To:	Administrative Officer
Jobs Reporting:	None
Salary Grade:	USG 10
Effective Date:	July 2023

Primary Purpose

This position provides efficient and effective administrative support to the President's Office on matters relating to events coordination, protocol, development of briefing materials, and program management.

Reporting to the Administrative Officer, this position is responsible for providing senior administrative and project management services for the Office of the President (OTP). This position is accountable to work closely with stakeholders on a variety of enterprise-wide projects that require expertise in all areas of project execution, control and successful delivery. This position is directly involved in the overall planning, management, and coordination of many areas of the office, including financial control of assigned projects, using project management skills to define deliverables, provide customer satisfaction and ensure the quality of deliverables. This position is responsible for management of operating and special purpose accounts, financial administration and reporting for the Office of the President.

The incumbent provides support to the Administrative Officer on a range of files and operational matters along with project support to staff members in the Office of the President. The nature of support is diverse ranging from calendar support, research assistance, communications and correspondence support and general administration.

As a member of the Office of the President's team, the Administrative Manager works closely with other members of the President's team and other stakeholders to ensure that the logistics and participation of the President in events, meetings, speaking engagements, and recognition events is properly planned so that the President's performance is not negatively impacted by circumstances that could have been avoided.

Key Accountabilities

Issues Management and Information Coordination

- Corresponds on behalf of the President, including responsibility for managing, delegating and ensuring timely responses to all communications received through the President's public email account
- Keeps all stakeholders fully informed regarding emerging issues of importance/sensitivity
- Provides advice, direction, and/or additional information to contacts internal and external to the university regarding information and how information should be handled. This may include direction regarding action requests, providing information from various databases, or research in preparation for the President and the Office

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- Responsible for composing correspondence on behalf of the Office or the President on own initiative and as instructed with attention to formatting, grammar, and accuracy, ensuring clear and concise communication
- Proactively monitors the President's calendar to be aware of the issues, challenges and upcoming meetings
- Prepares large physical/electronic mailings on the behalf of the Office of the President
- Prepares documentation and arranges President's signature on various forms of correspondence (i.e., letters, nominations, awards submissions, government, research reports, agreements, etc.)

Data Tracking and Records Management

- Responsible for the timely management of all incoming and outgoing correspondence within the Office of the President including electronic files and records. A high volume of information is managed by this position and is delegated to appropriate team members or senior executives for action. Strong follow-up processes are required
- Responsible for the development and management of multiple data tracking systems and ability to provide accurate data to the Office for decision-making purposes. The highest level of accuracy is imperative with respect to the management of the data
- Tracks and log various metrics used to manage President's time to achieve engagement goals in preparation for audits and process/time management improvements
- Tracks correspondence of all types from internal and external stakeholders and monitors trends
- Develops spreadsheets and generates information and reports as required. Information must be compiled, analyzed, formatted and modified to meet various administrative needs. The highest level of accuracy is imperative with respect to the management of the data since information flows through this position and is delegated to appropriate team members or senior executive portfolios for action

Events/Program Management

- The Administrative Manager is the project leader on all events initiated by the President and is responsible for managing and delegating the various activities to ensure a successful event, which includes the development of objectives, issuing and tracking invitations, coordination of speaking remarks, drafting programs and briefing notes for the President, ensuring the President's time is maximized, ensuring proper protocol and consults with the President's team and community stakeholders
- Develops and ensures the use of project management strategies to prepare detailed schedules, identifying critical dates and deadlines
- Coordinates the planning and organization of all functions hosted by the President or the Office of the President
- Ensures all arrangements are in place, troubleshoots when required and ensures President has all necessary information for events sponsored at the President's private residence

Administrative Management

- Recommends changes/improvements and follow through to implementation evaluation of all technical and service matters for the physical office and staff members

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- Provides original composition of correspondence, ensuring a smooth flow of written and oral communication
- Ensures that the President and staff are fully informed of issues of importance/sensitivity as they arise
- Coordinates and schedules appointments, logistics and arrangements for internal and external meetings and trips or delegates as required for other members of the Office of the President's team
- Provides input in the development of OTP's annual objectives
- Leads projects as assigned by the Office of the President and proactively searches for efficiencies
- Develops processes, projects and metrics and follows up for iterative continuous improvement after implementation
- Provides continuity in the absence of the Administrative Officer and has discretion to make decisions that are in line with strategy and goals within the Office of the President

Financial Management

- Manages operating accounts and special purpose accounts for the Office
- Briefs the Administrative Officer on financial matters that have the potential to impact the Office
- Carries out the day-to-day financial activities of the Office according to best practices and comply with University policy and procedures
- Manages spending of approved budgets and provides advice relating to expenditures
- Acts as internal control, monitors all accounts and investigates over expenditures or irregularities
- Reconciles all accounts monthly and pays bills according to fiscal year timelines
- Prepares the expense claims of those in the office as required

**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

- University degree strongly preferred. Substantial experience and education may be considered in place of a degree

Experience

- Minimum of 7 years of administrative experience providing strategic, administrative, and operational management at a senior level in a large institution or corporation. Preference may be given to those with public sector experience
- 3 years of project management experience including demonstrated ability to drive multiple high-level projects simultaneously with multi-stakeholder involvement in a complex environment
- Considerable experience managing a budget
- Considerable experience implementing innovative administrative processes
- Familiar with the University's policies and procedures

Knowledge/Skills/Abilities

- Demonstrate the ability to go beyond the call of duty in the capacity to provide assistance to stakeholders that exemplifies the Office of the President commitments to:
 - Serve with integrity and respect
 - Support innovation and continuous improvement in all that we do
 - Build the reputation of the University in all areas of our work
- Demonstrate enthusiasm and be viewed by others as an Ambassador for Waterloo
- Strong customer focus, sensitivity to diversity and excellent judgment
- Outstanding organizational, analytical and problem-solving skills, exceptional time-management skills and meticulous attention to detail
- Ability to remain calm and in control when faced with multiple, often simultaneous demands made for important decisions/advice, both inside and outside of regular working hours
- High capacity for work and a willingness to go beyond a regular work schedule when required to meet deadlines
- Proven ability to work collaboratively with senior administration and with team members from a variety of disciplines
- Ability to serve the needs of multiple stakeholders and elicit their confidence and cooperation
- Proven ability to build strong relationships and influence individuals at all levels of an organization, as well as external constituents. As such, a high degree of tact and negotiation skills are required
- High degree of responsiveness, ability to complete tasks swiftly and accurately and ability to maintain absolute confidentiality
- Portray a professional image by interacting knowledgeably and courteously with all
- Consistent display of discretion and diplomacy
- Methodical and thorough when considering solutions to issues
- Possess exceptional interpersonal skills – A team-based approach is necessary within the Office of the President. It is a small team working in a participative, efficient and anticipatory environment. No two days are ever the same. The need for quick and accurate analysis of issues, constant communication of priorities, and collegial resolution of matters is expected
- Excellent listening skills and ability to clearly communicate both verbally and in writing are mandatory
- Possess extensive knowledge of the University of Waterloo
- Ability to build trust and strong relationships with all members of the community
- Ability to pivot quickly, change priorities and be flexible with workload
- Demonstrate advanced levels of technical experience: Outlook, Word, Excel, PowerPoint, Smartsheet, database development and automation of workflow processes
- Strong technical aptitude and proficiency in Microsoft Office
- Collaborative team player comfortable leading as well as executing and taking constructive input from multiple sources
- Ability to provide unobtrusive support to the President and the President's team by earning the trust and confidence of them
- Communicates effectively, precisely, and professionally with internal and external sources
- Proactive in anticipating the needs of the President and team members and ability to manage tight deadlines and stress

Nature and Scope

- **Contacts:** Regular contact with all members of the Office of the President, all Vice-Presidents and other senior administrative leaders, Deans, faculty, students, staff and other stakeholders.

Communicates knowledgeably with internal stakeholders at all levels of the institution, as well as various external stakeholders in order to ensure the delivery of successful events or meetings for the President.

- **Level of Responsibility:** This position supports the President directly and reports to the Administrative Officer and is responsible for the operations and efficiencies of the OTP Office. This position sometimes acts as a point of first contact to triage high profile and time sensitive matters.
- **Decision-Making Authority:** Makes decisions when required on behalf of the Administrative Manager and seeks expert advice when required. Makes decisions on timelines, on the President's participation in events or meetings. Responsible and accountable for managing the President's Advancement activities, working closely with the Advancement Team. Responsible and accountable for managing the President's activities with respect to Waterloo International which includes international trips. Independently makes decisions that may impact the reputation of the University.
- **Physical and Sensory Demands:** This position works independently and collaboratively and requires outstanding customer service, sound judgment, a strong work ethic and an ability to work under very challenging time constraints with competing priorities. Flexibility in working hours is required and may need to adjust schedule with little to no notice. Extended time at the computer is required.
- **Working Environment:** The Administrative Manager must maintain a strong relationship with all Vice Presidents and members of their staff as well as members of the Board of Governors and Senate. External relationships include contact with Prime Ministers, Premiers and Cabinet Ministers, MPPs, MPs, Offices of Provincial and Federal Ministers, Ambassadors, senior international government officials, presidents of Canadian and international universities, international corporate CEOs, major donors to the university, community organizations, parents, students, faculty, members of the public. This position deals with confidential materials and requires the effective management of a high volume of information both internally and externally, as well as the ability to manage additional projects as assigned. Physical Risks – No Significant Risk. Psychological Risks – Minimal exposure to disagreeable conditions typical of a C-level office position, which may include disgruntled or upset people and/or extremely tight deadlines.