

Job Description



Job Title:	Associate Director, International Operations
Department:	Waterloo International
Reports To:	Associate Vice-President International
Jobs Reporting:	Manager International Agreements; Manager Safety Abroad, Administrative Officer, Communications Specialist, Coordinator Special Projects, Manager International Funding Opportunities
Salary Grade:	USG 13
Effective Date:	July 2020

Primary Purpose

Together with the Associate Director, International Relations, the Associate Director, International Operations - Waterloo International is currently the senior managerial lead for the Waterloo International office reporting to the Associate Vice-President, International. In collaboration with the Faculties and Academic Support Units, Waterloo International advances the University of Waterloo's multiple international goals (in particular, those noted in the Strategic Plan). Accountable to the Associate Vice-President, International (AVPI), the Associate Director is responsible for overseeing effective delivery of Waterloo International's services to the University of Waterloo campus.

Key Accountabilities

Leads and Manages Operations for Waterloo International

- Directs, coordinates and advises to ensure that the day-to-day operations of Waterloo International are supported effectively and efficiently.
- Provides hands-on leadership to ensure compliance with both internal policies and external legal requirements, where applicable.
- Prioritizes projects and activities, and appropriately delegates responsibility and allocates work among Waterloo International Operations team members.
- Monitors and aligns the administrative structure of Waterloo International to ensure that human resources are efficiently and effectively managed.
- Manages the administration of all HR processes such as recruitment, performance evaluations, coaching, training and compensation for Waterloo International.
- Develops all new staff position descriptions and reclassification requests for Waterloo International.
- Investigates, recommends and manages initiatives to ensure continued operational excellence.
- Is responsible for records and information management within Waterloo International in accordance with University records management and retention policies, guidelines and legislated requirements to ensure compliance with federal (FIPPA), provincial (PIPEDA) and accessibility legislation.
- Fosters and maintains strong internal relationships with key university community members and strong external relationships with key university contacts.
- Ensures by monitoring current practices, keeping aware of new trends, and recommending changes as appropriate that all areas under their direction operate from a perspective of continuous improvement.
- Leads the acquisition of feedback regarding the effectiveness of services provided by the areas under their direction.

Leads and Manages Operations Team

- Hires, manages, and deploys the Operations team to ensure achievement of WI strategic goals in the areas under their direction.
- Ensures that all staff under their direction receive appropriate coaching, training, and opportunities for personal growth and professional development.
- Evaluates the contribution of direct reports, providing ongoing feedback and conducting Annual Performance Reviews.
- Ensures that all staff under their direction participate in the establishment of, and adherence to, strategic plans for the achievement of departmental and team objectives.
- Ensures the creation and maintenance of a work environment that fosters, recognizes and rewards consistent application of the Basic Principles of the University of Waterloo workplace.

Business Processes and Procedures

- Identifies key business processes and procedures in the suite of responsibilities that, collectively, form Waterloo International's mandate.
- Develops, maintains, and continuously improves processes, systems and technology, measurement practices, and metrics for reporting by Waterloo International to the broader University community.
- Determines and secures the resources required for successful execution of those processes.
- The above applies to the following critical areas: communications, agreements, international travel safety and security, information management, and risk management.
- Collaboratively develops and implements office policies.
- Ensures effective, efficient and coordinated processes related to agreement approval and workflow implementing a strong culture of continuous improvement.
- Oversees the development of implementation of Waterloo International's strategic marketing and communications plan for internal stakeholders.
- Maintains awareness of best practices in Marketing and Communications.

Analytics and Systems

- Acts as the administrative sponsor for Waterloo International's Client Relationship Management and Business Process Management software system.
- Serves as an expert in mathematical and statistical modeling and business analytics for Waterloo International.
- Develops tools to make data-driven decisions, including incorporating this methodology into Waterloo International's client relationships management and business process management software.
- Analyzes and measures processes to ensure delivery against targets.
- Trains others in Waterloo International on the use, limitations and opportunities associated with the data-driven tools.

Financial Management

- Oversees development of Waterloo International's annual operation budget.
- Has signing authority for all operating funds and special purpose accounts within Waterloo International.
- Reviews all expense claims for all Waterloo International team members and approves all expenditures for Waterloo International including expense claims made by the Associate Vice-President, International ensuring compliance with policies and procedures.
- Reviews Waterloo International's financial position with the Associate Vice-President, International on a regular basis.
- Oversees all financial reporting of Waterloo International.

Travel Safety and Security, Emergency/Crisis Response and Issues Management

- Working with the safety abroad team and other campus stakeholders, establishes protocols and interdepartmental collaboration to effectively respond to crises, emergencies and critical incidents overseas.
- Serves as an after-hours emergency contact for the University of Waterloo's Travel Safety and Security provider.
- Evaluates emerging and longer-term opportunities and threats to the achievement of the University of Waterloo international priorities and critical success factors of Waterloo International.
- Provides advice to ensure the effective administration, coordination, management and resolution of issues for Waterloo International.
- Provides advice on global health, safety and security to University leadership.
- Participates in risk assessment activities related to high risk travel.

Representative of Waterloo International

- Ensures managerial portfolios provide the Associate Vice-President, International with operational information to facilitate strategic planning decisions.
- Attends meetings with or on behalf of the Associate Vice-President, International to ensure that appropriate follow up occurs and that the Associate Vice-President, International is briefed on all issues and outcomes.
- Together with the Associate Director, International Relations acts as the designated senior representative for Waterloo International when the Associate Vice-President, Waterloo International is absent.

**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; Graduate degree preferred.

Experience

- 7-10 years of demonstrated progressive experience, including 3-5 years at a managerial level, in a complex post-secondary service delivery environment; experience working with international focused teams and international relationship management is an asset.
- Excellent communication and interpersonal skills, with a deep commitment to customer service, innovative approach to problem solving and a track record for leading high-performance delivery teams defined by a culture of excellence and responsiveness.
- Proven financial acumen and negotiation skills.
- Proven success in diagnosing, isolating, and resolving complex issues and processes, and recommending strategies for solving problems.
- Previous experience in developing and managing budgets and in hiring, directing, evaluating, and developing employees.
- Demonstrated leadership experience and proven ability to engage internal and external stakeholders in building consensus in a complex environment of competing priorities.
- Experience in managing information systems.

Knowledge/Skills/Abilities

- Essential: flexibility, diplomacy, cultural awareness and sensitivity, and relations-management skills coupled with the ability to influence and motivate others and to manage crisis situations effectively.
- Essential: sound understanding of the sensitivities involved in interacting in a cross-cultural context and demonstrated comprehension of international business etiquette.
- Evidence of highly developed budget, project and human resources management abilities, including hiring, directing, evaluating and developing employees.
- Proficient in the development and implementation of business processes and procedures in a collaborative, decentralized, multi-resource environment.
- Proven ability to effectively manage multiple priorities and exercise independent, prudent and sound judgement.
- Intermediate Microsoft Office skills.
- Experience working with the University of Waterloo financial and client management systems and is an asset.

Nature and Scope

- **Contacts:** Internally, communicates with senior leadership, faculty, staff and students across all areas to influence, to motivate, and to gain buy-in in order to ensure the successful implementation of Waterloo International's initiatives as they pertain to operations. Externally, exercises diplomacy and demonstrates superior interpersonal skills in communicating with a wide variety of audiences, including international visitors.
- **Level of Responsibility:** The Associate Director, International Operations – Waterloo International is responsible for developing and maintaining an organizational structure that reflects the University of Waterloo culture and supports its mission, vision, and values. The incumbent will provide overall direction and leadership to staff; ensuring fair performance evaluations and job classifications are conducted to meet University standards. The Associate Director, International Operations – Waterloo International promotes integrity in the workplace and provides job-related training and encouragement for staff to participate in personal and professional development on an on-going basis. The Associate Director, International Operations has signing authority on Waterloo International accounts up to a dollar value of \$50K of its annual budget.
- **Decision-Making Authority:** Makes decisions (e.g., project commitments, resource allocation, strategic implementation) at a senior level that have a significant impact on and consequences for the success of Waterloo International's initiatives, and consequently for the reputation and revenue of the university; responsible and accountable for executing Waterloo International priorities, addressing changes to plans by consulting directly with the AVP International; makes decisions in the absence of the AVP-I.
- **Physical and Sensory Demands:** Minimal demands typical of a senior leadership position operating within an office environment.
- **Working Environment:** Minimal exposure to disagreeable conditions typical of a senior leadership position; exposure to stress and pressure associated with senior-level responsibilities.