

Job Description

Job Title:	GEDI Client Manager
Department:	Office of Research
Reports To:	Managing Director, GEDI
Jobs Reporting:	None
Salary Grade:	14
Effective Date:	October 2019

Primary Purpose

The GEDI Client Manager will cultivate, develop, and secure comprehensive, multi-faceted partnerships with corporate partners. This includes broadening the relationship between corporate partners and the Faculties, research institutes and business units across the university. The pan-university partnerships with corporations will lead to collaborative research projects with the Tri-Councils (NSERC, CIHR & SSHRC), Ontario Centres of Excellence (OCE), ORF, CFI, etc., and other funding bodies which support talent, research, start-ups and training. The Client Manager will source and nurture corporate leads that may arise from targeted outreach, or through a diverse internal and external network including faculty members, industry associations, other university departments (e.g. Advancement, Co-Op), and direct industry requests.

Key Accountabilities

Identify potential industry partners

- Develop and implement an ongoing strategy for the identification, prospecting and stewardship of external partners that will lead to collaboration with the University
- Attend and organize appropriate meetings and events to promote the University of Waterloo's capability and to interact with potential sponsors
- Respond to requests for information on research & other University capabilities from industry and the university's extended network and outreach apparatus (including co-op, advancement, institutes etc.)
- Pro-actively target sectors or companies where there is high potential for strategic engagement
- Plan, manage and promote occasional events to bring industry partners and UW groups together such as faculty members, graduate students, co-op students and startups as well.

Maximize value for industry partners and for the University

- Identify collaboration or strategic opportunities and support development of proposals as required
- Cultivate an awareness of federal and provincial government granting programs, in particular those that require industry participation
- Negotiate initial key terms and conditions of partnership agreements and, accordingly, have a detailed and extensive knowledge of the academic research environment as well as University policies and practices governing the conduct of research, ownership of intellectual property and overhead costs associated with industrial research
- Secure industry dollars and in-kind contributions, including necessary overhead
- Work with units across campus to secure long-term partnerships that enhance the University

Marketing

- Advance the visibility and profile of the University through the development of GEDI services and partnerships
- Work with communications staff to plan and implement effective communication strategies for enhancing UW's profile in the private sector, including securing industry permission and participation

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- Coordinate and deliver, as needed, presentations to corporations, government and industry groups
- Promote University and Faculty interests, from across campus, to external organizations

Collaboration with internal and external partners

- Develop deep knowledge of the UW campus capabilities and interests of Faculties
- Work with Faculties and UW units to help them contextualize their expertise in respect of private sector interests and needs
- Work in close collaboration with the Research Partnerships department, Research Centres and Institutes, WatCO, other Office of Research personnel, and other units across campus
- Ensure the satisfaction of internal and external partners through regular communication and feedback mechanisms, identifying new opportunities for engagement, and areas where customized UW services could be developed
- Anticipate and resolve problems or dissatisfactions that may arise to the Client's satisfaction
- Connect, collaborate, and build beneficial relationships with external organizations and stakeholders at the local, national and international level to further GEDI's objectives on behalf of the University

Special projects

- Undertake Special Projects as assigned by the Managing Director

**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

- Master's degree or equivalent experience. PhD or MBA would be an asset. Fluency in a non-English language would be an asset.

Experience

- 4+ years of relevant experience in business development, technology management, or R&D in a private or public organization, specifically in the Information and Communications Technologies (ICT) sector. Direct experience in a university technology transfer or industry liaison role would be an asset.
- Knowledge of federal and provincial R&D funding agency programs and policies is an asset
- Experience within an academic, corporate, or start-up innovation environment
- Experience in sourcing, researching and analyzing corporate mandates to assess a company's suitability as an academic or research partner
- Experience in negotiating contracts and agreements
- Sales or client management experience is an asset
- Familiarity with an academic or corporate research environment.

Knowledge/Skills/Abilities

- Detailed and extensive knowledge of the academic research environment as well as University policies and practices governing the conduct of research, ownership of intellectual property and overhead costs associated with industrial research.
- Demonstrated proactive leadership skills, strong project- and time-management, attention-to-detail, and problem-solving skills are required
- Ability to "think on your feet" in respect of managing relationships and complex negotiations with creativity, especially when faced with challenging situations or personalities

- Team player who thrives in an environment of exchanging information and ideas, and who will support other members of the GEDI team to meet collective goals
- Outstanding oral and written communication and interpersonal skills, including excellent presentation skills and the ability to be an articulate advocate for the University in promotion and external relations
- Ability to follow technical discussions, and to identify appropriate faculty members, or business units in respect of industry interests
- Excellent negotiation and customer relations skills, and the ability to adapt to the complex and changing University, Industry and Government environments
- Ability and confidence to communicate effectively with all researchers, including academic administrators such as Deans, Chairs and Associate Deans, from a variety of disciplines within all six faculties, as well as with University senior administration, staff, and students.
- Ability and confidence to communicate effectively with all industrial partners, including executive leaders, technical, administrative and contract staff
- Ability to understand and promote the aspirations of University and to balance the often conflicting requirements of industry partners, university researchers and institutional priorities and policies
- Ability to work with confidential information
- Ability to work independently and in a collaborative team environment, and the capacity to work effectively and efficiently in a complex, fast-paced and changing environment with numerous deadlines and priorities
- Strong analytical skills, accurate data interpretation and the ability to integrate report data from various sources
- Strong technical background, preferably including an advanced research degree, is an asset in dealing with companies and academics in this role
- Knowledge of numerous areas of the university that relate to the GEDI mission and services, including research, co-op, advancement, incubators and others is an asset.

Nature and Scope

- **Contacts:** Broad range of contacts with industry, in particular senior leaders at companies, university faculty members, Faculty senior leadership, and senior leaders many areas of university administration (e.g. Advancement, University Relations, Co-op, Accelerator Centre, Velocity), colleagues in Office of Research, Chairs, Deans and Associate Deans
- **Level of Responsibility:** Significant responsibility in managing relationships with key individuals at large corporate partners and multiple stakeholders at the University including senior leadership and faculty members.
- **Decision-Making Authority:** Proposing contract terms, negotiation, dealing with sensitive situations as they arise, with potentially millions of dollars of research funding on the line
- **Physical and Sensory Demands:** This role involves desk and computer work and frequent travel
- **Working Environment:** This role includes frequent local, domestic and international travel, and after-hours attendance at networking and corporate functions. At times there may be a heavy work load, and exposure to stressful situations.