

Job Description

Job Title:	Finance and Administrative Coordinator
Department:	Office of Research
Reports To:	Manager, Finance and Administration (QNFCF)
Jobs Reporting:	Co-op student(s) routinely hired for special projects
Salary Grade:	USG 6
Effective Date:	July 2019

Primary Purpose

Reporting to the Manager, the Finance and Administrative Coordinator is responsible for administrative and financial oversight for the Quantum-Nano Fabrication and Characterization core facility (QNFCF). The Finance and Administrative Coordinator is the first point of contact for anyone wishing to access the facility. The incumbent is responsible for maintaining overall management of lab finances and membership & training databases to ensure smooth, successful and professional operation of a large and broadly used core research infrastructure. At any given time the facility's customer base includes over 200 independent and demanding users composed of Post Docs, graduate students & private researchers working under 90+ Principal Investigators (PIs) spanning academia, government and private industry including multiple startups. The facility's annual operating budget is over \$2M with \$1.1M to \$1.5M in user fees charged annually. It is one of the best-equipped and professionally operated labs in North America that includes a state-of-the-art cleanroom at its core as well as several satellite labs located in both the QNC and RAC1 & RAC2 buildings. This position plays a key role in the facility's mission of operating a world-class nanofabrication facility to professional standards, to the combined benefit of the University of Waterloo's stakeholders, researchers and collaborators.

Key Accountabilities

Administration

- Acts as sole backup for the Manager, Finance and Administration.
- Responsible for the co-ordination of new co-op student recruitment with two co-op positions filled at any given time on the QNFCF team.
- Owns procedure for organizing and leading annual nanofabrication workshop events tied to specialty conferences such as: IQC USEQIP annual program which brings students from across the world to UW; & annual WIN Bristol University exchange which brings students from the UK to UW for one week. Coordinates with conference organizers both locally and externally (primary contact for Bristol for nanofab workshop) to ensure detailed quotes are provided for multi-day, hands-on nanofabrication workshops. Also owns procedure for communicating and ensuring that all lab access training prerequisites are completed by all prospective attendees. Responsible for scheduling training personnel, equipment & lab time and generating and issuing invoices at the end of each workshop.
- Assists Manager in preparing financial metrics for quarterly & annual reports.
- Manages all New Project Application forms. These forms must be submitted by Principle Investigators at the start of each new project making use of the QNFCF. Maintains an ongoing and accurate list of these projects.
- Consistent with Ontario legislation and UWaterloo safety policies, maintains accurate paper and digital copies of facility safety inspections. These are completed by supervisors on a monthly basis at each main and 10+ satellite lab locations on campus.

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- Working with the Manager and Director QNFCF, incumbent aids in the design, implementation and ongoing content management of an outward-facing QNFCF website. Website must be compliant with UWaterloo accessibility guidelines.
- Assists with the ongoing update and maintenance of the QNFCF PLONE-based internal content management system which acts as a password-protected document repository for all QNFCF technical reports, revision-tracked standard operating procedures (SOPs) and nanofabrication process technologies.
- Influences the improvement of and manages the member access protocols in place for the multiple satellite labs under QNFCF management. The degree of training needed for accessing a given site varies as a function of the site's complexity. It is the incumbent's responsibility to ensure that new lab members satisfy the necessary requirements for each site of interest prior to being granted physical access to each of these.
- Verifies Badger equipment enables & disables on a monthly basis to ensure accurate monthly invoices. Badger is a powerful commercial lab management software platform that was initially implemented in 2014 to manage the complex accounting and operational needs of the Quantum NanoFab. All 100+ individual lab tools in the facility are physically interlocked with Badger to ensure only authorized users gain access to any given piece of equipment. Badger has since been adopted by multiple additional labs located in the RAC1 and RAC2 buildings (Cory CFREF-TQT group).
- Holds single department purchasing card (\$25k limit) and is responsible for procuring all lab supplies, including but not limited to the purchase of the large number and quantities of chemicals routinely used in the facility, equipment repair & spare parts, as well as many general lab supplies. All acquisitions are centralized and categorized via a custom order entry & tracking system (TRAX) which was developed and rolled out specifically for the Quantum NanoFab. Incumbent places orders with over 100 independent vendors currently registered as approved suppliers for fab operations.
- Responsible for coordinating all outgoing equipment repair shipments for the entire team using the university's Agile system.
- Manages Quantum NanoFab shuttle car operations and qualified/authorized driver database. Shuttle is used by lab members travelling between QNC and the RAC building complex on the north campus.

Finance Oversight

- Categorizes and distributes both paper and digital copies of the monthly invoices prepared by the Manager.
- Maintains an accurate and current list of PI-affiliated departments and their respective administrative staff members. Establishes and maintains relationships with these individuals as required to ensure timely payment of monthly invoices.
- Tracks and categorizes all facility-related operating costs and assists Manager in generating & maintaining the Quantum NanoFab Operating Cost Model. This model assigns the facility's >\$2M in annual operating costs into per-equipment categories. The resulting data is used to adjust per-equipment user fees. The objective is to set equipment recharge rates at sufficiently high levels to recoup forecasted operating costs for the upcoming year. Incumbent is responsible for categorizing and analyzing this data while taking into consideration all available subsidies to ultimately revise equipment user rates on an annual basis.
- Accounts payable: approves Chem Stores related Fab expenses. As the QNFCF team's single purchasing card holder, incumbent ensures all invoices, tracking of purchases and monthly statements are reconciled following established university guidelines, procedures and processing requirements.
- Assists Manager in preparing quarterly and annual financial and facility use reports for senior leadership team.

Records/Database Management

- Owns, manages and maintains current QNFCF qualified lab member database (ie., people authorized for fab access).
- Maintains accurate training records for all lab members.
- Owns, manages and updates monthly financial database; generates reports upon request.
- Owns, manages and updates TRAX ordering system; generates reports upon request.
- Oversees and maintains QNFCF qualified lab member database (ie., people authorized for lab access across all satellite labs) including tracking and flagging members no longer qualifying for active member status.
- Contributes to the development and ongoing maintenance of robust databases for tracking lab member and financial metrics, and which can be easily queried for custom report generation as needed.
- Prepares financial and lab membership reports for his/her Manager which are routinely distributed to UWaterloo senior leadership (Deans, VP's, Directors).

New Lab Member Access

- Co-ordinates training and lab access protocol for all prospective internal and external members.
- Schedules and co-ordinates all in-class and in-cleanroom training sessions with the Director. Six sessions of up to 24 trainees each are scheduled per year, announced one year in advance by the incumbent, to accommodate lab users coming from across Canada (from academia, industry and from government labs).
- Consistent with QNFCF training and lab access policies, incumbent guides prospective new lab members through the required training and training pre-requisites for in-class and in-cleanroom orientation sessions. The incumbent is responsible for maintaining accurate records of lab access permissions which vary as a function of lab member research interests.
- Creates new user profiles and grants new member access to the QNFCF firewalled and secure internal file transfer system.
- Processes new lab membership applications and account authorization forms. Incumbent owns the procedure for creating new user FAB website and Badger accounts, for subscribing new members to the Fab mailing list, for requesting and managing the issuance of new member access key FOB's via IQC's IT Team, etc. Maintains each of these components by keeping the respective lists of active members current, and removing past members per the facility's extended absence policy.
- Sets up, follows up on and activates Badger accounts for new lab members and their supervisors (Principal Investigators).
- Maintains accurate records on New Member Applications, organized by fiscal year, for reporting requirements.

**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 or equivalent education and experience.

Experience

- Minimum 3 years of work experience in office administration, academic environment preferred.
- Previous experience in a financial role.

Knowledge/Skills/Abilities

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- Advanced technical skills include: Word, Excel, Outlook, QuickBooks, Badger Lab Management System, Unit 4, Sharepoint.
- Excellent communications skills are a must with the ability to communicate clearly both verbally and in writing.
- Excellent problem solving skills.
- Extensive administrative and financial experience with a demonstrated ability to manage multiple tasks and demands, meet deadlines, and excel in a fast-paced environment with changing priorities.
- Must have strong planning and organizational skills, exceptional time-management skills and demonstrated attention to detail.
- Must be able to work in a team-based environment while still being able to complete individual tasks independently.
- Strong customer focus, sensitivity to diversity and ability to apply discretion and diplomacy when dealing with all levels of the university community.
- High degree of responsiveness and ability to maintain absolute confidentiality. Must portray a professional image by interacting knowledgeably and courteously with all. Ability to remain calm in stressful situations.

Nature and Scope

- **Contacts:** The position is required to liaise via phone and email with a wide range of departments across campus including but not limited to UW Procurement, UW Finance, TQT, shipping, contractors/suppliers and administrative assistants in multiple faculties and departments across campus whose PI's use the Quantum NanoFab. The incumbent is expected to establish and maintain contact with external cleanroom users as needed. The incumbent works closely with IQC'S Financial Officer to complete invoice processing on a monthly basis. This position also carries the expectation of cultivating and maintaining working relationships with over 100 specialized and repeat vendors.
- **Level of Responsibility:** The position is responsible for the generation and issuance of accurate invoices for the facility's large and diverse customer base both internal and external to the university. The position is also responsible for timely and accurate payment of invoices while taking into account payment terms and any outstanding credits, and resolving differences when reconciling accounts and statements. Supervision of co-op students whom may be assigned to help the incumbent with tasks during high workload situations or with data entry, specialty projects, processing of new member applications, etc. The job has defined specialized work as well as specialty projects (such as workshop or conference requests) which must be entirely managed by incumbent with little to no supervision. Provides guidance to others on matters relating to Badger, TRAX, & other specialty software platforms under incumbent's direct responsibility.
- **Decision-Making Authority:** The incumbent is expected to work independently in carrying out all tasks under her/his scope. In complex or unusual situations the incumbent is expected to seek assistance both within and outside the QNFCF team as required.
- **Physical and Sensory Demands:** Extensive sitting and concentrated and attentive use of one or more senses in tabulating raw data inputs and outputs which could result in fatigue or strain.
- **Working Environment:** This position is office based and involves some risk resulting from unavoidable exposure to disagreeable or uncomfortable environmental conditions. These may include lack of control over work pace due to irregular and/or high volumes of work, multiple or tight deadlines and constant interruptions from phone calls, emails and unplanned requests for support.