

Job Description

Job Title:	Program Manager
Department:	Science and Business
Reports To:	Director, Science and Business Program
Jobs Reporting:	N/A
Salary Grade:	USG 6
Effective Date:	March 2023

Primary Purpose

The Program Manager supports initiatives within the Science and Business Program with the objective of encouraging recruitment among prospective students, improving professional development and the culture of unity among current students, and enhancing long-term connectivity and retention among Program alumni. The Program Manager is responsible for adding value to the Science and Business Program outside of the curriculum, extra-curricular activities, and service offerings that are currently established and delivered to prospective students, current students, and alumni of the program. The Program Manager also ensures that the initiatives fulfilling the outlined objectives are in compliance with University of Waterloo policies and procedures. The Program Manager is a resource to the Director of the Science and Business Program, current students of the program, and external stakeholders such as alumni, industry contacts, and interdepartmental contacts at the University of Waterloo and within the Faculty of Science.

Key Accountabilities

Innovative Leadership:

- Leverages relationships within the University of Waterloo and Faculty of Science to coordinate resources for Science and Business students and alumni while communicating the accessibility of these resources to relevant stakeholders
- Introduces new platforms and services for the exclusive benefit and professional development of Science and Business students and alumni
- Explores opportunities to improve the quality of service of offerings and processes of already established organizations within the program (i.e., SBSA, SBAT, Fusion, WatSolve, Founders' Circle)
- Encourages partnership among student-led organizations (i.e., SBSA, SBAT, Fusion, WatSolve, Founders' Circle) through facilitation of collaborative meetings, brainstorming sessions, and general check-ins for synergy and efficient operation of the different groups
- Supports review and modification of the current Science and Business curriculum with an emphasis on the analysis of course relevancy for the degree requirements of each specialization and option
- Promotes a culture of continued education by supporting the development and running of a course-based Master's level Science and Business Graduate Program
- Fosters retention amongst program alumni and strengthens peer-to-peer learning through the promotion, continuous development, and maintenance of program-specific mentorship platform in which current students and program alumni can connect with one another exclusively
- Coordinates the operations of the Science and Business Alumni Advisory Council

Communication

- Manages the Science and Business Program email address to share relevant announcements and resources with the student body and/or alumni

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- Coordinating and scheduling meetings with external contacts to discuss opportunities to collaborate and for further/ongoing conversation including the Program Advisory Council
- Triage requests coming into the Science and Business Program email address or to the Director, Science and Business Program to determine next steps
- Acts as a point of contact and ambassador for the Science and Business Program for internal and external stakeholders to approach with questions/requests/concerns/collaboration opportunities related to the Science and Business Program
- Maintenance of program website and web pages of student groups and platforms (i.e., SBAT, SBSA, Fusion, WatSolve, Founders' Circle, etc.)
- Scans current students, alumni, and faculty of the program to identify success stories to highlight on the Science and Business website

HR Administration

- Manage the employment process for all Teaching Assistants hired to support Science & Business courses. Conduct training sessions and ensure that all additional training and safety requirements have been met.
- Manage the supervision and evaluation process for Science & Business Teaching Assistants

Financial Administration

- Ensure UW financial policies and procedures are followed in executing all initiatives under the Science and Business Program
- Guide students and visitors with submission of expense claims
- Oversee group travel bookings
- Manage procurement needs and purchases under the Science and Business Program umbrella
- Review and reconcile Science and Business Program financial information

**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, science and/or business administration preferred, or equivalent education and related experience.

Experience

- Project management experience

Knowledge/Skills/Abilities

- Strong client service skills, including good judgement, tact and diplomacy when dealing with faculty, staff, students, and external stakeholders
- Able to represent the Program professionally, both within and external to the university
- Able to communicate clearly, both verbally and in writing, with a high level of attention to detail
- Possess strong organizational and time-management skills; able to effectively manage competing priorities
- Able to work independently and collaboratively as a key member of the program administration team
- Comfortable dealing with a wide range of confidential or sensitive issues and information
- Familiarity with a broad range of university policies and procedures
- Intermediate MS Word and Excel; experience with SharePoint

Nature and Scope

- **Contacts:** Internal Relationships: All members of the Science and Business Program, Human Resources, Dean of Science Office, Office of Research, Provost Office, Secretariat, Graduate Studies and Postdoctoral Affairs, Safety Office, Police Services, other departmental administrators. External Relationships: Program alumni and industry partners.
- **Level of Responsibility:** The position has responsibility and accountability for serving as the first point of contact to the Director, Science and Business Program and the Program.
- **Decision-Making Authority:** Problem-solving and organizational skills is critical for this position. Unexpected issues and/or conflicts may arise, and the incumbent must be capable of analyzing problems and quickly solving issues. Makes decisions with respect to the most efficient use of the Director's time (i.e., meetings, events) and seeks advice when required. Is expected to work independently carrying out all tasks.
- **Physical and Sensory Demands:** Minimal demands typical of a senior administrative position operating within an office environment.
- **Working Environment:** Minimal exposure to disagreeable conditions typical of a senior administrative position exposed to stress and pressure associated with senior level responsibilities.