

Job Description

Job Title:	Operations Manager
Department:	AccessAbility Services
Reports To:	Director, AccessAbility Services
Jobs Reporting:	Client Services Specialist
Salary Grade:	USG 7
Effective Date:	June 2021

Primary Purpose

The Operations Manager reports to the Director, AccessAbility Services (ASS) and is responsible for ensuring the effective day-to-day operations of AAS, including information systems administration, budget and financial administration, human resource management, facilities management, risk management, communication, and collaboration with the Student Accommodation Planning and Student Accommodation Services units to ensure smooth, efficient, and student-centered delivery of AAS supports and services. As part of the senior leadership team, the Operations Manager contributes to the development of strategic initiatives within the department and leads the operationalization of administrative processes and procedures that enable the strategic initiatives.

Key Accountabilities

Operational Leadership

- Provides operational support, advice and leadership to the Director
 - Contributes to AccessAbility Services' strategic planning processes, policy development, financial administration and resource allocation, and plays the lead role in operationalizing these plans.
 - As part of the senior leadership team, provides the Director with timely and accurate information and recommendations for continuous improvement of services, and departmental decision-making.
 - Provides support to the Director when responding to legal requests for files, which involves reviewing all student interactions with the office to create a chronology report, generating comprehensive reports from the enterprise system, and securely moving all files and documentation to legal services in a manner that upholds privacy and confidentiality requirements.
- Contributes to, and operationalizes, AAS budget and financial management
 - Coordinates and contributes to the development of the annual operating budgets.
 - Pulls and analyzes financial reports to identify tracks irregularities, monitors departmental budget.
 - Creates templates and tracking tools to assist the senior leadership team in maintaining and monitoring the budget.
 - Liaise with Finance, and AP Students to assist in budget preparation and evaluation.
 - Completes purchase requisition and manages department P-Card.
 - Maintains up-to-date knowledge of current university spending guidelines and policies

- Prepares required Ministry reports, and other internal and external reporting requirements, for final approval by the Director and other executive administrators.
- ~~Responsible for providing~~ Provides operational management, strategic input, and advice, ensuring the seamless operation of AAS, including but not limited to the following:
 - Ensures well-functioning facilities and equipment by overseeing maintenance, space allocation, relocations, and renovations in collaboration with the senior leadership team and other campus resource groups.
 - Maintains in-depth understanding of, and provides departmental expertise with respect, to the interpretation and application of Waterloo policies, guidelines and procedures as it relates to operating AAS (e.g., file retention schedules, communication guidelines, safety and security procedures, key and access control, expense guidelines).
 - Assists in developing and operationalizing strategies and procedures that ensure an effective, efficient and student-centric service delivery.
 - Provides oversight of appointment scheduling and the efficient deployment of staff resources.
- Strategic and student-centred communication
 - Contributes to the development of strategic marketing and communication plans.
 - Ensures communication is alignment with UW communication guidelines, communication for students' best practices, and AODA compliance.
 - Ensures appropriate communication of administrative information is shared to stakeholders.
 - Site manager for the department's website. Responsible for web forms, ongoing updates and maintenance and contributes to content.
 - Leads the development and delivery of marketing and communication materials in collaboration with the senior leadership team and other campus stakeholders.
- Designated Health & Safety Coordinator for AAS and manages the departments health and safety programs. This includes completing annual inspections, ensuring staff complete mandatory trainings, maintaining panic buttons and related procedures, and liaising with the Safety Office, Campus Police, and Campus Wellness as required.

Technical and Information Systems Administration

- Coordinates and manages the ongoing administration of the department's enterprise system, a comprehensive accommodation, appointment, and case management third-party software.
- Provides direct system functional leadership including the configuration, implementation and enhancement of the accommodation software system, working with Information Systems and Technology (IST)
- Configures termly and yearly updates of the enterprise system, which involves updating software controls and automated templates, and ensuring student accounts are archived and destroyed appropriately.
- Serves as the main point of contact for IST operational support and project work.
- Develops, designs and implements training programs for the accommodation software system for staff, faculty and students.
- Provide first and second-tier technology support and liaises with IST Client Representative for third-tier support to ensure ongoing function of the department's desktop and laptop computers, including associated peripherals (scanners, printers, photocopiers, etc.).

Client Service and Relationship Management

- Operationalizing AAS' client service standard that champions a student-centric approach to services development and delivery.
- Uses (and oversees) the enterprise system in a manner that enable a seamless flow of day-to-day AAS business process (ranging from the application phase, to the documentation review process, to appointment scheduling, to discharge). This involves monitoring and initiating workflow for internal and external system users (staff, faculty, students), and ensuring the appropriate uploading and storage of clinical records.
- Provides day-to-day direct administrative support for email, telephone and in-person inquiries.
- Applies service approaches (e.g., AODA customer service standards, de-escalation strategies) that best support students with a variety of disabilities in all student interactions.
- Facilitates the resolution of disputes or complex student issues arising from reception, triaging unresolved issues to the appropriate person as needed. Directs students in crisis to appropriate support services.
- Fosters and maintains positive working relationships within AAS and across camps and acts as a primary resource to campus partners including, but not limited to Safety Office, Finance, IST, Procurement and Contract Services, Central Stores, Plant Operations, etc.
- Proactively establishes and maintains productive and positive relationships with all campus partners (faculty, student, and staff) on committees and/or working groups.

Human Resources Management

- Provides exceptional leadership and management of client services' staff including hiring, staff performance management, professional development, salary administration, priority setting, strategic planning and ensuring the effective delivery and assessment of services.
- Establishes team objectives and performance expectations in alignment with the overall objectives and direction of AccessAbility Services and strategically plans for continuous improvement.
- Ensures resources are utilized optimally, through effective processes, task delegation, coordination and collaborative communication.
- Oversees the payroll process for casual employees and ensures AAS adheres to employment standards
- Supports the senior leadership team with administrative aspects of the hiring process.
- Manages on-boarding and off-boarding of staff, ensuring appropriate accounts are created/deleted, maintain security (permission settings, alarm codes) and provides orientation and training related to office operational activities, policies, and relevant software systems.

Managing Sensitive Materials/Records Management

- Develops protocols and procedures in collaboration with the senior management team that ensures access to secure documents are controlled appropriately.
- Develops protocols and procedures in collaboration with the senior management team that ensures data accuracy and document integrity.
- Appropriately uses and maintains confidential health and education records in accordance with UW policy and relevant privacy legislation (PHIPA).
- Effectively uses systems and technology to accurately and efficiently manage student medical information.
- Directs the return of clinical records to the intended party in a secure manner

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(appropriate storage and movement confidential documents) when needed.

- Understands and commits to maintaining appropriate standards of confidentiality and security of materials.
- Maintains a current and accurate reflection of interactions with students through detailed case notes.

**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

- Post-secondary degree in Business Administration, Human Resources, Accounting or related discipline or equivalent combination of education and experience.

Experience

- 3-5 years progressive administrative experience with a background in developing, managing, and monitoring budgets, and service efficiency.
- 2+ years of experience leading, motivating, and managing a team, preferably in a post-secondary setting.
- Previous experience in customer service setting and/or office administration.
- Demonstrated ability to successfully lead projects and contribute to departmental initiatives.
- Demonstrated success in contributing to and championing a customer/student-focused culture, preferably in a post-secondary setting.
- Demonstrated experience working with individuals with disabilities or unique needs and experience or training in dealing with students in crisis and securing appropriate support.

Knowledge/Skills/Abilities

- Demonstrated ability to successfully work with budgets; comprehensive understanding of university fiscal policy and procedures is an asset.
- Excellent organizational, analytical and problem-solving skills.
- Superior communication skills including oral and written communication.
- Detail oriented and ability to multi-task and prioritize tasks and deadlines.
- Superior interpersonal skills including the ability to interact using tact and diplomacy and make people feel welcome and included.
- Demonstrated ability to exercise sound judgement and discretion when handling confidential and sensitive information.
- Ability to work independently and successfully as a team member.
- Advanced technical skills with MS Office Suite and demonstrated ability to learn and administer new software
- Ability to remain objective in decision-making when presented with emotionally charged situations and when limited information is available.

Nature and Scope

- **Contacts:** Communicates with a wide range of departments and groups to provide effective coordination and successful implementation of departmental initiatives. Internally, this position

interacts regularly with the other AccessAbility Services staff, many departments across campus (Student Success Office, Plant Ops, etc.) and the 6 faculty units. Externally, this position may interact with professional associations or other institutions

- **Level of Responsibility:** Responsible for providing expert analysis and advice regarding all facets of AccessAbility Services' operations. The overall efficient, effective, and ethical operation and administration of the office is a major responsibility of the incumbent. The incumbent has a high degree of access to confidential materials, and as a result is responsible for the secure and confidential management of student medical documentation, financial records, keys, access controls, and human resource records. Responsible for making recommendations regarding financial management, service delivery, and strategic business processes. Responsible for the termly and yearly updates and configuration of the enterprise system to ensure alignment with file retention schedules. Responsible for ensuring administrative duties uphold human rights and AODA requirements.
- **Decision-Making Authority:** This role has decision making authority for human resource management (within their scope), and to create process and procedures to uphold the operational, administrative and customer service standard within the office (ensuring compliance with human rights and AODA standards). The incumbent makes decisions regarding the configuration of the enterprise system, and to ensure compliance with University policy and other legal requirements. The Operations Manager will consult with the Director for decision making outside of normal conditions. This role is responsible for triaging student/faculty/staff concerns, escalating the issue as required. Responsible for determining when to solicit assistance (e.g., campus police) if they detect a crisis in the reception area, or within the office.
- **Physical and Sensory Demands:** This role in an office setting involves minimal physical demands and moderate sensory effort resulting in slight fatigue, strain, or risk of injury. Exposure to a fast-paced service oriented environment.
- **Working Environment:** Involves moderate physical or psychological risk resulting from unavoidable exposure to hazardous, disagreeable or uncomfortable environmental conditions. This is due to higher than typical exposure to emotionally disturbing interactions with verbally and physically aggressive individuals, some dealing with a mental health crisis (including suicidal ideation and immediate risk of harm to self and others). This position requires evening and weekend work for special events throughout the year.
- **Note:** Maintaining a clear Police Vulnerable Sector Check is a requirement of this position