

Position Title: Operations and Project Administrator
Department: Finance and Administration
Reports To: Executive Director, Finance and Administration
Salary Schedule: Schedule B (\$53,366 - \$65,080)
Date Created: November 2019

General Accountability

The Operations and Project Administrator reports to the Executive Director, Finance and Administration, and supports the work of all University operations departments, including Finance and IT, with particular emphasis on initiatives within the Department of Facilities, and the Business Operations Department. The Operations and Project Administrator works with the Executive Director, Finance and Administration to operationalize the units' strategic initiatives and contributes to the strategies and plans of the Finance and Administration Portfolio independently and as a team member.

Nature and Scope

St. Jerome's University provides a culture and environment for employees, which endeavors to promote the mission of the University. Employees contribute to the larger institutional goals and conduct themselves in a manner that fosters the prevailing sense of collegiality among faculty, staff and students.

The Operations and Project Administrator has direct administrative responsibility for all contract management, including the RFP process. They coordinate and facilitate internal and external communication regarding day to day operations and initiatives of the Finance and Administration portfolio. The Operations and Project Administrator provides support to the Business Operations department to assist in the smooth delivery of conference services, and to enhance existing services and develop new revenue generation initiatives. The Operations and Project Administrator fosters effective relationships internally and externally, in support of the work of the University and the Finance and Administration portfolio.

Specific Accountabilities

Administration

- Assists the Executive Director, Finance and Administration with the maintenance, administration and creation of departmental and institutional policies and procedures
- Coordinates and schedules the strategic review of departmental and institutional policies and procedures
- Coordinates legislation compliance initiatives to facilitate legislation compliance identification, analysis, and monitoring
- Assists the Executive Director, Finance and Administration with managing their calendar.

Business Operations

- Works in collaboration with the Business Operations Coordinator to ensure a high quality experience for conference clients and their guests
- Assists with the day-to-day administrative duties and provides front line customer service for external client inquiries, including room bookings, catering orders, parking requests, and quotes
- Mitigates and responds to concerns while conference clients and guests are on campus
- Follows the strategic initiatives of the Business Operations department to ensure revenue goals are being met.

Facilities

- Oversees, and maintains the contract management process
- Assists with ongoing organizational contracts with vendors
- Oversees and facilitates the procurement process and ensures compliance with University policy
- Supports operating needs of the Salto access system. Manages scheduling of building access and site access for employees. Administers parking allocations for employees and monitors lot capacity.
- Supports the development and evaluation of processes and systems related to Facilities and Business Operations to facilitate effective and efficient service
- Contributes to the University's sustainability initiatives

Communication

- Coordinates and facilitates effective communication related to Business Operations, Facilities, Finance, and IT as well as other communication driven from the office of the Executive Director, Finance and Administration
- Performs website updates related to the portfolio of the Executive Director, Finance and Administration
- Develops and maintains document management systems for the Executive Director, Finance and Administration portfolio

Other

- Works on special projects as assigned by the Executive Director, Finance and Administration
- Provides support to the strategic planning process within the Executive Director, Finance and Administration portfolio

Working Conditions

- Works University's core hours and provides after hours support as required for conference bookings
- Regular office environment including utilization of various mediums of communication including digital and print materials, telephone and email
- Periodic lifting and carrying of parcels or deliveries
- Active involvement in committees and teams, as required, to accomplish departmental and institutional objectives

Qualifications Required

- Undergraduate degree and 3-5 years of progressive experience working in business operations and/or facilities administration work environments, preferably in an academic setting
- Experience in contract management and risk management program administration, and procurement processes considered an asset
- Previous experience in assisting with policy development desirable
- Ability to effectively manage multiple priorities and exercise good judgment
- Strong project management, planning and coordination skills with a keen attention to detail
- Demonstrated exceptional oral and written communication skills
- Personal initiative, sound judgment, and strong interpersonal and organizational skills
- Problem solving skills and attention to detail
- Ability to manage and process confidential and sensitive material in a professional manner

Department Head

Date

Human Resources

Date