

Class No.:	Administration
Original Date:	June 2024
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Pay Group:	11

JOB DESCRIPTION- OPERATIONS MANAGER, SQUAMISH

NATURE AND SCOPE OF WORK

The Operations Manager, Squamish reporting to the Associate Vice-president, Squamish (AVPS) is responsible for the day-to-day administrative operations of the campus, coordinating various activity and project integration between university units and departments, and collaborating with external partners to achieve the CapU goals for Squamish. The Operations Manager fosters strong relationships with university employees' external constituents, and partners to contribute to a successful campus, distinct learning experiences, and thriving community connections. The role also creates and maintains effective operating practices and procedures and ensures compliance with university policies and procedures.

ILLUSTRATIVE EXAMPLES OF DUTIES

Campus and Facilities Operations:

- Coordinate activity and project integration between divisional/unit/department leads responsible for Squamish operations (facilities, housing, student services, digital technology services, library, etc.)
- Ensure high-quality service delivery, identify areas for improvement, and contribute to or lead changes for improvements.
- Scope and manage contracts for external contractors and partners.
- Respond promptly to emergent issues, requests, or emergencies.

People Management:

- Provide direct supervision, leadership, and mentorship to administrative staff.
- Aligned with the People Plan, ensure staff receive necessary training and participate in professional development.
- Manage staff performance, including conducting evaluations and addressing performance issues.

- Oversee recruitment, hiring, and onboarding processes in collaboration with People, Culture and Diversity team.
- Provide administrative support to the Associate Vice-president, Squamish.
- Coordinate local faculty administrative support with Faculties.

External partner relations:

- Scope and make recommendations to the AVPS for emergent partnership or collaboration opportunities.
- Create and implement a partnership relations tracking and communications plan, in collaboration with University Relations as applicable.
- Undertake partner/community events on campus and in the community, and in collaboration with University Events, Faculties, and other university units as appropriate.

Administration:

- Support and contribute to campus integrated planning processes.
- Develop and implement initiative and issue tracking process for the campus.
- Manage budgets, including preparing forecasts and monitoring expenditures.
- Participate in the development and implementation of campus practices, protocol, and procedures.
- Represent the campus or the AVPS in various internal and external committees and meetings.
- Maintain professional knowledge through continuous learning and professional development.

REQUIRED KNOWLEDGE, ABILITIES AND SKILLS

- Ability to take a facilitative leadership role with colleagues.
- Proven effective project management competencies.
- Ability to lead, manage, and supervise the work of others.
- Knowledge of administrative processes.
- Strong mentorship and customer service skills.
- Ability to interpret and apply relevant policies and procedures.
- Proficient in budget preparation and financial management.
- Ability to collect, organize, and present data from multiple sources.

- Strong communication skills, both written and verbal.
- Proficiency with relevant software and information systems.
- Ability to establish effective working relationships with diverse partners.
- Ability to work under pressure and meet deadlines.

REQUIRED TRAINING AND EXPERIENCE

- A bachelor's degree in a relevant field is required. Candidates with a master's degree will be given preference.
- Minimum of five years of progressive experience in office administration or project management, preferably in post-secondary.
- Proven leadership and management skills in a unionized environment.
- Experience in developing and implementing operating procedures and/or policies.

REQUIRED CERTIFICATES, LICENSES, AND REGISTRATIONS

- Valid driver's license.
- Travel will be required at times between campuses and to off campus events and meetings.