

Class No.:	Administrator
Original Date:	January 17, 2025
Revision Date:	
Pay Group:	9

MANAGER, FACILITIES BUSINESS OPERATIONS

NATURE AND SCOPE OF WORK

As an integral member of the administrative leadership team for the Facilities Services & Campus Planning Department, the Manager, Facilities Business Operations, is accountable for the implementation and oversight of effective financial, human resources and administrative systems to ensure the operations of the department are effective and efficient, and meet the goals of the University's strategic and academic plans.

The Manager, Business Operations reports to the Associate Vice President, Facilities Services & Campus Planning. Reporting directly to this position are 4 to 5 administrative and supervisory positions.

ILLUSTRATIVE EXAMPLES OF DUTIES

- Provide input to development of departmental strategies and share responsibility for achievements and success.
- Collaborate with the Associate Vice President and other departmental leaders to support a strategic, integrated approach to planning, development, and delivery of services.
- Build a cohesive, collaborative team by maintaining strong relationships and continually improving business support processes across functions.
- Enhance the processes, systems, and tools within the department to create customer-focused and effective services.
- Coordinate departmental communication activities and develop templates and, processes including communication with internal and external stakeholders
- Collect and analyze statistics and reporting, including development of reports for senior leadership, Senate, and the Board.
- Act as key contact for the department to ensure that operational and financial methodologies, policies, and processes are consistently communicated and abided by across the University
- Identify gaps in service delivery and develops strategies to address them; ensure services provided are appropriate, integrated, and of high quality.

- Participate in developing, establishing, and administering departmental policies and procedures, identifying and addressing gaps through research and collaboration with administrators.
- Develop a team structure that fosters an approach of collaboration and collective problem solving to assure the best possible customer service outcomes and models.
- Plan, schedule direct, and evaluate staff work. Administer the Collective Agreement, handling hiring, discipline, overtime, leave requests, and representing management in grievances as needed, in consultation with People, Culture, and Diversity Department.
- Participate on University committees and provide resources or expertise as needed.
- May be required to work at different University campuses and locations, and assume other managerial functions as needed.

REQUIRED TRAINING AND EXPERIENCE

- Completion of a Bachelor's degree in Business Administration or another equivalent discipline.
- Minimum 5 years of progressive business management experience, preferably within facilities services or a post-secondary environment.
- An equivalent combination of education, training, and experience may be considered.

REQUIRED CERTIFICATIONS

- Valid Class 5 driver's license, with occasional travel required between campuses and off-campus events.
- Project Management Professional (PMP) certification is an asset.

REQUIRED KNOWLEDGE, ABILITIES AND SKILLS

- Strategic thinking with the ability to grasp and communicate complex ideas and develop creative, effective solutions.
- Excellent communication skills, both written and verbal, to effectively convey ideas, develop reports, and maintain effective working relationships with senior management, faculty, staff, students, government agencies, and members of the public.
- Self-motivated, flexible and professional, with the ability to work effectively at all levels of the organization, in teams and independently.
- Demonstrated ability to organize the work of a department; plan, schedule, direct, supervise and evaluate the work of employees.
- Significant knowledge in budget preparation and financial management for both operating and capital funds.
- Committed and accountable to deliver results accurately and effectively. Use thoughtful judgment when responding to challenging situations.
- Ability to coach and inspire the team, setting expectations, recognizing achievements, managing conflict, and delegating effectively.
- Proficiency in relevant software and systems to support business operations.
- Ability to work under pressure, meet deadlines, and manage competing priorities.