DOUGLASCOLLEGE

If loving what you do and being good at it is your definition of a great career
…welcome to Douglas

JOB DESCRIPTION:	Faculty Office Manager		
DEPARTMENT:	Various		
REPORTS TO:	Dean		
JOB DESCRIPTION NO:	A0800	BANNER JOB NO.:	A00135
PAY GRADE:	4		
ORIGINAL DATE:	November 21, 2017		
REVISED:	December 20, 2018		

THE ROLE:

The Faculty Office Manager contributes to the success of Douglas College by planning, organizing and managing administrative services and work processes within the faculty administrative office. Employing administrative best practices, the Faculty Office Manager maintains an efficient and well-coordinated administrative infrastructure and provides administrative and confidential support to the Dean and Associate Dean.

The incumbent exercises considerable independence, discretion, judgment, and initiative in engaging with both the internal College and external community. Reporting to the Dean, the Faculty Office Manager provides exceptional client-centred service on a consistent basis to all stakeholder groups.

MAJOR RESPONSIBILITIES:

People

- Provides leadership and direction to support staff.
- Responsible for the supervision of support staff, including the coordination of support staff activities, orientation, coaching and guidance of staff, evaluation of work quality, performance management and, where necessary, the discipline process.
- Assesses staffing requirements and makes recommendations for new positions, modification of existing positions and changes to the staff complement.
- Leads the recruitment and selection process for support staff, including hiring, orienting, and identifying and organizing support staff professional development.
- Ensures policies and collective agreements are adhered to and serves as a resource for matters relating to policy, procedures, and governance.
- Fosters an engaging and civil workplace environment and represents the Faculty and the College appropriately to the internal College community and outside agencies and officials.
- Actively models the Douglas College Core Competencies.

Administration and Reporting

- Assesses and improves administrative procedures to enhance efficiency and cost-effectiveness, promoting a culture of continuous improvement.
- Leads special projects and initiatives, as assigned by the Dean or Associate Dean, including reviews of administrative and work processes.
- Researches, prepares, and distributes a variety of documents and materials, including those of a complex and/or highly sensitive nature. Documents include contracts, reports, proposals and other information for strategic planning and decision-making. This also includes budget submissions of staff modeling, contingency planning, minutes of confidential meetings, performance evaluations, and makes recommendations as appropriate.
- Coordinates the dissemination and documentation of changes in processes and/or reviews of financial, human resources, and health and safety initiatives, policies and procedures.
- Establishes and maintains efficient systems for records and information management. Ensures privacy and security of records and information.
- Provides confidential administrative support to the Dean, Associate Dean, and Director as necessary. Represents management in the BCGEU grievance process and provides input for collective bargaining.
- Liaises with internal departments such as Human Resources, Purchasing, Payroll, Finance, Enrolment Services, Accessibility Services, Student Services, Future Students' Office, Douglas College Student Business Association, and Facilities, as required, to work towards common goals and develop processes and plans to support the activities of the Faculty. Makes recommendations to the Dean, Associate Dean and Director.

Quality Management Support: Ongoing Accreditation Process

- Prepares and distributes quality management system documents for accreditation
- Provides guidance and direction to faculty accreditation coordinator

Contractor Relations

- Responds to contractor enquiries and facilitates resolution of administrative issues.
- Establishes efficient systems for tracking performance and addressing issues and anomalies.

Purchasing Resources

- Prepares purchase requisitions and specifications and ensures authorization is attained, as necessary, to facilitate the timely purchase of services and supplies.
- Reviews purchase quotations.

- Maintains supplier and vendor files.
- Addresses defective or unacceptable new goods or services with users, vendors and others to determine cause of problem and take corrective and preventative action.
- Maintains vendor relationships and liaise with the purchasing department, as needed.
- Supervises smaller purchase requisition process.

Financial Resources

- Identifies resource levels required for administrative activities associated with new project development in consultation with the Dean.
- Acts as the primary contact for Finance to ensure that accounting methodology, policies and procedures are well understood across the Department and that procedures are followed for all financial transactions.

EDUCATION, EXPERIENCE AND SKILLS

- A Bachelor's Degree in a related area, plus a minimum of three (3) years' directly related experience in an educational/post-secondary education sector setting; or an equivalent combination of education and experience.
- Proven project management skills including dealing with conflicting priorities, needs and deadlines.
- Experience in employee recruitment, selection and performance management.
- Highly developed interpersonal, communication and team-building skills.
- Proven supervisory experience including budget management, employee supervision, employee development and process control.
- Experience supporting and maintaining the accreditation process.
- Demonstrated ability to lead a team in a very fast paced, complex and changing work environment.
- Able to accept responsibility, exercise initiative and deal with people effectively.
- General knowledge of systems used in planning, organizing and establishing workflow schedules.
- Demonstrated experience in establishing and maintaining effective working relationships with employees at all levels of the organization.
- Skilled in the use of computer software applications, such as MS Office, and proven keyboarding skills at an intermediate to advanced level. Experience working with Banner is an asset.
- Supervision experience in a unionized environment is an asset.

- Sound judgment and professionalism, demonstrated ability to act tactfully, diplomatically, and with discretion in all contexts, internally and externally.
- Excellent command of the English language, both written and oral.
- Your skill set includes a strong administration/management background, team building, and excellent interpersonal and communications skills.
- Demonstrated abilities that align with the Douglas College Core Competency Framework.