HUMAN RESOURCES DEPARTMENT
SIMON FRASER UNIVERSITY

ADMINISTRATIVE AND PROFESSIONAL STAFF
POSITION DESCRIPTION

Position #: 30393

A. IDENTIFICATION

Position Title: Administrative Coordinator
Department: International Services for Students (ISS)
Position Reports to: Director, International Services for Students
Description Prepared by:
Date: September 26, 2014

B. POSITION SUMMARY

Reporting to the Director, the Administrative Coordinator provides general operational and administrative support which includes financial, human resource, and information technology service management. The incumbent develops and administers the annual departmental operating budget and oversees the budgets of 21 Field Schools (budgets totaling approximately $2.83M). The Administrative Coordinator prepares and administers contracts and financial reporting to external agencies, e.g., World University Students of Canada (WUSC), Canadian Bureau of International Education (CBIE), and Foreign Affairs, Trade & Development Canada (DFATD). The incumbent advises the Director regarding human management issues and provides overall administrative and operational support for human resource processes. The Administrative Coordinator supervises support staff and also provides mentorship to Co-op students. The incumbent oversees ISS IT management and is responsible for the acquisition and implementation of hardware and software systems for office administration. The Administrative Coordinator ensures the effective administration of the ISS office to provide exceptional services for ISS clients (students) and staff.

C. DUTIES AND RESPONSIBILITIES

Budget Management

- Develops the annual budget including operating budget in addition to the budgets of and over 20 Field Schools. Coordinates the budgeting and accounting function for all ISS areas. Processes and monitors all expenditures and revenues, internal and external.
- Develops, monitors and ensures the integrity of ISS budgets and accounts via IFPBS and FAST systems.
- Prepares and administers contracts and financial reporting to external agencies, e.g., World University Students of Canada (WUSC), Canadian Bureau of International Education (CBIE), and Foreign Affairs, Trade & Development Canada (DFATD).
• Provides monthly and quarterly financial reports to the Director and Program Managers, as well as projections for year-end. Develops predictive models for expenditures and budget allocation.

Human Resources Management

• Supervises support positions and the Co-op student position at Global Student Centre. Oversees the hiring of temporary front desk and office staff and provides general orientation and training to front desk administrative support position.
• Advises Director on HR issues:
  - ensures University hiring policies are adhered to;
  - prepares supporting documentation as requested;
  - provides assistance and advice ISS team leads and Director on human resource matters; works with Director to develop a personnel plan;
  - advises ISS staff on policies and employment standards act;
  - liaises with Human Resources, team leads and Director regarding both CUPE and APSA;
• Compiles and processes bi-weekly time and absence reports for all APSA, CUPE and temporary student staff. Monitors payroll commitment reports and vacation entitlement to ensure accuracy;
  - prepares all documentation necessary for staffing and continuance of continuing, temporary and student employees;
  - maintains human resource files as appropriate; and
  - keeps abreast of legislation pertaining to Freedom of Information and Privacy and how it affects the sharing of information between ISS and other parties.

General Office Management

• In collaboration with the Director, develops and implements office systems and procedures that contribute to the effective operation of the ISS program.
• Responsible for the effective administration of the ISS office to provide efficient and appropriate services for ISS clients (students) and staff.
• Liaises with University support departments (including Finance, Student Services, , Central Stores, Ancillary Services, Purchasing); as well as external suppliers to ensure departmental systems and procedures interface appropriately with internal and external providers of support services.
• Organizes staff meetings, collects information, prepares agendas, takes minutes and follows up on matters arising to ensure completion of tasks.
• Locates or identifies internal and external procedures or contacts for coordinator requests.

Information Technology, Data and Media Management

• Oversees ISS IT management and is responsible for the acquisition and implementation of hardware and software systems for office administration use and determining when upgrades and enhancements in hardware, software, and network services are required.
• Ensures the integrity and confidentiality of all data records, including hard copy and electronic media.
D. DECISION MAKING

i) Give some typical examples of the most important decisions the incumbent is expected to make in carrying out the duties and responsibilities of the position. To what extent can the incumbent rely on established policies or advise from others in making these decisions?

- The incumbent is expected to make decisions on operational and administrative aspects of office support services and exercises judgment in administering and reporting on ISS’s annual budget to the Director.
- Initiates recruitment, interviews and hires the front desk administrative support position in consultation with the Director; handles grievance from that position to step 2 of the grievance procedure; evaluates staff performance, determines professional development requirements, and approves leaves for the direct report.
- Recommends corrective action for serious performance issues.

ii) Give some examples of the types of decisions the incumbent would refer to his/her supervisor.

- Final decisions regarding budget allocation are the responsibility of the Director.
- Final decisions regarding corrective action for serious performance issues.
- Any decisions that present the likelihood of significant political or financial consequences to the University.
- Any decision that requires policy endorsement by the University's Executive.
- Any decisions affecting the privacy and confidentiality of information.
- Any decisions impacting existing University policies and procedures.

E. SUPERVISION EXERCISED

Indicate the number of employees for whom the position is responsible:

Number of employees reporting directly to the position. 2

Total number of employees for whom the position has direct responsibility. 2

F. SUPERVISION RECEIVED

The position is self-directed: the incumbent exercises initiative in all work activities with general direction from the Director –ISS. The incumbent is expected to assume personal responsibility for decisions in the great majority of day-to-day tasks performed. Work is reviewed for thoroughness, effectiveness of administrative support and consistency with the objectives of the office.

G. UNUSUAL WORKING CONDITIONS

The position requires substantial discretionary judgment and powers of innovation. The incumbent must be able to respond well to unexpected circumstances and to exercise independent judgment when doing so.
H. ENTRANCE QUALIFICATIONS

Undergraduate degree in Business Administration and three years of related experience including experience in budget, human resource, and office management, or equivalent combination of education, training, and experience.

Excellent knowledge of budget management.

Excellent interpersonal and intercultural communication skills (both oral and written).

Excellent supervisory skills.

Excellent client service skills.

Excellent administrative, organizational and problem solving skills.

Excellent staff orientation, coaching, and mentoring skills.

Excellent team skills.

Ability to maintain strict confidentiality.

Ability to exercise initiative when performing the duties.

Ability to exercise tact, diplomacy, and discretionary judgment.

Ability to interpret and apply policies and procedures.


Proficient in the use of standard applications and enterprise level information systems, (e.g., Word, Excel, PeopleSoft, FINS, SIMS, etc.).

I. ORGANIZATIONAL RELATIONSHIPS

Indicate in the appropriate blocks the title of the position to which this position reports and the titles of the positions reporting directly to it. If more detail is required, add additional blocks.
J. APPROVALS

Incumbent's Signature: ________________________  Date: ________________

Supervisor's Signature: ________________________  Date: ________________

Signature of Next Administrative Level: ________________  Date: ________________