Manager, Academic and Administrative Services
School of Communication
Director, Communication
APSA

Position #: 00000535
Reports to [pos #]: 00000027
Grade: 8

POSITION SUMMARY
The Manager, Academic and Administrative Services provides operational, financial and administrative management of the School of Communication. The Manager contributes to the development of new initiatives, policies and administrative procedures that benefit and/or enhance the profile of the School. The Manager oversees the administration of research grants and contracts for faculty; directs all activities related to course offerings and curriculum; and oversees the appointment and evaluation of instructors and other teaching staff.

DUTIES AND RESPONSIBILITIES
Contributes to the development of new initiatives, policy and administrative procedures; and manages the planning and development of enrolment, recruitment and communication strategies that benefit and/or enhance the profile of the School.

Provides financial management of the School by:
• Managing the operating budget and preparing annual budgets and projections.
• Overseeing disbursements and reconciliation of monthly expenditures.
• Providing monthly variance reports for the Faculty of Communication, Art & Technology (FCAT) Dean’s Office.

Oversees office furniture/equipment budget and renovations:
• Assists with the preparation of office furniture/equipment and renovation budget requests.
• Authorizes expenditures and maintains spending records within established budget parameters.

Oversees the administration of research grants and contracts for faculty members by:
• Assisting with interpreting University-generated reports and policies as required.
• Authorizing online purchase requisitions for equipment, materials and supplies.
• Approving research staff appointments and payroll.

Directs all activities related to course offerings and curriculum by:
• Coordinating class scheduling and course offerings for all SFU campuses, including the Centre for Online & Distance Education, and SFU NOW Program.
• Ensuring instructors are provided with resources and course requirements.
• Maintaining records and statistics on course enrollments, instructors, teaching assistants and tutor-markers.
• Coordinating grade submissions and grade changes.
• Providing course and program information to applicants and external students/individuals, as requested.

Assists undergraduate students with online course registration for directed study, field placement, and project group courses.

Oversees the appointment and evaluation of instructors and other teaching staff each semester (i.e., Teaching Assistants, Tutor-Markers, Sessional Instructors, and Term Lecturers). Oversees the evaluation of courses.

Reviews the Calendar proofs each semester and obtains input from Advisor(s), graduate programs staff, Undergraduate and Graduate Program Chairs.

Organizes and oversees general office and other clerical staff activities to provide timely, efficient services by:
• Allocating, directing and/or monitoring the work of general office and other clerical staff.
• Maintaining all School staff personnel records.
• Overseeing time and absence reporting for staff.
• Reviewing and selecting office equipment and furnishings as required.

Applies Collective Agreement, faculty and University policies and procedures and advises on queries.

Prepares various reports (i.e., Institutional Research and Planning Instructional Activity Reports) as required.
Coordinates telephones, office space and key allocations, for faculty and staff, at the Burnaby and Harbour Centre campuses.

**IMPACT OF DECISION MAKING**

The Manager, Academic and Administrative services is responsible for:

- Decisions regarding the School’s administrative systems, processes and procedures.
- Determining budget expenditures within the scope of University policies and procedures and budgeted allocations.
- Determining the criteria for projecting budget requirements.
- Decisions regarding capital allocation recommendations.

**RELATIONSHIPS**

Establishes and maintains relationships with peers and contacts with access to information and to key business partners. Shares information and advice on how to get things done and who to involve.

**Supervisory**

Direct Reports: between five to ten.

Supervises staff by providing guidance and mentorship, ensuring the appropriateness and currency of job responsibilities, initiating recruitment for temporary and continuing staff, hiring staff, providing or directing the provision of training and development, evaluating performance, approving leaves of absence, and responding to grievances.

**Primary Working Relationships**

**Internal Connections** – Liaises with faculty and other schools/departments of the University on matters related to teaching, research, and administrative procedures. Represents the School on various committees (e.g., CMNS Undergraduate Curriculum Committee, CMNS Committee of the Whole, Director’s Advisory Group, and the CMNS Hiring Committees for Term Lecturers, Sessional Instructors, Teaching Assistants and Tutor-Markers).

**External Connections** – Works with external vendors to select furniture and office equipment, research equipment, etc.

**QUALIFICATIONS**

Bachelor’s degree in Communication, Arts or Business Administration and five years of related experience including experience in financial administration, staff supervision, and post-secondary curriculum planning and co-ordination, or an equivalent combination of education, training and experience.

- Good knowledge of University policies and procedures.
- Proficient in the use of spreadsheet, database and word processing applications.
- Excellent interpersonal and communication (verbal, written and presentation) skills.
- Excellent organizational, time-management, and problem-solving skills.
- Excellent leadership, supervisory and mentoring skills.
- Ability to exercise initiative.
- Ability to exercise tact and diplomacy with all levels of the University community and with the general public.