#### Trent University LogoEXEMPT JOB DESCRIPTION

**Job Title:** Manager, Office Administration and Asset Financial Management

**Job Number:** X-151 | VIP: 1080

**Band:** EXEMPT-8

**Department:** Facilities Management

**Supervisor Title:** Associate Vice President, Facilities Management

**Last Reviewed:**  January 29, 2024

#### **Job Purpose:**

To provide administrative and financial guidance for the department and to advise and assist the Associate Vice-President (AVP) in the administrative management of the department. This includes the development, coordination, and monitoring of the department's operating, capital and ancillary budgets, contractual financial arrangements, the University’s capital renewal database, work order system, website and department policies and procedures. Supervises the department support staff and writes internal and external formal communications for the department. Evaluate existing department policies and procedures, identify where these are missing, and draft and/or recommend new policies and procedures to improve the efficiency of operations or to improve clarity for our clients. Serve as a steward of university assets and resources. Preparation and evaluation of complex reports, analysis, projections, and proposals with emphasis on financial data and life cycle costs, which includes Ministry of Energy compliance reporting, utilities use/billing data monitoring, and other sustainability initiatives. (Manages and tracks government funding such as the Facilities Renewal Program, and other capital and/or deferred maintenance grants as they arise including preparing reports to the Ministry to ensure compliance with funding agreements.

#### Key Activities:

##### Financial Management

* list of all the duties that the position will perform in detail.
* Develops Facilities Management Department budgets in collaboration with AVP and Managers/Supervisors including dissemination of budget planning guidelines. Works closely with the Department of Financial Services, and Manager of Budgeting Services in finalizing the Facilities Management Department budget for Board Approval.
* Establishes processing and review procedures and guidelines, prepares summary reports, review and analysis of expenditure reports.
* Conducts budgetary reviews and coordinates monthly budget reports for the AVP.
* Writes/drafts written reports for the Board and its committees (Finance & Property and Audit) as required, such as the Capital Project Construction and Financial Update Report, project reports recommending contracts for Board approval (for $500k plus contracts).
* Monitors operating budget ($12M), ancillary budgets, and multimillion-dollar capital budgets.
* Operating budget: compiles and reports on 40+ physical plant department accounts identifying areas of concern to maintain budget control.
* Ancillary budgets: helps develop, monitor, and analyze utilities, rental properties, and restricted funds (Oliver Centre, Ward & Warren gardens) budgets by examining past history and anticipating future requirements, to (i) keep abreast of any fluctuations in utility use, and to (ii) generate revenue for operating budget/university and iii) preparing briefing notes for the AVP/VPs regarding expenditures and forecasting financial position over multiple years.
* Capital budgets: submits proper and complete applications for Ministry funding (such as the Facilities Renewal Funds, or other one-time capital funding grants as they arise); prepares forms required to receive the monies; prepares reporting forms for funding expenditures; ensures all reporting and Capital Audit working papers are submitted by due dates. Ensures all projects adhere to the funding guidelines.
* Monitors and reports on portfolio construction status (drafts content of report) and provides multi-fiscal year financial updates with projected final project costs to the Finance & Property Committee of the Board on behalf of the AVP.
* Monitors and ensures accuracy and adherence to contractual financial arrangements on all major renovation projects and new construction; processes all contracts and progress billings regarding the above; ensures liens are not present before release of construction holdbacks.
* Monitors and expedites all department receivables, and ensures funds are in place from various sources (i.e. capital, reserves, contingency, departmental, etc.).
* Writes, maintains, and updates computer databases, spreadsheets, etc. concerning the calculation of utility bills. Ensures chargeback system to all university accounts (ancillary and operating) regarding utility charges.
* Works with Purchasing on preparing and planning for Requests for Proposals for various equipment, vehicles, and services. Sits on various RFP committees to review proposals and make recommendations.
* The role is accountable to provide proactive, timely and accurate data, models, and reports on a wide range of budget, financial and resource allocation issues.

##### Assets and Work Order System Management

* Developing, implementing, and maintaining a Capital Asset and Lifecycle Management Framework. Leverage and further develop our Computerized Maintenance Management System (CMMS) and establish a CMMS Dashboard to improve line of sight in support of evidence-based decision making and cost-effective service delivery.
* Support activities related to infrastructure asset renewal planning and capital budgeting.
* Develop and implement strategies to optimize the performance of the organization’s asset portfolio.
* Generate regular reports on the performance of the asset portfolio, highlighting key metrics and trends.
* Administers the department Fleet Management contract with the fleet provider.
* Manages the Work Order Dispatcher position ensuring quality of work and adequate dispatch coverage.
* Manages work order database system for all Facilities Management repairs and maintenance, including time and material management reporting and integration with financial systems.
* Solves programming and internal problems; ensures code information within system is up-to-date; ensures transfer of information into University’s accounting system; balances work order clearing account; writes and runs reports weekly, monthly, and as required; for the work order system, processes (i) recoveries of monies into the physical plant budget to offset wages, and (ii) tracks work done on university buildings and schedules preventive maintenance work. Reviews invoices and co-signs or authorizes before processing payment through Finance Department.
* Solves issues around charge-backs to ancillary or other internal departments for work done. Prepares year end reporting out of the work order system for the Finance Department for audit purposes.

##### Management of Office Administration

* Staff Administration:
	+ Manages the administrative functions of Facilities Management to ensure the effectiveness, efficiency and quality of service support staff, including such functions as work assignment, appraisals of staff, training of staff, develops and implements new processes and procedures, e.g. work order tracking, work processing and reporting standards, co-ordinates all department office services and co-ordinates special programs.
* Policy and Procedures:
	+ Writes and/or drafts Department policies and procedures to ensure clear directions to clients, consistent application of standards and a client-focused orientation to Department services. Updates current policy and procedures as required.
* Department Communications:
	+ Maintains internal and external communication for the department re: project status, software, policy/procedure changes, Management Team meeting updates, capital project and special funding updates for both internal and external audiences by writing communique, emails, website and myTrent content.
	+ Ensures Department staff and clients are provided with regular financial updates on work and projects being carried out by the Department.
	+ Updates the departmental website following university website design standards and ensures the Facilities Management web site is kept up to date (i.e. periodic maintenance shutdown updates, etc.)
* Office Managerial:
	+ Manages office support staff to ensure services are provided in a timely fashion and insures smooth running of all office operations.
	+ Deals with urgent high-priority or contentious issues in the absence of the AVP.
	+ Briefs AVP on process changes, budget and funding issues and other materials as required.
	+ Participates as a member of Hiring Committees as requested by the AVP.
	+ Records management – has responsibility for the consistent and accurate archiving of department information for all capital projects including drawings; project files; shop drawings; maintenance manuals; general project correspondence. Working with the Project Managers to ensure that such information is correctly indexed and stored as projects are completed.
	+ Sets up and maintains departmental shared directories, both general access and confidential folders, on the department’s centralized network drive. Ensures folder(s) are organized in a consistent, logical, ‘easy-to-find’ format for all department employees.
	+ Responsible for coordinating the purchase, maintenance and repair of all administrative equipment and supplies.
	+ Responsible maintaining and tracking of all office PC’s and copiers and acts as liaison between the department and the network support staff.
	+ Establishes secure and confidential clerical and office services and procedures, including bring-forward systems, reception, electronic mail, supplies, word-processing and outside services.
	+ Other related duties as assigned.

#### Education Required:

* Honours University Degree (4 year) in Business Administration with courses and/or training in Finance and Human Resources.

#### Experience/Qualifications Required:

* Eight (8) years of related experience, including experience in office administration and supervision, organizational, planning and priority setting skills to ensure prompt client-focused services. Managing in a unionized environment is an asset.
* Experience with general accounting and budgeting systems.
* Experience in a computerized work environment using a variety of word processing and technical software packages; must be proficient in the use of Microsoft Excel and be able to produce customized reports from both systems.
* Experience working in an office environment with high volumes of work requiring independent judgement.
* Must possess a high degree of organizational skills and the ability to effectively delegate work.
* Excellent written and verbal communication skills.
* Demonstrated commitment to customer service and continuous improvement.
* Good interpersonal skills as well as tact and discretion.

#### Supervision:

* Provide training, guidance, and direction, assigning and monitoring work for accuracy and completion and providing input into staffing decisions and performance evaluations.
* Direct Responsibility for the Work of Others:
	+ Administrative Assistant
	+ Service Dispatcher

**Job Evaluation Factors:**

##### Analytical Reasoning

* Performing analysis on budget reduction scenarios. Determines scenarios to analyze and what to recommend to the AVP
* Forecasting financial positions of capital projects (which are multi-fiscal) and operating accounts in order to determine available funds
* Drafting and editing contracts with consultants or contractors.
* Providing advice as a member of Hiring Committees as to whom should be selected as the best fit for the department
* Interpretation of the Collective Agreement to answer questions concerning OPSEU personnel rights/obligations and Management rights/obligations
* Presenting data in such a way that will be clear, concise and persuasive (such as in funding proposals to the Government and reports to the Board and its committees)

##### Decision Making

* Signing & authorization of Purchase Orders and supplier invoices up to $50k on operating accounts.
* Software and hardware infrastructure assessment and replacement within Facilities Management.
* Developing & overseeing RFP processes, making recommendations as to which proposal is the best fit for the University.
* Makes changes to procedures in the areas assigned to the Manager to improve efficiencies within the department (fixit, , records, vehicle fleet, office equipment, cell phones, software, etc.)
* Manages the administrative staff including vacation requests, coverage, lieu time, complaints and issues.

##### Impact

* Failure to correctly forecast commitments and expenditures, in context of large capital projects can lead to decisions resulting in budget overruns, additional financing being required and embarrassment to the organization.
* Failure to monitor operating financial information can lead to decision making that is not congruent with targets set (Approximately $10M annual budget)
* Incorrect information provided to the AVP, Project Managers, Finance & Property Committee of the Board of Governors, MTCU, could jeopardize current cash flow and future funding.

##### Responsibility for the Work of Others

Direct Responsibility for the Work of Others:

* Administrative Assistant
* Service Dispatcher

##### Communication

* Drafts Capital Project Update Reports, Deferred Maintenance Reports, and Contract recommendation reports (for $500k plus contracts) to the Finance & Property Committee of the Board of Governors on behalf of the AVP/VP.
* Writing departmental policy/procedures for own areas of responsibility and drafting department wide policy and procedures.
* Drafting proposals for funding applications from the MTCU or other sources.
* Reporting to the COU (Going Greener report); Reporting to the Ministry of Energy (Demand Management Plan).
* Writes communique on processes, projects, new hires, maintenance, service outages, customer service survey, etc. for posting to myTrent and the external website.
* Produces power point presentations for the AVP (e.g. budget reductions for PVP).

Internal:

* Associate Vice-President of Physical Resources: Providing advice to, providing financial analysis for, reporting to AVP on financial, human resources and operational matters.
* Associate Vice-President of Finance, Finance Budget Manager & Financial Analyst: Providing financial and reporting information regarding operations and capital accounts and updating on our Ministry reporting. Provide to them year-end reports and information.
* Manager, Purchasing and Senior Buyer: Procurement, RFP and tendering for operational or capital purposes.
* Managers & Supervisors (Facilities, Project, MEM): work together as part of the Management team on operational, budget, expense, projects and human resources issues. Provide financial and budget reports for operations as well as capital projects to all other PRD Managers.
* Director of Housing & Athletics: resolution of any concerns or issues regarding charge backs or work orders.
* Students, staff and other Managers of the University: resolve issues and complaints, provide financial reports , write university wide communiques, gain information to prepare internal transfers or invoices.

External:

* MTCU: Report to the Ministry on the annual Facilities Renewal Program Funding (initial report to gain approval of projects for the funding then a final report of the project costs)
* Ministry of Energy: Report annually the energy consumption data for all university utilities (compliance to the Green Energy Act) as well preparing and reporting on the Energy Demand Management Plan which is updated annually and reported officially every 5 years as per the Act.
* Stewardship Ontario – report to them on the University’s use of paper products and level of recycling (report for compliance and directly affects fees we have to pay to them)
* Ontario Power Authority: obtain information about funding opportunities for possible projects.
* Energy Consultants: obtaining information for analysis.
* Contractors, Architects, Suppliers and Consultants: Obtaining quotes, gathering information about products, respond to inquiries, problems or issues around invoices for current service/supplies, writing and/or vetting contracts between them and Trent, obtaining copies of their WSIB and Insurance coverage documents, site visits and other meetings.

##### Motor/ Sensory Skills

* Keyboarding - Working at work station throughout day, large volume of e-mails. Working on large spreadsheets of financial information, consolidate dozens of general ledger accounts into spreadsheets to preform analysis of same.
* Verbal - Need the ability to articulate messages clearly.
* Visual - Attention to fine detail in spreadsheets as we have hundreds of accounts that need to be verified and consolidated.
* Active listening - Required to have a high level of listening, comprehension and two-way communication skills.

##### Effort

Mental:

* Concentration - Complexity of analytical work requires long periods of concentrated mental effort.
* Multi-tasking - Requirement to meet multiple critical deadlines in a fast paced, changing environment in a role that has multiple areas reporting to it with priorities that are quite different.

Physical:

* Mobility - Predominantly desk-bound can lead to soreness and stiff muscles, extensive keyboarding can lead to carpel tunnel issues.

##### Working Conditions

Psychological:

* Stress - PRD Admin. Manager is looked at too quickly resolve complaints or problems surrounding work orders, invoices, human resources complaints, complaints about processes; dealing with frustrated/angry people. Management of staff in a unionized environment including handling complaints, difficult conversations and discipline of staff. Budget Planning in an environment where the Manager has to continually find reductions in budgets. Deadlines and conflicting priorities.