

**POSITION SUMMARY**  
**QUEEN'S UNIVERSITY - GENERAL STAFF**

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POSITION TITLE:	Department Manager	
DEPARTMENT:	Geological Sciences and Geological Engineering	
POSITION NUMBER:	00503703	
GRADE:	9	EFFECTIVE DATE: July 18, 2018

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**JOB SUMMARY:**

Reporting to the Department Head, Department of Geological Sciences and Geological Engineering the Department Manager is accountable for the effective management, administration, planning and coordination of the overall operation of the department, and for assisting the Department Head in long term strategic and operational planning. The incumbent contributes to strategy meetings in which decisions are made regarding staffing and budget.

Committed to equity, diversity, and inclusion the Department Manager leads the administrative and technical services of the department, supporting all teaching and research activities, in both graduate and undergraduate programs. Primary activities include financial planning, budgeting, forecasting, human resources management, procurement, facilities management, health and safety management, communications, marketing and coordination of a broad scope of departmental activities and events. The Department Manager serves as a liaison with other administrative units of the University to ensure departmental operational requirements are met.

**KEY RESPONSIBILITIES:**

**Human Resource Management**

- Liaises with the Human Resources Department to provide guidance and advice to the Department Head on employment standards, human resources procedures and requirements, union agreements, professional development opportunities and University policy.
- Supervises both non-union and bargaining unit staff in administrative and technical roles.
- Plans, prioritizes and manages the work of employees, providing strategic and tactical advice, guidance and coaching. Identifies the need for staff resources, participates on staffing committees, and makes effective recommendations regarding employee selection.
- Manages performance by establishing performance standards, reviewing and evaluating performance and conducting formal performance reviews on an ongoing basis.
- Assesses staff training and development needs, and ensures that employees receive training required to improve and sustain successful performance.
- Investigates, addresses and resolves employee/labour relations issues, including disciplinary matters. Makes decisions or effective recommendations on matters involving possible discipline, discharge and probationary termination.
- Supervises the laboratory technical staff charged with delivering the undergraduate laboratory program and graduate program laboratory facilities to ensure proper coverage of laboratory coursework and proper placement of resources for program delivery.

- Provides support to faculty members with recruiting for research contract positions, visiting scholars, and post-doctoral staff.
- Coordinates the department's summer employment requirements.
- Creates a positive work environment that supports and promotes a culture where a diverse range of ideas and perspectives are incorporated into decision-making.

### **Operations Management**

- Oversees all administrative requirements for the department's graduate, undergraduate, and research programs. Requires extensive knowledge of program needs and priorities, working closely with the Department Head and individual faculty members.
- Consistently monitors and evaluates all aspects of support within the department, in order to increase efficiency and effectiveness.
- Oversees all health and safety processes and regulatory requirements, including monthly audits, WHMIS requirements, equipment training, field trip / course safety considerations, laboratory procedures and safety manuals; may act as the Department Safety Officer, or liaise with that role, to ensure compliance.
- Monitors the undergraduate and graduate student administration processes and resolves problem areas.
- Provides oversight on field trip /course planning, budgeting and scheduling, and works with the Department Head to set ancillary fees for students.
- Supervises administrative staff who administer processes and support faculty members with the designation of Teaching Assistants for undergraduate courses, allocation of student awards and research funding packages, the collection and recording of marks, curriculum changes for the undergraduate and graduate programs and the curriculum timetable for undergraduate courses.
- Provides support and coordination for ancillary contracted services, non-credit courses and conferences.
- Coordinates department special events, including recruitment, alumni activities, conferences and celebrations.
- May assist the Department Head in advancement planning and programs.

### **Facilities Management**

- Manages the operation of a range of facilities including teaching and research laboratories, computing labs, collaboration rooms and off-campus sites.
- Coordinates renovations, oversees collection management and storage for museum and research samples, equipment (design, procurement/fabrication, training, and maintenance), software, supporting documentation and procurement of supplies. Consults with faculty members to ensure understanding of needs and changing requirements.
- Recommends and implements changes to policy and procedures as necessary to accommodate new technology, new faculty or to comply with regulatory bodies external to the University.
- Maintains security and access protocols; manages space allocations, renovations and building maintenance.
- Serves as the primary liaison with external service providers and manufacturers as well as the University's own service staff from Physical Plant Services (PPS) and Information Technology Services (ITS).

### **Financial Management**

- Compiles and analyzes statistical and financial data.
- Develops and presents reports for the Department Head on key aspects of financial management, highlighting areas of concern with recommendations for corrective action.

- Prepares the annual budget; prepares reports for projections and scenarios.
- Manages the department's operating, cost recovery, specialized testing, trust, endowment, and research overhead accounts.
- Directs and reviews the work of general and budgetary accounting functions for assets, liabilities, revenue, and expenses
- Authorizes purchases and leases for the full scope of departmental supplies and equipment.
- Advises and consults with faculty members on financial and operations requirements with respect to contract/grant regulations or other department or program concerns.
- Supports organization of project courses and allocates available funds to departmental student project teams.

#### **Department Communications**

- Participates in the planning, development, and production of publications/graphical materials to meet the department's internal and external communication and marketing needs; oversees the upkeep of the website content.
- Participates in developing strategy for alumni outreach and new advancement initiatives.
- Acts as a resource person, liaison and communicator.
- Compiles and generates reports and statistical data on the undergraduate/graduate programs and research activities, including the accreditation reports for the Canadian Engineering Accreditation Board, the Internal Academic Review Report, Report to the Ontario Council on Graduate Studies, QUCAP (Queen's University Quality Assurance Processes), the departmental annual report and other similar reports.

#### **REQUIRED QUALIFICATIONS:**

- University degree in Business Administration or a relevant field.
- Several years of progressively responsible management experience, including supervision of administrative and technical staff, financial management, planning and project responsibilities.
- Experience in scientific facilities management is an asset.
- Previous work in a university or other academic environment is preferred.
- Knowledge of collective agreements and working in a unionized environment is an asset.
- Knowledge of Queen's-specific accounting and management software, such as PeopleSoft is an asset, with the ability to provide support to others.
- Basic understanding of institutional information technology infrastructure and network security is an asset.
- Experience managing or coordinating field safety policies and practices is an asset.
- Basic ability to trouble shoot modern building systems and complex scientific equipment so as to efficiently manage technical support from both on-campus and external sources is an asset.
- Promote and support diversity and inclusion in the workplace.
- Consideration may be given to an equivalent combination of education and experience.

#### **SPECIAL SKILLS:**

- Planning skills to propose new initiatives and to improve the efficiency of the department.
- Analytical interpretive and problem solving skills. Ability to synthesize information from a wide variety of sources. Ability to conceptualize creative plans and workable solutions for dealing with a wide array of management problems.

- Ability to perform complex accounting procedures, carry out financial duties and budget analysis. Competent auditing and analytical skills to prepare detailed financial reports and accurate statements.
- Proven project and change management skills.
- Flexibility, initiative and resourcefulness to work independently at a high level.
- Organizational skills to coordinate and direct the work of the department. Ability to cope with multiple demands, manage competing priorities, and meet deadlines.
- Sound judgement, tact, and discretion.
- Excellent oral and written communication skills including effective business writing, and presentation skills.
- Interpersonal and communications skills (both verbal and written) to deal with a wide variety of individuals in a professional manner and to provide clear and accurate information.
- Culturally competent; capacity to interact effectively with individuals from varied backgrounds.
- Ability to work in a collaborative environment with a service orientation.
- Ability to learn Queen's-specific accounting and management software, such as PeopleSoft, and support their use by others in the department.
- Ability to motivate and to create a strong work environment. Sensitivity to issues affecting staff.
- Ability to adapt and implement new technologies.
- Advanced administrative skills, proficient in use of standard work processing, spreadsheet, database and presentation software for data analysis and information distribution/reporting.

#### **DECISION MAKING:**

- Makes decisions regarding operations, financial and communication activities. Prepares budget proposals in collaboration with the Department Head, determining optimal allocation of resources and advising and correcting complex accounting problems and errors.
- Makes recommendations on changes to business plans and related staffing decisions.
- Evaluates job candidates and makes effective recommendations on suitable hires.
- Makes decisions and/or effective recommendations regarding transfers and promotions.
- Evaluates employee performance and decides on appropriate training or coaching to address lack of proficiency in carrying out responsibilities, or remedial action for staff disciplinary situations.
- Assesses investigation outcome of grievances and makes effective recommendations on appropriate course of action or next steps on grievances.
- Makes effective recommendations on level of discipline up to discharge and probationary termination.
- Makes decisions on day-to-day facilities issues and on renovation projects.
- Provides expertise to faculty and students in determining facility and equipment requirements.
- Through analysis and observation, and in consultation with other staff, determines appropriate policies and procedures and decides how modifications should be proposed and implemented.
- Works closely with the Department Head to develop/revise and implement policies, advising on financial and risk management issues.
- Determines appropriate strategies to ensure successful project management.
- Determines when to advise the Department Head of any situation that might impact negatively on the department and formulates strategies for remedial action.

- Determines content of various reports, such as business plans and other short- and long-term planning documents that providing direction and proposing objectives. Makes decisions on data collection approaches and decisions regarding methods of analysis and presentation.
- Oversees the purchase of supplies, furniture, hardware/software and equipment for office, laboratory and research needs.
- Facilitates appropriate distribution of student awards and funding and TA placements.
- Resolves resource allocation problems for teaching laboratories, space issues for research equipment and shared teaching equipment.
- Determines appropriate action to handle emergencies in accordance with department and University procedures.
- Determines the goals, objectives and timelines pertaining to project management.

**RESEARCH ASSESSMENT QUESTIONS:**

YES NO

**(must be completed)**

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|---|--------------------------|-------------------------------------|
| 1. Is this position technical in nature in a teaching or research lab or lab-related area?                  | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| 2. Does this position support a research project?<br>If yes, indicate name of the project:                  | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| 3. Does this position report directly to a Principal Investigator (PI)?<br>If yes, indicate name of the PI: | <input type="checkbox"/> | <input checked="" type="checkbox"/> |

**MANAGEMENT POSITIONS ONLY**

- You have the right to hire or you make the effective recommendation to do so  
YES  
NO
- You have the right to dismiss/discharge or you make the effective recommendation to do so  
YES  
NO
- You are responsible for handling disciplinary matters including issuing written warnings  
YES  
NO
- You are responsible for conducting performance appraisals  
YES  
NO

SIGNATURES:

Date

\_\_\_\_\_  
Incumbent

\_\_\_\_\_  
Manager

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Department Head/Director or Designate

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Date