

JOB DESCRIPTION

Dept: Ancillary Services

Working Title: Ancillary Services Coordinator (719)

Date: November 2017

Job Class: 11

PRIMARY FUNCTION:

The Administrative Coordinator performs a variety of administrative duties in support of the Ancillary and Purchasing department's wide scope of services that impact the KPU community. This includes operational, administrative and project management support to the department's initiatives and functions. The goal is to enhance the organization's capacity to identify, develop and implement initiatives that will increase revenues, decrease costs, improve productivity and/or enhance customer satisfaction. The incumbent will perform research, analysis, interpretation, make recommendations and implement program changes, new systems and processes and procedures. The Coordinator will also provide guidance and training to support staff and others as needed.

JOB DUTIES AND TASKS:

1. Project Management Coordination:

- a. Conduct research and gather information for Ancillary Services projects that include compiling and/or reviewing existing KPU documents and data (reports, contract, Banner, etc.), searching the internet for information, and make recommendations on key programs, trends and best practices and value of external consultants service and their impact on cost effectiveness.
- b. Participate in the analysis and evaluation of project budget reporting
- c. Build and maintain professional relationships with other post-secondary institutions, industry associations and/or third parties (contractors, vendors, etc.) to conduct research, benchmarking and exchange of information regarding industry trends and best practices.
- d. Develop, maintain and update project management plans, schedule, track and record progress. Assess quality of work being performed to ensure that contractual terms and conditions are met and agreed deliverables meet the University's expectations. Contribute to, coordinate and/or lead, the operationalization of new initiatives, ensuring systems, processes and programs are in place to support the inception of new initiatives.
- e. Prepare reports on financial and operating results to assess how each project compares with industry standards (benchmarking) and historical data (trend analysis) for the Director's review.
- f. Work closely with the Ancillary Services leadership team to contribute to and coordinate the implementation of new systems, processes, and initiatives. Oversee the administration of project planning, training, gathering feedback, monitoring results, etc. as it relates to the new systems, processes and initiatives.
- g. Identify gaps involved in the project or impacted by the project. Make recommendations on improved procedures, systems and communication tools or channels to increase customer reach and satisfaction.
- h. Prepare agenda and meeting documents, book rooms, attend meetings and record, transcribe and distribute minutes. Prepare other forms and documents pertaining to the business of the Ancillary or Purchasing Services.
- i. Coordinate and/or lead special projects as requested by the Director, Ancillary Services.
- j. Represent Ancillary Services on KPU committees that are cross-functional project teams as required.

2. KPU Parking and Food Services Coordination:

- a. Coordinate the implementation of all procurement and project contracts and agreements.
- b. Support leadership decision making by identifying issues on services and/or deliverables to ensure contracts and agreements are in compliance.
- c. Review and analyze financial reports provided by Food Services and Parking contractors and provide advice on key variances. Flag issues to the Director.
- d. Respond to and/or direct day-to-day operational requests and requirements of contracted Food Services and Parking service providers to the appropriate person.
- e. Coordinate closely with the Ancillary leadership team in ordering, disposal, and relocation of equipment, signs and/or capital assets to ensure that specifications, timelines and agreements are complied with.
- f. Respond to enquiries from internal and external customers and other stakeholders, and ensure guidelines are adhered to.
- g. Prepare and coordinate production of marketing and promotional materials and participate in the implementation of marketing campaigns, surveys and other customer feedback initiatives.
- h. Develop and maintain data analytics reports used in continuous improvement initiatives.
- i. Develop and maintain training and procedure manuals.
- j. Participate in the development and implementation of operational guidelines and procedures of new programs.

3. Fleet Management Coordination

- a. Develop and maintain fleet management process for review of the Risk Management Office and the Director.
- b. Develop, maintain and ensure business process documentation is accurate and up to date. Provide recommendations to improve current fleet management records management and processes.
- c. Maintain database and records for fleet management. Ensures all necessary documents are on file and are current. Makes arrangements for new vehicle documentation and renews existing documents as necessary.
- d. Prepare statistical and information reports for further review of the Director.

OTHER:

- a. Coordinate with KPU Marketing & Communications team in the development of the overall communications and marketing programs for the Ancillary Services unit. Act as the point of contact for Marketing-related programs and ensure that initiatives are carried through to completion. Coordinate the development of wording for and updating of website and printed marketing materials in collaboration with the Director and Ancillary Services leadership team.
- b. Provide input and recommend and implement changes to practices and procedures.
- c. Exchange information with internal and external contacts, other departments regarding practices, policies and procedures.
- d. Advise vendors, external consultants and other stakeholders regarding policies or revisions, procedures and plans.
- e. Represent the department on committees and other events as required.
- f. Represent the department on a variety of external professional/industry activities as required.
- g. Develop and prepare presentations for the Director, Ancillary Services.
- h. Other related duties as assigned.

SUPERVISION RECEIVED:

Reports to Director, Ancillary Services

SUPERVISION/DIRECTION EXERCISED:

Provide guidance to Ancillary Services administrative support staff as required. Conduct training on new systems (project or records management system, contract database system, etc.) and programs for other administrative support staff.

PHYSICAL ASSETS/INFORMATION MANAGEMENT:

Responsible for developing, implementing, maintaining, and updating operating procedures, processes, contract databases, project plans, and filing systems; operate and maintain various office equipment such as computer and photocopier and scanner.

FINANCIAL RESOURCES:

Identify and make recommendations to purchase services and supplies required in project management, marketing & communications, and continuous improvement initiatives.

Purchase service and supplies up to a set limit.

Unless included in a specific project budget, incumbent refers all expenditures for approval.

The above statements reflect the general details considered necessary to describe and evaluate the principal functions of the job identified, and shall not be construed as a detailed description of all the work requirements that may be inherent in the job.

EMPLOYER REQUIRED KNOWLEDGE SKILLS AND ABILITIES:

1. A University degree in a related field. Must have an understanding of business concepts with exposure to accounting, finance, marketing, etc.
2. Three to Five years of administrative experience in retail or service businesses, or similar operation in post-secondary or healthcare
3. Demonstrated ability to exercise a high level of initiative and responsibility with a minimum of supervision.
4. Proven ability to be flexible and handle changing priorities; to tolerate ambiguity; to work on multiple tasks simultaneously; to meet deadlines and make responsible decisions, to maintain high levels of customer service, and to incorporate discretion and tact while working in a high pressure/rapid change environment.
5. Analytical thinking with demonstrated talent for identifying, scrutinizing, improving and streamlining complex work processes.
6. Knowledge of and the ability to apply project management principles
7. Excellent interpersonal, communication, and organizational skills, including the ability to:
 - Maintain and respect confidentiality; use tact and discretion at all times.
 - Effectively communicate with all levels, within both the University and Industry
 - Strong verbal and written English skills.
 - Set priorities, problem solve, plan, co-ordinate and follow-up appropriately.
 - Work under tight timelines, pressure and emergency situations.
 - Work independently and within a team environment.
8. Extensive software proficiency covering a wide variety of applications
9. Innovative problem solver who can generate workable solutions and resolve complaints in a professional manner
10. Proficiency working with numbers, Accuracy, attention to detail
11. Proven ability to collaborate and build trusting relationships collaborate with others who may have opposing views
12. Ability to travel between campuses, valid driver's license

Knowledge Skills & Abilities revised:
