



Job Description – Faculty Services Manager

Department: Office of Faculty Affairs

Reports to: Assistant Director of Faculty Affairs, Senior Advisor to the Senior Vice Provost

Position Summary

The Faculty Services Office provides a “one-stop-shop” for faculty support needs while functioning under the direction and advisement of the Office of Faculty Affairs (OFA). The manager leads the faculty service support team to liaise with OFA and multiple other academic/operational departments to create solutions and standard business protocols that provide excellent service to the faculty. The manager is responsible to maintain the relationship with the faculty as well as the relationship with other supporting departments.

This position also supports the Provost office and Office of Faculty Affairs in ad-hoc project needs as they relate to faculty support overload, faculty orientation or talents programs.

Position’s Primary Responsibilities

- Become the process and procedure owner for all support services that come out of the office, providing advisement on how to improve functions and develop methods for smooth applications;
- Remove the bureaucratic barriers facing faculty by problem solving, troubleshooting and providing alternative methods to assist them in reaching their goals; in turn, train the staff on how to implement these solutions for the future;
- Work as the “Faculty Services” contact liaison for other departments in organizing “walk-through” support for faculty in items including but not limited to on-boarding and off-boarding with Human Resources;
- Support the overload of service staff’s duties during peak working conditions;
- Support the overload of the Office of Faculty Affairs and Provost during peak working times in items related to but not limited to Faculty Orientation and Talents Programs;
- Primary logistical support on joint function events outside of those hosted primarily by Leadership, RIs or other Centers;
- Identify and report any challenges that have no clear solution and work with Office of Faculty Affairs to reach a better arrangement for finding a lasting solution;
- This individual will serve as an advisor to the Office of Faculty Affairs on how to better support and provide top tier services to the faculty.

Management Responsibilities

- Support Faculty Affairs head in recruiting, selecting, orienting and training employees;
- Manage the planning and provision of effective operational services;
- Maintain a safe and secure work environment for subordinates;

- Identify weakness and strengths in individual employees; suggest training or team building opportunities to support the office's needs and continuous function;
- Keep the office up-to-date on operational policies and procedures;
- Work with staff for planning, monitoring, and appraising job results; when necessary apply methods of coaching, counseling or corrective action

Items of Management / Staff Training Needs:

Examples of Duties Subordinate Staff Should be Assigned

- On-boarding and Off-boarding liaison support to operational department, serving as the faculty host;
- Maintaining faculty office supplies & other office needs;
- Preparation and management of internal vendor benefit payments;
- Honorary guests invited from University sourced funds:
 - including but not limited to: travel booking, invitation letter production and accommodation arrangements
- Honorarium payments for guests that give lecturers or participate in collaborative talks from internal grant funding and some external grant funding sources as needed;
- Reimbursements and requisitions from University-sourced funds;
- Special guest/honorary speakers arrangements:
 - building access card, guests receiving, guest honorarium arrangements, other requests (if needed)
- Associates support to different academic disciplines:
 - close support to various academic areas: including Social Science, Computer Science, Neuroscience, Foundation of Science, IMA, Arts, Chinese Language, Business and Economics, Math, Writing program, EAP, Humanities and GPS (others as founded)
- Clerical support for Chinese Language-based talents program applications;
- Liaising with Finance/HR/Facilities/RITS

Qualifications

The eligible candidate must be detail oriented, proficient at troubleshooting and problem solving. Multitasking and time management is a must along with maintaining high integrity of values and institutional virtues.

Required:

- Bachelor's Degree and 3 years relevant experience;
- Proficiency in Microsoft Applications, Google Docs/Apps;
- Fluency in spoken/written English & Mandarin

Preferred:

- Master's Degree;
- Previous mentoring or management experience;
- Proficiency in Adobe Applications;
- Basic Knowledge of WordPress, html and webpage applications