Manager, Business Operations

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Professional and Managerial Group

Manager, Business Operations

Student Wellness Services

Hiring #: 2019-0587

Please read the Application Instructions [1] before applying

Student Wellness Services comprises several departments including Health Services, Counselling Services, Accessibility Services, Wellness Education and Promotion, Sexual Violence Supports and the Health & Performance Centre (HPC). These units work together to facilitate the development of students’ well-being to support success in their academic careers. The Health & Performance Centre also provides high quality care to staff, faculty and the broader Guelph community. The incumbent, reporting to the Director of Student Wellness Services, is a key advisor for the Director in all areas of Student Wellness Services (SWS) functions inclusive of finance; business operations; human resources; and business policy formulation. The manager will provide day to day leadership and oversight for the Health & Performance Centre and participate in the unit’s leadership team to develop business and marketing plans and ensuring and an excellent customer experience.

The Manager is responsible for all administrative aspects of Student Wellness including: developing strategic business plans and overall the financial and human resource management. The Manager of Business Operations devises a financial strategy to recommend to the Director on how to best ensure the Department is fiscally responsible and viable. They develop business plans that incorporate the development of policies, design of new systems and processes and create the standards for accountability. Using a high level business analysis and big picture approach the Manager makes policy, system, and process recommendations to the Director resulting in improvements and advances that positively impact the department as a whole.

Financial Management of the ($9M+) operating budget is the responsibility of the Manager. The Manager establishes the yearly budget and approves unit budgetary requests based on funding models and allocation strategies approved by the Director. The Manager is responsible for department forecasting, recommending fee increases and overhead costs and conducting research for accessing alternate forms of funding (e.g. grants).

The department employs over 56 full-time equivalent staff from 5 employee groups (PSA, ONA, Steel, OSSTF/TARA & Exempt) and over 25 part-time staff, 25 student staff and over 40 student volunteers. It has contractual agreements for fee for service services from 20 full and part-time physicians, 2 health practitioner groups in Health Services and with 5 practitioner groups in the HPC. The Manager directly manages 6 full-time and 6 part-time reception and billing staff within the Health & Performance Centre and Health Services. This is inclusive of hiring, training and disciplining.

Job Requirements

- Undergraduate degree in Business Administration, Health Administration, Accounting, Management or related field along with an accounting background and an Accounting designation.
- 4-6 years’ experience in strategic planning, financial management and planning, business analysis, human resources.
- Knowledge of the Ontario health system and medical billing systems including OHIP and third-party insurance.
- Experience working with complex budget with varied funding models including understanding of budgeting processes including forecasting, modelling and reconciliation.
• Strong organization skills, ability to exercise discretion, demonstrate good judgment, problem solving and initiative.
• Proven ability to collaborate and work within a team environment.
• Supervisory and human resource skills, coaching and training skills.
• Excellent interpersonal skills.
• Well-developed proficiency in Microsoft Office including Word, Excel, Access, etc.

Position Number         598-003
Classification               P07*

Professional/Managerial Salary Bands [2]

*Tentative evaluation; subject to committee review.

At the University of Guelph, fostering a culture of inclusion [3] is an institutional imperative. The University invites and encourages applications from all qualified individuals, including from groups that are traditionally underrepresented in employment, who may contribute to further diversification of our Institution.

Posting Date: 2019 10 21
Closing Date: 2019 11 04

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