

UNIVERSITY MEDICAL GROUP

Position # 657

Department Contact Information

Return Applications to: **Angela MacDonald, University Medical Group**
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Posting Information

Classification:	Manager Section Operations	Hours of Work:	77.5 hours / biweekly
Department:	Internal Medicine	Wage or Salary:	Competitive
Section:	Managing Director Office	Start Date:	July 1, 2026
Position:	12-month term (1.0 EFT) with potential for extension	Probation	6 months

Cover letters along with resumes to be received by: June 11, 2026 at 4:00 p.m.

Reporting to the Managing Director, Department of Internal Medicine, the incumbent will be responsible for:

- providing day to day supervision and support to support staff to ensure the administrative academic and research needs of physicians are met.
- providing administrative managerial support to faculty members (GFTs, Non-GFTs, UMFA, Locums) within his/her respective section(s).
- planning, coordinating, implementing and evaluating quality improvement and policy development activities for the assigned sections.

A combination of these tasks will depend on assignment within the Department.

Representative Duties

Management/Administration:

- Develops appropriate and efficient process flow for administrative tasks, reviews, determines and executes appropriate quality improvement initiatives, strategically plans administrative operations of sections to identify and resolve gaps to effectively support the Managing Director.
- Provides leadership and demonstrates accountability in developing and implementing quality management programs.
- Meets regularly with section heads and physicians, if applicable, to resolve any administrative issues.
- Human Resource and finance management (management of Shared Health Cost Centres; applicable special purpose accounts, applicable UM operating funds) of assigned sections.
- Manages payroll activities for Shared Health (Health Sciences Centre), University Medical Group (UMG) and University of Manitoba (UM).
- Supervises support staff and executes all Human Resources related processes following applicable operational policies, procedures, guidelines, and collective agreements.
- Manages day-to-day functions of support staff through appropriate task management and assignment, response and support for urgent matters, mentorship and training of support staff on applicable policies and procedures.
- Manages overall administrative needs of assigned sections by:
 - Ensuring direct reports are trained and available to support with administrative issues.
 - Reviewing and suggesting appropriate space allocation/utilization within designated areas.
 - Reviewing and responding to requests for furniture, information technology and equipment needs in conjunction with managing director, section head and members.
- Develops and updates orientation, policy and procedure manuals for the area.
- Drafts correspondence, prepares reports, responds to verbal and written enquiries for information and seeks information from internal and external sources as necessary.
- Shares information, best practice and efficiencies with other department managers.

Human Resources:

- Follows appropriate recruitment processes for all positions, with emphasis on the required skills and knowledge of each position. Adheres to onboarding policies and procedures for Shared Health, UMG and UM.
- Provides sound understanding and advice on policies and procedures related to human resources and applicable policies and procedures of Shared Health, UMG, UM, as well as each contract governing unionized employees. Rolls out annual vacation planning as per collective agreements.
- Mentors staff and evaluates and promotes further education/training where needed.
- Develops and records comprehensive, accurate job descriptions for every position within each respective section(s).
- Conducts annual performance appraisals, providing feedback on improvements, strengths and weaknesses, and implements corrective action when necessary.
- Responds to staff performance issues as they arise, and conducts all necessary disciplinary action, ranging from verbal warnings to terminations.
- Devises and types necessary correspondence with respect to Letter(s) of Offer and letters of correspondence, as appropriate.
- Manages day-to-day activities of the section support staff to ensure sufficient coverage is maintained during vacation or sick leave. Assigns staff based on deadlines and heavy workload.
- Approves timely, accurate payroll reports, in 3 different payroll systems (VIP, UMG and SAP) ensuring adherence to all payroll policies and procedures set forth by Shared Health, UMG, and UM with minimal corrections.
- Reconciles absence reports, such as Sick Banks, Overtime Banks, and Vacation Banks on a semi-annual basis.

Financial:

- Reconciles a variety of invoices, confirming and correcting all errors and submitting to the Accounts Payable departments of the Department, Shared Health, UMG, UM in a timely and accurate manner.
- Develops and maintains budgets for each cost centre (operating cost centres and administered section funds/grants, with guidance from the Section Head(s), and Managing Director).
- Responsible for staying within budget and being able to justify over expenditures.
- Approves all administrative and clerical expenditures (within signing authority limitations) or provides explanations to justify expenditure to those with appropriate signing authority when requesting approval.
- Provides general accounting tasks and performs processes such as completing cheque requisitions and creating invoices for trust funds, operating budgets.
- Maintains records of fund balances and employee appointments/terms.
- Performs reconciliation of Shared Health and University-related reports, Cost Centre Summary Reports, Payroll Submission Reports, Position Control Number Reports, Monthly Grant Reports and other financial statements using online reports and reporting activities/ mechanisms.

Miscellaneous:

- Updates existing forms and programs for efficiency and accuracy (i.e. payroll forms, vacation reconciliation, Employee Status Forms, sick time reconciliation, myriad of UM forms, etc.).
- Creates databases and spreadsheets to increase work efficiencies.
- Assists with or be an active member on department committees as required.
- Provides coverage for other managers, coordinators, and supervisors, as required.
- Liaises with external agencies, regarding invoice payments and staffing requirements.
- Provides coverage for all areas when secretarial support is unavailable.
- Other projects as assigned by the Managing Director, Section Head(s), or Department Head.

Additional Responsibilities:

- Assist with departmental events and special projects.
- Support secretarial staff with discretionary accounts, event coordination, and expense reimbursements.
- Perform other related duties as assigned within the scope of the role.
- Adhere to all safety and health regulations and safe work practices.

Qualifications

Minimum Formal Education/Training:

Education:

- Completion of a university degree in management, healthcare administration or related discipline, or current enrolment in one of the above programs.
- An acceptable combination of education and experience may be considered.

Special Training:

- Demonstrated proficiency in Microsoft Office (Word, Excel, Access, Outlook, PowerPoint) is required.
- Knowledge of VIP, Aurora, FAST, OREP and SAP Financial systems is preferred.

Experience and Skills:

- Previous management experience, preferably in a healthcare setting, required.
- Previous experience in physician practice management, asset.
- Familiarity with budget development, analysis, and maintenance, required.
- Proven ability to interpret and adhere to bargaining unit contracts (CUPE, MNU, MAHCP, AESES, EMAPS) and non-unionized staff is essential.
- Strong verbal, listening, and written communication skills.
- Must possess excellent planning, organizational, project and time-management skills to deal effectively and efficiently with a variety of complex issues.
- Demonstrated ability to work independently and be self-motivated. Must have, or be able to acquire within a reasonable period of time, a thorough knowledge of occupational hazards and safety precautions and regulations applicable to the area of supervision.

Additional Requirements:

- Demonstrate a positive and passionate attitude, a willingness to learn and grow, along with effective interpersonal skills is essential.
- Well organized, detail-oriented, flexible, and committed with the ability to design/streamline administrative processes in an organized, creative and effective manner. Must take initiative and prioritize workload to efficiently address multiple questions or problems in a continuously changing environment.
- Self-motivated and able to work independently and as a team member to meet tight and often competing deadlines.
- Demonstrate strong planning, analytical, problem solving and time management skills.
- Must exercise discretion with sensitive and confidential information.
- Must be able to establish positive working relationships with Faculty, University, WRHA/Shared Health and UMG staff.
- Must be able to communicate effectively both verbally and in writing.

The University Medical Group is strongly committed to equity and diversity within its community and especially welcomes applications from women, racialized persons, Indigenous peoples, persons with disabilities, persons of all sexual and gender identities, and others who may contribute to the further diversification of ideas.

If you require accommodation supports during the recruitment process, please contact the UMG Business Office at info@universitymedicalgroup.ca or 204-789-3645. All qualified candidates are encouraged to apply; however, Canadian citizens and permanent residents will be given priority.

We thank all who apply and advise that only those selected for further consideration will be contacted.