

Job Description



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| Job Title: | Manager, Academic Services and Engagement |
| Department: | Electrical and Computer Engineering |
| Reports To: | Administrative Officer |
| Jobs Reporting: | Academic Services Coordinator Accreditation Coordinator Undergraduate Advisor/Coordinator – Computer Engineering Undergraduate Advisor/Coordinator – Electrical Engineering Undergraduate Advisor/Coordinator – Software Engineering |
| Salary Grade: | USG 9 |
| Effective Date: | August 2019 |

Primary Purpose

The Manager, Student Services and Engagement (Manager) administers Electrical and Computer Engineering's (ECE) undergraduate programs and directs the operation of the undergraduate studies program office. In this key leadership role, the Manager directly supports students' academic success and plays a strategic role in developing a new kind of student experience. The Manager also supports teaching operations and upholds ECE's academic requirements for program accreditation. Additionally the Manager works with the Associate Chair, Undergraduate Studies on creating strategic plans and executing these initiatives. As well the incumbent manages hiring of Graduate Teaching Assistants for ECE courses. This important role directly impacts a major portion of departmental operating revenue.

Key Accountabilities

Program Management and Accreditation

- Manage administration of two distinct engineering programs, one joint program with the School of Computer Science, two interdisciplinary programs with Science, and a collaborative program;
- Direct daily operational activities related to student services, including human resources, space requirements and information technology;
- Organize distinct curriculums for separate programs and various cohorts, make recommendations on curriculum changes;
- Analyze and report program enrollment trends, student satisfaction and performance;
- Collaborate on academic program development and design e.g. new majors, cohort streams;
- Forecast enrollment for both graduate and undergraduate courses;
- Oversee timetabling for graduate and undergraduate courses, ensuring availability to meet program requirements;
- Enforce academic regulations, policies and processes, and acts as a key resource for faculty members on undergraduate curriculum, procedures, and policy;
- Provide statistical information and reports relating to admissions, enrollment, student progression, etc., background information and special project support to the Associate Chair;
- Analyze program and teaching records to inform teaching assignment decisions;
- Ensure the Undergraduate Calendar is up to date and reflects academic standards/requirements and procedures;
- Oversee administrative support of the outcomes based assessments and quality assurance as required by the Canadian Engineering Accreditation Board.

Management of Student Advising

- Oversees an advising team that offers support to approx. 2,000 students throughout the life of their degree program;
- Act as a resource to advisors and students on a variety of issues relating to students and academic programs, including the interpretation of university, faculty and departmental policies, as well as relevant non-academic matters;
- Provides guidance and/or solutions to problems beyond scope and authority of advisors;
- Identify students in crisis (academic or personal) and advise on available academic options to help manage workload and personal support services as required;
- Follow up on high risk cases and communicate any concerns to the pertinent unit;
- Facilitate appropriate resolution of disputes between faculty and students;
- Manage exceptional advising cases, petitions, academic honesty, appeal, accommodations or grade reappraisals;
- Reviews academic standing decisions and degree audits;
- Member of various undergraduate studies committees and working groups.

Student Engagement , Communications and Outreach

- Coordinates student communications to enhance student engagement;
- Draft resource materials and ensure student focused pages on the ECE website are pertinent and up-to-date;
- Oversee the organization of recurring departmental events for students, including orientation, engagement, recognition and graduation;
- Work in collaboration with the Wellness Coordinator to organize other student-focused wellness events;
- Work in collaboration with student groups, e.g. ECE student society and teams, to facilitate special events or initiatives that require department support;
- Lead efforts to build and maintain productive working relationships between ECE and student societies.

Human Resource Management

- Oversees the recruitment, training, professional development, evaluation, and retention of 5 support staff in disparate positions and locations;
- Establish priorities and work schedules for staff members, conduct workload assessments, and ensure appropriate and effective staffing for ongoing delivery of services;
- Manage Teaching Assistant hiring process with budget of approx.\$1.9m annually;
- Liaise with the faculty Teaching Assistant Coordinator to recruit and assign graduate teaching assistants (TA);
- Oversee each term's TA assignments (approx. 125 per term) and production of contract letters, ensuring each person's eligibility to work on campus as per immigration regulations;
- Manage all TA assignment changes and adjustments;
- Provide support in dealing with staff concerns/issues and manage performance concerns.

Financial and Scholarship Administration

- Budget planning and monitoring;
- Ensure funding availability for alternatively funded TAs;
- Coordinate undergraduate scholarship applications including NSERC Undergraduate Student Research Awards, Undergraduate Research Assistant, Undergraduate Research Internships;
- Coordinate selection process of various awards e.g. Alumni Gold Medal, Sir Sandford Fleming, etc.;
- Work in collaboration with the Financial Officer to ensure expenses are eligible and meet policy;
- Review proposals by ECE student society and teams, and authorize expenditures within budget.

Job Description



Strategic Planning

- Collaborates on strategic plans, initiatives and projects that align with ECE academic objectives;
- Develop and implement strategies to increase retention, academic success and engagement;
- Monitor and report on strategic plans and initiatives;
- Propose, develop and evaluate effectiveness of services, and make recommendations for operational improvements;
- Develop best practices and operational efficiencies to enhance overall service delivery.

Other

- Oversees ECE classrooms and study room physical resources.
- Member of administrative leadership team providing advice, planning and issue resolution.
- Other duties as assigned by the Associate Chair or Administrative Officer.

**All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.*

Required Qualifications

Education

- Bachelor's degree with postgraduate credentials an asset

Experience

- 3+ years' experience in the administration of academic programs or student services
- 3 + year's supervisory experience
- Demonstrated experience implementing academic strategies and plans in administrative capacity
- Intermediate proficiency with database management, statistical analysis and student information systems. Experience with Quest and Infosilem preferred.

Knowledge/Skills/Abilities

- Demonstrated skill in providing outstanding student services and promoting student success
- Strong leadership and staff management skills
- Demonstrated ability to interpret policies and regulations
- Strong communications skills, including discretion, judgement and diplomacy
- Strong written communications skills including report writing, analysis, interpretation, evaluation
- Ability to successfully collaborate with a variety of diverse professionals and students
- Adept at managing change, motivating others, and inspiring a culture of engagement
- Excellent planning, logistical and organizational skills
- Excellent technical skills including database management and statistical analysis
- Self-motivated, takes initiative with a proactive approach to problem-solving

Nature and Scope

- **Contacts:** Internally communicates with graduate and undergraduate students, faculty, Associate Chairs, Lab Director Teaching, Graduate Attributes Lecturer, Wellness Coordinator, administrative staff, on-campus partners e.g. Engineering Undergraduate Office, Registrar Office, Human Resources, Student Success Office; etc. to obtain, clarify and discuss information to resolve issues. Externally communicates with incoming students, parents to provide information on student services. Coordinate with industry partners for student information sessions.
- **Level of Responsibility:** The Manager is responsible for the day-to-day operations of ECE's undergraduate academic programs and student services. Full managerial responsibility for staff

including hiring 350+ TAs annually. Works with minimal oversight, independence and initiative to provide guidance or solutions to problems, determine implications and provide recommendations. ECE is the largest academic unit on campus with over 2000 undergraduate students so the position requires comprehensive knowledge of the requirements for three programs, three collaborative programs and graduate funding to resolve difficult situations.

- **Decision-Making Authority:** The incumbent's decisions directly impact the quality of advising and student services and requires the incumbent to make important decisions on short notice in order to solve urgent matters of varying complexity. The incumbent must be able to assess situations to make decision, envision consequences beyond immediate issues, and make discretionary judgments that fall outside the scope of established policy. Evaluates effectiveness, recommends improvements or changes to operational procedures. Uses forecasting skills, versatility and initiative in proposing and reacting to policy and procedural changes. Recommends changes to student affairs practices.
- **Physical and Sensory Demands:** The position requires listening closely to students and colleagues in order to provide them with appropriate guidance. Exposure to a fast-paced service oriented environment with constant interruptions, the need to juggle competing priorities, and changing needs. Must possess mental fortitude and patience in cross-cultural and inter-personal relations with a large international clientele.
- **Working Environment:** The incumbent deals with difficult situations, complaints or problems involving students, professors, staff, etc. on a daily basis. This role involves exposure to disagreeable situations and deals with people who are upset, frustrated or angry, in crisis, or with people who have mental health concerns. Works with confidential academic information, which may involve personal or health issues requiring sensitivity and tact. Responds to high volume of competing demands and people with varying needs. Provides information or explanations that may not be well received by the recipient. There may be ambiguity of situations and shortcomings in data, and some internal clients may be demanding, may request breaking policy, and some situations may require escalation. This role responds to situations where there is a lot of pressure to find a solution quickly