

Job Description

Job Title:	Student Services Manager
Department:	Mathematics Undergraduate Office
Reports To:	Director, Mathematics Undergraduate Office
Jobs Reporting:	Undergraduate Coordinator(s)
Salary Grade:	USG 9
Effective Date:	March 2019

Primary Purpose:

The Student Services Manager, Mathematics Undergraduate Office (MUO) is accountable for planning, directing, and supporting the various initiatives and activities related to business analysis and processes (on-campus and online) for the MUO in collaboration with the Math Undergraduate leadership team. The Manager utilizes student performance data analysis to inform decisions and provide support for areas of policy and practice in the Faculty of Mathematics regarding undergraduate curricular change and student engagement. The Manager is accountable to the Director for providing recommendations related to priorities and continuous improvement of processes related to undergraduate students.

Key Accountabilities

Management and strategic direction of front-line team:

- Provides the Director with confidential and strategic advice, information, and data to support decision making.
- Directs a wide range of activities related to business analysis and processes; understands and respects internal deadlines.
- Monitors and reports on strategic and operational plans.
- Proactively plans for resources, including impact from policy changes, resource needs for scheduling, space and human resources.

Student Advising/Leadership

- In-depth understanding of Faculty of Mathematics undergraduate curriculum and academic requirements, policy and procedure. Advanced understanding of Registrar's Office and Scheduling systems, Quest and Document Collection Utility, and the impact these systems have on student records.
- Responsible for leading the team of front-line services.
- Interprets and applies regulations, procedures and policies for students. Lead in the development of new policies and processes as a result of monitoring the academic progress of specific groups of students.
- Creates guidelines for increased advising efficiencies within the MUO and proposes new advising initiatives to Undeclared Advising team, working collaboratively to implement changes.
- Responsible for ensuring academic standings are correct for all programs in the Faculty of Mathematics; train new advisors, works closely with academic advisors from all departments/school to ensure all rules are being adhered to.
- Provides academic advising on course/program selection and changes, degree requirements, course selection, and all academic issues for a designated group of students.

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- Builds and maintains effective working relationships with stakeholders within the Faculty and across campus, acting as a liaison.
- Receives ongoing training and applies a continually evolving understanding of both the breadth and boundaries of his/her authority in relation to his/her duties:
 - Mathematics' undergraduate curriculum and academic requirements for all programs;
 - Mathematics' admissions regulations and practices, including external transfer credits;
 - the University policies and Faculty regulations of particular relevance to student issues;
 - the sources of support and help that are available to students, both within and outside the University.

Human resources administration and oversight

- Responsible for all aspects of performance management for the MUO front-line staff, including coaching, skills development, cross-training, and performance evaluation.
- Mentors staff, encouraging the articulation of problems and their solution, good planning, priority-setting and analysis of requirements for change; promotes individual and team initiative using a proactive approach to the development of solutions.
- Ensures consistent and available advising is provided for all undergraduate students.

Project management of long-term projects assigned by the Director; some examples include:

- Develops and improves administrative and operational systems to support the effective management of the office and ensure consistent application.
- Researches and reports on best practices related to the project; ensuring broad communications of process and outcomes
- Develops and records metrics used to measure success;
- Analyzes and reports on students in particular risk categories;
- Researches and implements new technologies related to the project;
- Represents the Faculty on project initiatives that impact the university;
- Recommends and possibly develops training or documentation related to the project;
- Leads and/or participates in various initiatives and projects in accordance with goals and objectives. Projects may include, but are not limited to, the following:
 - Scheduling and Timetabling processes and associated decisions
 - Student Records
 - Tutorial Centre
 - Academic Advisement
 - Academic Progression
 - First Year Experience
 - Design of First Year database
 - International Student advising
 - Standings and Promotion

Finances, facilities and equipment management, including but not limited to:

- Manages all accounts, reviews expenses; makes recommendations on budget matters.
- Designs and implements internal processes and documentation to ensure compliance with University policies.
- Ensures the efficient and equitable use of facilities and equipment including allocation and auditing of space usage.
- Authorizes the purchase and allocation of equipment, furnishings and supplies.
- Oversees department IT requirements and associated requests.
- Oversees Health and Safety compliance.

Communications

- The incumbent is a consensus builder, working collaboratively with Director and Associate Dean ensuring seamless support and a shared understanding of priorities.

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- Responsible for accuracy of information available to undergraduate students.
- Maintains appropriate contact and communication with those offices and entities elsewhere in the Faculty, in the University, and in the outer community that are particularly relevant to the areas of his/her own responsibilities.
- Responsible for communication to new incoming students in regards to process and policy.

Required Qualifications

Education

- University degree; or equivalent combination of education and experience
- Formal education in a field related to business, finance, or public administration

Experience

- Five years of progressive experience performing duties related to the above-mentioned key accountabilities, including demonstrated experience providing sound academic advice and interpreting academic policy.
- Three-five years experience in a senior administrative position related to office administration
- Three-five years human resources management experience required including supervision of staff and demonstrated successful coaching of staff members
- Five years of financial experience including analysis, budgeting, and forecasting
- Three-five years experience with management of facilities, space and health and safety
- Three-five years experience leading a customer service-oriented team
- Experience leading a team through change processes
- Strong consultative skills with a customer mindset.
- A continuous improvement mindset and an exceptional customer service focus are critical for success.

Knowledge/Skills/Abilities

- Demonstrated strong analytical skills and an accomplished problem-solver
- Exceptional customer service focus
- Innovative, with strong project management skills
- Strong understanding of university policy and operations
- Proven ability to understand complex situations, tasks or problems, often with multiple stakeholder groups, analyze them using a systematic approach and identify patterns and connections between situations that are not inherently obvious
- Proven ability to adapt and work effectively within a variety of situations including changes in job demands, changing or competing priorities, or multiple stakeholder groups
- Demonstrated ability to maintain strong working relationships, to engage and influence senior stakeholders
- Proven success in supervising and leading a team
- Demonstrated ability to complete tasks on schedule
- Excellent interpersonal skills, tact, judgement, and diplomacy essential
- Computer proficiency with MS Word, Excel and PowerPoint

Nature and Scope

- **Contacts:** The Manager will work closely with the Associate Dean, Director, Academic Advisors and Faculty Scheduling representatives. Will regularly connect with the Registrar's Office which

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includes Records, Admissions, the Systems team and Scheduling, the Provost Advisory Committee for Timetabling and University Timetable Committee Representatives, Finance, Graduate Studies Office, Dean's Office, Human Resources, Co-operative Education and Career Action and the Center for Extended Learning. Advanced interpersonal and communication skills are required to understand complex issues, solve problems, facilitate training and negotiate with stakeholders to create solutions.

- **Level of Responsibility:** The Manager directs the work and provides day to day management of the Undergraduate Coordinators; the role involves specialized work with minimal supervision. The role is required to lead defined projects and processes and ensure continuous improvement. The Manager ensures processes are effective and efficient and that all projects are executed on time and within scope. The Manager works with confidential and time sensitive information. The Manager will work independently and collaboratively assess complex issues and implement business processes improvements.
- **Decision-Making Authority:** The Manager will make decisions about the most effective methods for managing and deploying staff and resources, personal interactions and collaboration, work flow, consultation, and other key accountabilities; makes decisions about complex issues; brings matters to the attention of the Director or Associate Dean as appropriate; determines the optimal course of action to solve problems and to exert a positive influence on other stakeholders and on key audiences. The Manager is a problem solver who builds consensus in setting team priorities
- **Physical and Sensory Demands:** Requires high attention to detail and must be able to handle distractions, changing priorities and interruptions while meeting required deadlines. Fast-paced service oriented environment with large volumes at various times throughout the year.
- **Working Environment:** Minimal exposure to disagreeable conditions, typical of a position exposed to deadline pressures and accountability