

## Job Description

<b>Job Title:</b>	Director, Math Undergrad
<b>Department:</b>	Faculty of Math
<b>Reports To:</b>	Associate Dean, Undergrad Studies
<b>Jobs Reporting:</b>	Academic Advisors, Student Services Manager
<b>Salary Grade:</b>	USG 12
<b>Effective Date:</b>	October 1, 2017

### **Primary Purpose**

Under the general guidance and direction of the Associate Dean, Undergrad Studies, the Director is responsible for the strategic direction and implementation of business operations and initiatives both within the unit, and throughout the Faculty at large. This position will be responsible for the implementation of academic support services throughout the Faculty of Mathematics. Additionally, the Director will lead academic advisement activities for Math learners, both on-campus and online, and will be responsible for providing consultation and support for areas of policy and practice throughout the Faculty of Mathematics regarding undergraduate curricular change and student engagement.

### **Key Accountabilities**

*List the major responsibilities of the job, divided into 3 to 5 broad categories. These should reflect 80 - 90% of “what” the job does not the “how”. Insert a category heading and in bullet form below, state specific responsibilities.*

#### **Integrated Planning leadership, including but not limited to:**

- Providing the Associate Dean with confidential and strategic advice, information, and data to support decision making
- Provide support for long-range strategies by generating enrollment forecasts and scenario development
- Provide planning support and resources for undergraduate activities in departments/Schools as required
- Develop and monitor integrated plans between the offices of the Associate Dean and the academic units, including teaching load balances, department/core teaching distribution, and TA assignments.
- Monitor and report regularly on strategic and operational plans
- Develop integrated operating plans including space, human resources, and information technology infrastructure
- Provide interpretation and application of University and unit policies, guidelines and practices Develop communications strategy for internal and external audiences; implement and monitor operational communication plans
- Creating implementation plans in response to feedback from program reviews and business audits

#### **Student Advising Leadership**

- Leads the team of advisors in direction and advice to students in academic matters including but not limited to:
  - Individual course and program/plan selections and the associated processes;
  - Transfers and exchange programs
  - Academic integrity
  - Academic progression/academic advisement
- Provides training and leadership to Academic Advisors in the unit, and to advisors throughout the Faculty to ensure a consistent level of service delivery.
- Develop, monitor, and report on student service delivery standards throughout the Faculty
- Oversees student support services including, but not limited to:
  - Scheduling and enrollment
  - Triage services
  - Tutorial Centre
  - Crisis management and counselling
  - International students

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<ul style="list-style-type: none"> <li>○ Orientation and student engagement services</li> <li>○ Referrals to other support services</li> </ul>
<p><b>Human Resources Oversight</b></p> <ul style="list-style-type: none"> <li>● Responsible for the management of staff which involves: supervision, recruitment, training and development, performance management and evaluation, promotion, professional development, retention, and the application of discipline/termination, as required.</li> <li>● Maintaining personnel files, work schedules and vacation records for faculty and staff in accordance with University policies.</li> <li>● Ensuring processes are in place for recruitment, evaluation and pay of temporary employees, co-op students, and graduate TAs.</li> <li>● Coordination and scheduling of work responsibilities for staff, including approval of staff vacation.</li> <li>● Coaching and mentoring other managers</li> <li>● Oversee faculty member appointments, annual review, promotion, leaves: <ul style="list-style-type: none"> <li>○ procedures, timelines, and committee supports according to Policy;</li> <li>○ logistics associated with the activities including interview schedules, package distribution, and travel arrangements</li> <li>○ management reports to assist decision-making processes</li> <li>○ support and assistance to new faculty and sessional instructors</li> </ul> </li> </ul>
<p><b>Financial Oversight and Business Planning</b></p> <ul style="list-style-type: none"> <li>● Plan and coordinate the development of the operating budget, including teaching, ensuring that funds are aligned with the strategic priorities.</li> <li>● Ensure that all accounts are soundly managed including monthly reconciliation of accounts.</li> <li>● Design and implement internal processes and documentation to ensure compliance with University policies.</li> <li>● Monitor overall performance and seeks and implements operational efficiencies and improvements that enhance overall service delivery.</li> <li>● Review and approve all expenses</li> <li>● Monitor and report on strategic and operational plans.</li> <li>● Lead and/or participate in various initiatives and projects, in accordance with goals, objectives and business plans.</li> <li>● Coordinate plans with the need for resources, including space, finances, human resources, and information technology.</li> <li>● Support the planning and execution of various special events</li> <li>● Manage the data-collection and document-creation processes for accreditation, program reviews, and similar activities throughout the Faculty.</li> </ul>

### **Required Qualifications**

*If hiring today, what would be the required education, experience, knowledge, skills and abilities?*

<p><b>Education</b></p> <ul style="list-style-type: none"> <li>● Minimum bachelor's degree from a post-secondary institution</li> <li>● Additional training or education in business or finance</li> </ul>
<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>● 5-7 years administrative experience including process oversight, budgeting, and planning</li> <li>● 3-5 Senior human resources management experience required including recruitment, organization, leadership and development of staff at various levels, including professional staff</li> <li>● Significant experience providing academic guidance and counseling in a university</li> <li>● Proven experience integrating various elements – such as space, people, and finances – into a cohesive plan</li> <li>● Experience developing communication strategy for external audiences</li> <li>● Experience managing and reporting on major projects</li> <li>● Experience leading a customer service-oriented team</li> <li>● Experience leading a team through change processes</li> </ul>
<p><b>Knowledge/Skills/Abilities</b></p> <ul style="list-style-type: none"> <li>● Client Service</li> </ul>

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- Ability to lead team-based efforts to enhance service delivery
- Ability to develop and communicate service standards, and track client satisfaction
- Ability to exercise training and judgment in situations of customer distress.
- Leadership Teamwork and Relationship Building
  - Demonstrated ability to provide motivational support to others
  - Ability to create opportunities for people to learn and work together as a team
  - Resolve conflict actively and constructively, engaging in difficult conversations to find collaborative solutions.
  - Excellent human relation skills including the ability to develop and maintain constructive relationships with individuals in academic posts
  - Ability to lead others without the benefit of a formal reporting relationship
- Communication
  - Proven business-appropriate oral and written communications skills
  - Use multiple channels or means to communicate important messages (e.g., memos, newsletters, meetings, electronic mail).
  - Maintains confidentiality and demonstrates a sensitivity to diversity
  - Exceptional research, writing, communication and presentation skills;
- Managing Change
  - Demonstrated ability to lead a team through new administrative processes
  - Demonstrated ability to use technological solutions to improve processes and communication.
- Problem Solving
  - Demonstrated creative and critical thinking skills to explore, make connections, and discover knowledge
  - Well-developed numeracy, analytic and research skills
  - Proven ability to identify problems and to deal with difficult situations by probing for information, analyzing complex situations and providing solutions;
  - Proven ability to respond quickly and decisively in a crisis situation in a calm and reasonable manner;
- Planning and Organization
  - Ability to take ownership for projects of duration of several months; use good independent judgment when priorities are challenged.
  - Ability to make reasonable estimates of resource needs to complete projects.
  - Use sound methods to plan, track and report work.
  - Lead team to establishes group planning objectives
- Technical
  - Advanced Microsoft Word and Excel
  - Ability to create projections and scenarios using software tools
  - Ability to direct communication efforts with web and social media
  - Ability to run and interpret financial reports
  - A demonstrated ability to understand and apply policy related to academic appointments,
  - Demonstrated comprehensive understanding of academic programs, procedures and policies at the undergraduate level;
  - Demonstrated skill and interest in providing academic advice; effective advising skills;

### Nature and Scope

- **Contacts:** Internal Contacts: Works with the following individuals/departments to discuss information and problems, and to collaborate and ultimately reach agreement: Associate and Assistant Deans; Senior staff managers within the Faculty; Department Chairs and Associate Chairs; Counselling Services; Registrar's Office; Finance. External Contacts: Prospective students and their families; community support services; police
- **Level of Responsibility:** The incumbent must act with sensitivity and discretion in interacting with students, parents/ guardians and faculty members with regards to petitions, probation, academic misconduct and other academic matters.
- **Decision-Making Authority:** Makes independent decisions on the deployment of administrative resources in the Department, including financial and human resources and space and equipment Provides AD with decision

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support on the allocation of financial and human resources and space and equipment to support the mission of the Department

- **Physical and Sensory Demands:** Minimal demands typical of an administrative position within an office environment.
- **Working Environment:** Travel: None Working Hours: Regular working hours, some evening/weekend work required. Physical and Psychological: Minimal exposure to disagreeable conditions typical of a supervisory position. Exposure to disagreeable and stressful conditions of distraught students.