

Job Description

JOB TITLE:	Director, Student Service Centre	DATE:	May 1, 2017
REPORTS TO:	University Registrar		
JOBS REPORTING:	Manager, Student Service Centre (2)		
LOCATION:	Main Campus		
GRADE:	USG 12		
DEPARTMENT:	Registrar's Office		

PRIMARY PURPOSE: In support of a vibrant student experience, the Director, Student Service Centre is responsible for leadership, strategic planning, and effective delivery of integrated services to students and the campus community within the Student Service Centre (SSC). The Director is responsible for managing interactions and the relationship between the SSC and partner units. The Director works collaboratively with the Faculties and other key stakeholders to ensure the coordination and delivery of exceptional student service.

KEY ACCOUNTABILITIES:

Include 3-4 key accountabilities of the role. These key accountabilities should reflect 80%-90% of "what the job does not the "how".

1.	<p>Strategic direction for the SSC</p> <ul style="list-style-type: none"> In consultation with partners, leads the development of the long term vision and planning for the department. Develops the SSC's annual plans and priorities by incorporating stakeholder feedback.
2.	<p>Institutional Leadership and Coordination</p> <ul style="list-style-type: none"> As a campus leader in customer service, advocates for and supports improvements in all interested areas. Nurtures a strong student-centered mindset amongst SSC staff, ensuring student services provided are innovative, responsive and of the highest quality. Works with customer service areas and units across campus on shared and best practices. Communicates strategy, operations, and outcomes of service delivery to senior administration, students, and campus colleagues. Liaises with appropriate University committees and working groups to ensure that the SSC staff remain current on University policies and procedures.
3.	<p>Provision of Exceptional Service to Students and Campus Partners</p> <ul style="list-style-type: none"> Strategically selects and deploys hardware, software packages, tools and techniques required to provide a coherent electronic working environment for all members of the UW community. Oversees the consulting, training, communications, support and services required to support this environment. Responds to and anticipates needs of students and on campus partners, providing guidance and alignment of services and support to ensure success of the SSC.
4.	<p>Human and Capital Resources within the SSC</p> <ul style="list-style-type: none"> Ensures the effective utilization, deployment and development of human and capital resources. Oversees hiring and development of Managers and Specialists.

Job Description

	<ul style="list-style-type: none"> • Deploys staff to most productively meet goals and objectives. • Coaches, trains and develops employees to enable their professional development. • Approves annual performance plans and conducts regular reviews with direct reports. • Manages the SSC budget. • Oversees the development of cash controls.
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POSITION REQUIREMENTS:

If hiring today, what would be the minimum requirements?

Education: University Degree or equivalent post-secondary education and/or experience required

Experience: A minimum of five years of progressive experience with a proven track record of achievement and success within student services. Must be a strong leader, with several years of progressive experience in a people management and leadership role, including a track record of performance management with direct reports, and preferably in a Higher Education environment. Ability to foresee services that meet needs of students and the University. Proven project management skills. Excellent oral and written communication skills. Ability to effectively present strategies and plans to senior management. Demonstrated ability to influence, negotiate, and develop relationships at multiple levels and across a wide range of audiences and functions. Strong organizational and problem solving skills combined with analytical and planning abilities. Strong business acumen. Flexible and adaptable management style

Technical:

MS Word	Excel	PowerPoint	Other
Advanced	Advanced	Advanced	Capacity with data analytics and general numeracy. Knowledge of PeopleSoft Student Administration, CRMs, queuing systems, and other technology to support the One Stop.

NATURE AND SCOPE:

- **Interpersonal Skills:** The successful candidate will be able to communicate effectively with and gain the trust of students and partner units; be proactive in communicating with other stakeholders; and understand and practice a high degree of confidentiality, trust, and good counsel. The candidate must be able to influence, inform, and collaborate with a varied group of contacts across campus. The incumbent must be adept at building relationships, gaining consensus, and developing important partnerships.
Interpersonal Contacts: works closely with senior staff in the Registrar's Office; Graduate Studies and Postdoctoral Affairs, Student Success Office; directors of other partner units; and Faculties.
- **Level of Responsibility:** The position requires a highly motivated and independent, self-directed individual to work in a team environment. The incumbent will work collaboratively with a cross-functional team of internal stakeholders. In addition to working closely and taking direction from the Registrar, the position will collaborate with the Associate Provost, Students; Faculties; Department Heads and senior management. The incumbent must negotiate, collaborate and formulate strategies with a high degree of diplomacy, and act decisively from formulated research and stakeholders input.
- **Decision-Making Authority:** Will make decisions, create guidelines, provide research, and provide direction that has a significant impact on student engagement.
- **Physical and Sensory Demands:** Minimal demands typical of an administrative position within an office environment.

Job Description

- **Working Environment:** Regular working hours, some evening/weekend work may be required. The incumbent must be sensitive to the stress resulting from occasional, irregular and/or high volumes, multiple and/or tight deadlines beyond one's control, and interruptions. This role involves moderate psychological risk resulting from unavoidable exposure to hazardous, disagreeable or uncomfortable environmental conditions.