

JOB DESCRIPTION

Position	Academic Support Services Coordinator		
Classification	Hay (Provisional)	Date	September 2017
Dept	President's Office		
Reporting To	Vice-President, Academic and Provost	Group	Non-Union

BACKGROUND

In February 2016, an Enrolment Services Integration project team reviewed the delivery of services and programs affecting aspects of the student lifecycle, from prospective student to graduate, paving the way for engaged alumni.

Project Scope:

1. To ensure efficiency of services are looked at from the student perspective.
2. To ensure efficient response times to student inquiries with customer service focus.
3. To create a seamless transition for students in the areas from initial contact with the university, admission, advising, registration, financial, and student supports.
4. To ensure *TheSIS* is aligned with customer service model expected by students.
5. To implement a cultural shift within the campus to create a student-centred culture where proactive outreach to students occurs instead of being reactive.

The Academic Support Services Coordinator, under the direction of the Vice-President Academic and Provost, will oversee the ongoing development of this integration.

PURPOSE:

Working in conjunction with the Registrar's Office, Enrolment Services, and Student Affairs teams and leadership from departments that relate to non-teaching academic support functions, the Academic Support Services Coordinator is responsible for developing and promoting mechanisms and practices that enhance the performance and achievements of all support areas relating to student retention and satisfaction. This includes:

- establishing business process mapping for all positions using the application of a student/user focus;
- designing and implementing an employee training program to ensure effective employee performance;
- implementing a communication program to engage partner departments in the delivery of an integrated enrolment service program for current students; and
- ongoing review and improvement of processes and policies affecting students.

SPECIFIC RESPONSIBILITIES:

As part of the Enrolment Management Team, drive the integration process for all non-academic student services through business mapping and training programs and assess employee performance in the achievement of goals. The Coordinator will serve as a resource to President's Council and Executive Committee, attending meetings relating to planning and strategy, reporting on progress and activities providing recommendations on initiatives.

- Create and deliver or coordinate learning and development opportunities that are aligned with the University's directions and priorities, and specifically the integration of enrolment services functions.
- Ensure all functional areas provide consistent high quality customer service and support to prospective and current students meet or exceed established service standards.
- Work with relevant individuals and departments to conduct reviews of service-related policies, processes, and practices with a view to continuous improvement.
- Implement and manage a comprehensive knowledge database for use by service providers, faculty, and students.
- Organize and oversee delivery of ongoing service training.
- Coordinate the collection, analysis, and reporting of data related to service and promise delivery.
- Contribute to the creation of performance metrics associated with overall goals established by the University leadership. Identify performance issues and work with the appropriate Manager to implement solutions.
- Coordinate the creation of business mapping for enrolment and registrarial processes, including training manuals.
- Drive the creation of a 'knowledge database' for ease of access to correct business processes.
- Forge, maintain, and strengthen relationships with the partner departments within the University, including faculty, Deans, Chairs, and other stakeholders.
- Develop and share communications to keep partner departments informed.
- Lead and manage communications of student protocols and procedures within the assigned units and across the university.
- Coordinate communication with current CBU students focused on items relating to the academic support units.
- Coordinate student focus group interviews each semester to measure effective delivery of services and adjust policies and procedures as required.
- Make recommendations on continual improvement to service delivery.
- Other related duties as required.

QUALIFICATIONS:

- Master's degree in a relevant field and demonstrated use of the principles of adult education. Candidates with a baccalaureate degree and extensive related/managerial experience may be considered.
- Minimum of five (5) years' experience in the delivery of educational/training services, preferably in a post-secondary environment.
- Considerable experience in complex roles in a diverse and decentralized organization, including specific experience working in designing, implementing, and managing leadership development and performance management programs.
- Familiarity with business mapping processes an asset.
- Customer Service Mindset.
- Experience serving on or working with cross-functional teams.
- Exceptional interpersonal, communication (verbal and written), problem-solving, analytical, and decision-making skills required.
- Ability to work independently and as an effective team player.
- Experience in a unionized work environment preferred.
- Experience with technology tools, including Customer Relationship Management (CRM) systems, student information systems, social media, websites, and portals.