

Job Posting: Manager, Scheduling Services

Enrolment Services Vision: A UBC community where everyone is welcomed, every student is empowered, every faculty and staff partner is supported and every team member is valued.

Enrolment Services Mission: We provide exceptional enrolment and registrarial services in a collaborative, innovative and inclusive environment.

The Manager, Scheduling Services, working alongside the Unit's leadership, is responsible for leading the delivery of scheduling services at the UBC Vancouver campus. It is responsible for developing, delivery and evaluation of scheduling services and participates in the development, implementation and evaluation of the knowledge transfer and training strategy to ensure the effective adoption and sustainment of implemented scheduling systems for the UBC timetable community and other key stakeholders including Enrolment Services.

This role will lead and manage the effective and efficient operation of course and academic examination and non-academic events, as well as partner closely with Infrastructure Development, Campus Security, Building Operations, Facility Planning and IT to provide effective management of UBC scheduling process. The Manager, Scheduling Services must analyze and synthesize enrolment data to support operational duties around academic course and exam scheduling.

The Manager, Scheduling Services manages and influences policies and procedures pertaining to scheduling at the Vancouver Campus, including provide expertise and advice to faculty and staff on University scheduling policies and procedures.

QUALIFICATIONS

Undergraduate degree in a relevant discipline. Minimum of four to five years of related experience or the equivalent combination of education and experience. Minimum of four years' experience in a scheduling environment or the equivalent combination of education and experience. Experience required in a service centered environment, preferably within student services. Experience in a leadership role. Demonstrated managerial experience and proven ability to lead, coach and motivate staff. Experience with policy development, implementation and management required. Proven experience with analyzing data to inform decisions leading to enhancing efficiencies and align with organizational goals is required.

Experience in enrolment/student services policies, procedures and systems preferred. Experience, preferably in a managerial capacity, in at least one of the following areas is preferred: academic course and examination scheduling and/or classroom and facilities management.

Experience applying technology to improve student and or client services an asset. Previous experience with scheduling software, Student Information Systems or other enterprise database

solutions/customer relationship management systems preferred. Sound and current knowledge on best practices in enrolment or student services an asset. Proficiency with standard office software required.

Ability to lead, influence and support organizational and cultural change. Ability to coach and manage cross functional support staff teams. Ability and aptitude for progressive, creative and innovative thinking. Must be able to independently exercise superior judgment to make important decisions on complex matters which may fall outside of the scope of established policies. A skilled facilitator, presenter and communicator with the ability to effectively facilitate discussions to achieve appropriate outcomes. Excellent interpersonal skills with the proven ability to use an inclusive approach to develop and cultivate relationships with students, faculty, staff and members of the external community. Demonstrated accuracy and attention to detail, especially when working under pressure to meet deadlines. Ability to collaborate and share expertise within a team environment. Demonstrated time management skills with the ability to effectively prioritize, multi-task and organize work. Enthusiasm and capacity for continuous learning and development.

Enrolment Services Values:

- **Integrity:** Holding self and others accountable to demonstrate congruency between University values and personal values, words and actions.
- **Respect:** The empathetic consideration of others and valuing the dignity of individuals and the uniqueness of their situations.
- **Excellence:** Bringing our best to improve and to surpass expectations.
- **Collaboration:** Creating mutual understanding to achieve more as a collective than we could on our own.

MORE INFORMATION

A full detailed job description including information on compensation can be found on the UBC Careers website. Please note that only short-listed candidates will be contacted.

HOW TO APPLY

If you meet the requirements of this position and are interested in the role, please apply via the UBC Careers page on-line: <http://www.staffcareers.ubc.ca/31684>