



# Job Posting: Associate Director, 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 Associate Director, Scheduling Services is responsible for working with the Associate Registrar & Director, Scheduling, Records, and Systems Management to provide strategic direction and leadership in the development, delivery and evaluation of academic course and exam scheduling services for the UBC Vancouver campus community.

This role manages and leads a cross functional team of staff who provide expertise on academic course and exam scheduling, exam invigilation and ad hoc room bookings. The Associate Director actively seeks out and develops positive, dynamic and productive relationships with academic units, the UBC scheduling community and campus partners. They act as a champion for service and performance excellence; and play a key role in leading, influencing and establishing the desired organizational culture. The Associate Director actively engages in efforts to maximize service integration and a cross-functional approach among all units within Enrolment Services.

## WORK PERFORMED

- Provides leadership, managerial oversight, expertise and excellent service delivery in the following areas of scheduling services: academic course and exam scheduling, invigilation of distance education and standing deferred exams, and ad hoc room bookings.
- Provides leadership in the design, development, implementation and evaluation of business processes to develop strategies and recommendations to enhance scheduling functions and services.
- Develops, interprets, evaluates, implements and manages guidelines, policies and procedures, including performing necessary stakeholder consultations, for all areas of scheduling services.
- Leads a team of management & support staff in the Scheduling Services portfolio. Coaches staff towards performance and service excellence.
- Cultivates an inclusive, collaborative and respectful team environment. Identifies and manages opportunities for staff to share knowledge and work cross functionally.



- Proactively seeks and develops opportunities to connect and foster collaborative partnerships with key stakeholders, including: Academic Units, Facilities Planning, UBC IT (ie. Academic Systems, AV Services), Infrastructure Development, Campus Security, Building Operations, Centre for Teaching Learning and Technology (CTLT), Faculties, and UBC student groups.
- Provides leadership to ensure the University's scheduling software and associated technology effectively enables the business requirements associated with all scheduling services and functions.
- Works in partnership with UBC IT to ensure appropriate testing, maintenance and upgrades of scheduling related systems and applications.
- Provides leadership on detailed analysis and reporting of scheduling data to guide policy and procedural decisions of the university. Leads case management activities and facilitates resolution of difficult scheduling service matters.
- Along with the Associate Registrar, develops, implements and evaluates the unit's strategic plan. Establishes goals, objectives and priorities for the portfolio consistent with the mission and strategic direction of Enrolment Services, and the goals of the University.
- Participates in the development and management of the unit budget
- In consultation and collaboration with the Associate Registrar & HR Director, ES Learning and Engagement Strategist & HR Business Partner, works on various human resources planning and programs including succession planning and staff recognition programs.

## **QUALIFICATIONS**

- Undergraduate degree in a relevant discipline. Master's degree preferred
- Minimum of seven years of related experience or the equivalent combination of education and experience.
- Demonstrated managerial experience and proven ability to lead, coach and motivate staff. preferably within enrolment or student services of a post-secondary environment
- 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.
- 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.
- Ability to lead, influence and support organizational and cultural change.



- Proven experience with data analysis to inform decisions leading to enhancing efficiencies and align with organizational goals is required.
- Experience in enrolment/student services policies, procedures and systems preferred.
- Previous experience with scheduling software, Student Information Systems or other enterprise database solutions/customer relationship management systems an asset.
- Experience applying technology to improve student and or client services an asset
- Proficiency with standard office software required.

### 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 **by**

**11:45pm on November 3, 2021** via the UBC Careers page on-line:

[https://ubc.wd10.myworkdayjobs.com/ubcstaffjobs/job/UBC-Vancouver-Campus/Associate-Director--Scheduling-Services\\_JR4810](https://ubc.wd10.myworkdayjobs.com/ubcstaffjobs/job/UBC-Vancouver-Campus/Associate-Director--Scheduling-Services_JR4810)