

Job Title
Director, Integrated Services & Student Commons

Job Type
Permanent

Union
Management

Position Classification
MLV3 Management

Salary Grade

FT or PT
Full-time

Location
MRU Main Campus - Calgary, AB T3E 6K6 CA (Primary)

About the Division

The focus of the Students division is to serve and support the academic and non-academic growth and development of students. Our strength is in our approaches to peer-to-peer learning and student leadership by empowering students to work collaboratively with service areas and other students to grow holistically as individuals. The Students portfolio at Mount Royal broadly encompasses Student Experience & Success, Enrolment Management, International Education and Planning & Operations delivering support and services that are inextricably linked with the teaching and learning outcomes academic departments are tasked with achieving.

We support the University's mission by assisting students, staff and faculty through a variety of departments, including: Admissions, Recruitment and Transfer Credit, the Office of the Registrar (Awards, Academic Scheduling & Curriculum, Records, Registration and Financial Aid), Student Success and Learning (Academic Advising, Student Community Standards, Student Experience, Student Learning Services), Access and Inclusion Services, Career Services, Wellness Services, Cougars Athletics and Recreation, the Iniskim Centre, International Education, Residence Services, Student Systems and Student Communications.

About the Role

Mount Royal is undergoing a large renovation to create the Student Commons at the heart of our campus. This space will include a student plaza, classrooms, multi-purpose rooms, a global student lounge, a work integrated learning center and a student help desk. The Director is responsible for the strategic and functional leadership of the Student Commons and the student service desk located within the Commons. The Director will play an integral role in the development and growth of an integrated service delivery model for the student service desk and across the Students Division, in order to assist students seeking support and guidance throughout their educational journey.

In order to enhance the student experience through personalized, high-quality interactions, the Director will foster strong relationships to ensure service continuity, responsiveness, and collaboration. The Director will be required to build a team that can provide the desired services and develop a robust documentation and training program both within the student service desk and across the services offered by the Division. The Director will need to lead cross-functional teams to identify and implement process improvements and training requirements that enhance efficiency and effectiveness. This position

requires a visionary leader who can collaborate with key stakeholders to assess service effectiveness, identify opportunities for enhancement, and drive innovation through technology adoption and streamlined processes.

This position reports to the Registrar & AVP, Enrolment Management, and will work closely with the Enrolment Management team to monitor and discuss enrolment and graduation trends, student needs, service delivery requirements, training requirements as well as best practices in higher education. This position will participate in the execution of the strategic enrolment plan, the development and implementation of academic policies, and the creation, implementation and delivery of new projects and initiatives.

Responsibilities

- Develop and grow an integrated service delivery model for the service desk as well as the Division
- Develop a robust documentation and training program
- Foster strong relationships to ensure service continuity, responsiveness, and collaboration.
- Lead organizational change through the development and support of resilient, competent and engaged staff
- Ensure the development of staff skills and capabilities through mentoring, coaching and support of training and professional development opportunities
- Manage resources effectively, including staff and financial resources to ensure that strategic and operational goals are met.
- Provide oversight of the operations and services within the Student Commons to ensure it runs efficiently and aligns with both Mount Royal's and the Student's divisions strategic objectives. Prioritize activities within the space and address any conflicts.
- Establish key performance indicators for student service and direct the ongoing collection and analysis of qualitative and quantitative data in an effort to continually improve and achieve outcomes that are in line with the department goals and objectives as well as the overall division plan.
- Play a leading role in the implementation and administration of the customer relationship management tool used to deliver a holistic student service model across the Division(case management).
- Prioritize, recommend and oversee development and/or implementation of projects and initiatives to ensure data integrity, to enhance in-person and online services for students, and to streamline functions that increase the efficiency of processing of core services and functions

Qualifications

- Minimum 3 or 4 year bachelor degree or equivalent
- Minimum 6 years of progressive experience and responsibility in post-secondary administration and service delivery.
- Experience building an integrated service delivery model considered an asset

- Proven excellent oral and written communication skills
- Experience in change management
- Experience in leadership, supervision, and project management
- Proven high-level critical thinking skills along with the ability to analyze and interpret data
- Demonstrated ability to effectively manage complex and conflicting priorities
- Proven ability to work collegially and cooperatively with a variety of internal and external clients
- Experience in developing and implementing business plans
- Knowledge of Alberta and Canadian post-secondary systems is an asset

Salary: \$ 109,020 - \$ 129,733 per annum

Closing Date: April 7th, 2025