
Dept: Faculty of Health

Working Title: Administrative Coordinator, Faculty of Health
(399)

Date: February 2022

Job Class: 12

ORGANIZATIONAL STRUCTURE

This role reports to the Divisional Business Manager (DBM), Faculty of Health. Reporting directly into this position are multiple BCGEU support staff positions for the Faculty of Health.

PRIMARY FUNCTION

The Administrative Coordinator performs a variety of administrative duties in support of the Faculty of Health academic plan and operations, using a comprehensive knowledge of Faculty goals and standards, as well as institutional policies and procedures. The incumbent analyzes and interprets complex divisional issues (i.e. scheduling, and staff workloads), researches options and recommends solutions. The incumbent manages the faculty's program and curriculum proposals and reviews, Faculty of Health Faculty Council and Standing Committees, marketing and events, as well as all scheduling and timetabling for the Faculty. The Coordinator also provides leadership and supervision for BCGEU support staff including Administrative Assistants, Clinical Placement Liaisons, and Communication and Events Staff.

JOB DUTIES AND TASKS

- a. Assess potential support staff for employment through initiation and participation on search committees, and screening of applicants.
- b. Supervise and assign work to support staff including development/delivery of training, schedule office coverage, approve schedules, leaves and vacations, approve timesheets and overtime, conduct performance evaluations, recommend professional development, and facilitate conflict and issue resolution with staff. Advise Business Manager and Dean of problem areas related to human resource issues.
- c. Ensure adherence to University policies, practices, procedures, collective agreements and implements employee programs.
- d. Chair various support staff meetings.
- e. Manage and assign administrative support for Faculty Council and its Standing Committees.
- f. Provide support for reorganization and restructuring, including making recommendations and participating in the development of implementation plans.
- g. Evaluate and monitor current administrative practices; develop, recommend and implement changes to administrative duties of staff as needed. Provide appropriate training and direction to staff.
- h. Plan, assess and manage the preparation of divisional timetables. Make recommendations to the Business Manager or Dean for timetable changes in consultation with Program Chairs.
- i. Monitor faculty and lab staff workloads, temporary appointments and contracts. Track overloads, leaves, absences, releases, faculty temporary appointments and regularizations.
- j. Prepare and manage Non Regular Faculty Contracts.
- k. Assist the Business Manager with faculty workload information.
- l. Develop, maintain and update procedure and training manuals.
- m. Coordinate faculty appraisal/evaluation process by tracking evaluation timelines, provide information, collect and distribute materials, maintain evaluation records and files.
- n. Review and verify full licensure requirements for Faculty with BC College of Nursing Nurses and Midwives (BCCNM).

- o. Coordinate appeal/complaint and request for variance processes, analyze, interpret and research relevant information, deal directly with students, liaise with various University departments (i.e. Registrar's Office, Counselling) and provide comprehensive information and input for the Dean's or Associate Dean's consideration.
- p. Coordinate and document student issues related to registration, waivers and course substitution.
- q. Communicate with students and potential students in response to admission, registration, program and documentation queries.
- r. Coordinate the distribution and storage of registration materials, timetables and promotional materials.
- s. Monitor course registration, identify and track enrollment issues, and recommend section rescheduling, additions and cancellations.
- t. Develop, coordinate and manage the processes and databases related to full program proposals, program concepts, policies and guidelines and curricular revisions in consultation with faculty, and various university Senate Committees and stakeholders.
- u. Coordinate and ensure the accurate submission of all memos, documents and course outlines for consideration by SCC, S2C2 and Senate to meet publication and submission deadlines.
- v. Track course outline review dates and ensure these are brought to the attention of the division/program and manage content on related databases. Assist and train faculty on administrative process related to developing/revising program curricula and course outlines.
- w. Oversee student clinical placement process with staff and faculty. Ensure resolution of placement conflicts and unmet.
- x. Oversee Affiliation Agreements and Insurance Certificates with external health agencies for clinical placements. Coordinate and resolve issues with KPU General Counsel and Institutional Risk.
- y. Participate in the analysis and evaluation of budget reporting needs of division. Support and assist departments with mid-year and capital budget requests/process and respond to queries.
- z. Initiate and produce various financial forms or contracts. Provide direction, verify accuracy and completeness, correct discrepancies, distribute to appropriate person/department for processing.
- aa. Receive, verify and resolve errors for staff timesheets, and approve BCGEU support staff timesheets.
- bb. Review and approve office and business supply requests and expenses.
- cc. Develop an operational budget monitoring and tracking system to ensure that limits are maintained; bring problematic areas to the attention of the Business Manager or Dean.
- dd. Assess, generate and extract budget information as required, compile and analyse data to produce reports for budget discussions and decisions.
- ee. Authorize staff expenses and operational budget items up to a set limit, determined by the Business Manager or Dean.
- ff. Initiate and authorize divisional budget fund transfers.
- a. Respond to discrepancies such as contracts, accounts payable, and invoices; ensure follow-up and resolution.
- gg. Direct and assist Communication and Events staff with the coordination of Faculty of Health events such as awards ceremonies, workshops and retreats, and oversee the design, production and maintenance of marketing materials, brochures, advertisements, and the development and update KPU Faculty of Health website.
- hh. Coordinate special projects, training sessions and workshops as required.
- ii. Conduct campus tours for new faculty and staff and other stakeholder groups.
- jj. Obtain and analyze data and information from external sources on revenue generating program options for the Faculty.
- kk. Initiate, draft and sign various documentation either on own or on behalf of the Business Manager or Dean, as appropriate.
- ll. Facilitate the maintenance and development of office systems, recommending and implementing changes.
- mm. Attend, support and participate on committees and community events, as required.
- nn. Other related duties as assigned.

SUPERVISION RECEIVED:

Reports to Divisional Business Manager, Faculty of Health.

SUPERVISION/DIRECTION EXERCISED:

Supervision of BCGEU support staff including Administrative Assistants, Clinical Placement Liaisons, and Communication and Events staff.

PHYSICAL ASSETS/INFORMATION MANAGEMENT:

Responsible for maintaining primary versions of divisional information management systems such as the faculty workload database, contracts, curricular and program changes, divisional databases and Standing Committee meeting sites, enrolment tracking systems, budget tracking systems, and student tracking systems.

FINANCIAL RESOURCES:

Approval of staff expense reports, office and business supplies, cheque and purchase requisitions. Approval of staff timesheets and leaves. Purchase of services and supplies up to a set limit. Maintain an institutional credit card. Manage budgets for special events and projects.

The above statements reflect the general details considered necessary to describe and evaluate the principal functions of the job identified, and shall not be construed as a detailed description of all the work requirements that may be inherent in the job.

EMPLOYER REQUIRED KNOWLEDGE SKILLS AND ABILITIES:

1. A relevant Bachelor's degree from a recognized post-secondary institution and progressively responsible administrative experience that includes minimum of five years of experience in a similar position, preferably within a post-secondary work environment or an equivalent combination of education and experience.
2. Sound knowledge of academic disciplines, programs and terminology.
3. Minimum of two years demonstrated supervisory experience including recruitment and selection, establishing priorities, assigning work, conflict resolution and completion of performance evaluations, in a unionized environment.
4. Formal training and/or extensive acquired knowledge in computing, including proficiency in using BANNER student and HR, or similar records based systems.
5. Demonstrated experience at an intermediate/advanced skills level in computing and internet applications including Windows environment, Word, Excel, PowerPoint, SharePoint, Adobe, Drupal, email, web browser.
6. Successful experience working in a confidential environment.
7. Demonstrated ability to independently draft correspondence, interpret or produce complex reports based on knowledge of established styles and practices.
8. Demonstrated excellent interpersonal, planning, project management, conflict resolution, coordination, prioritization, problem-solving and follow up skills.
9. Superior organizational skills with the ability to effectively prioritize tasks in an office environment with frequent interruptions and changing demands.
10. Ability to develop flexible approaches toward work procedures and to improvise satisfactory alternatives as required.
11. Excellent communication skills, including training and/or experience in public speaking. Excellent working knowledge of English.
12. Ability to establish and maintain effective working relationships with university administration, faculty, staff and students.
13. Ability to patiently and effectively communicate with a diverse range of people and situations, including the ability to deal with hostile or upset clients.
14. Demonstrated excellent written and oral communication skills.
15. Demonstrated analytical skills, including problem-solving and needs analysis.
16. Demonstrated numerical and statistical competency, experience with budget development and monitoring.

17. Proven ability to work independently and function successfully as a member of a team.
18. Proven ability to display initiative, discretion and meet changing priorities, meet deadlines and make responsible decisions.
19. Proven ability to type 50 words per minute.
20. Demonstrated ability to create agendas, compose and distribute minutes.
21. Demonstrated ability to respond to inquiries and complaints and resolve issues in a timely and appropriate manner.
22. Demonstrated experience with planning and organizing special events.