

JOB DESCRIPTION

Dept: School of Business

Working Title: Administrative Coordinator: Advising (626)

Date: November 2016

Job Class: 14

PRIMARY FUNCTION:

The Administrative Coordinator performs a variety of administrative duties in support of the Faculty's multi-campus education plan and operation, using a comprehensive knowledge of the Faculty and departmental goals/standards as well as institutional policies and procedures. The incumbent plans, analyzes and interprets complex divisional issues (i.e. scheduling, workloads, student issues/appeals), researches options, recommends and implements solutions. The Coordinator also provides leadership and supervision to support staff, program support staff and School of Business Advisors.

JOB DUTIES AND TASKS:

1. **Coordinate and supervise administrative support functions and activities in support of the Office of the Dean and the Faculty:**
 - a. Full autonomy to provide leadership and supervision to staff including employee training and development, coaching, facilitation, conflict resolution, conducting performance reviews and making recommendations for role changes and cross-training. Manage and schedule staff coverage, problem-solve staffing issues, advise Divisional Business Manager of problem areas and recommend follow-up action where required.
 - b. Provide support for reorganization and restructuring, including making recommendations and participating in the development of implementation plans.
 - c. Contribute to, or lead, the operationalization of new initiatives, ensuring systems, processes and structures are in place to support the administration of new initiatives.
 - d. Plan and chair staff meetings, ensuring open discussion and problem solving of common issues.
 - e. Lead and/or delegate continuous improvement activities for administrative processes. Liaise with Administrative Coordinators and staff in other Faculties to share and develop best practices.
 - f. Analyze, evaluate and monitor current administrative practices; including full decision-making authority to develop and implement changes to administrative duties of staff as needed. Provide appropriate training and direction to staff.
 - g. Oversee and coordinate the preparation of divisional timetables. Consult with and provide advice to Program Chairs to ensure alignment with education plan and student needs. Ensure scheduling timelines are met, workload obligations are fulfilled and collective agreements are adhered to. Make recommendations to the Divisional Business Manager and/or Associate Dean for timetable changes in consultation with departmental/program Chairs and relevant administrative support staff.
 - h. Monitor and review workloads, temporary appointments and contracts. Ensure systems are in place for tracking of overloads, underloads, leaves, absences, releases, faculty temporary appointments and regularizations.
 - i. Approve timesheets, schedules, vacation and overtime for support staff.
 - j. Coordinate selection process and hiring of support staff by developing search tools; participate on search committees and conduct reference checks.
 - k. Develop, maintain and update procedure and training manuals.
 - l. Lead and coordinate special projects on behalf of the Faculty as requested by the Divisional Business Manager or Dean/Associate Dean.

- m. Research, gather and compile information, analyze data to produce various documentation, such as reports, contracts, forms and memos for distribution to appropriate internal and external personnel.

2. Coordinate administrative support for enrolment, registration and student related issues:

- a. Coordinate response to student issues (appeals, complaints, requests, queries, etc.), including written and verbal communication. Facilitate follow up with students and other stakeholders (advising, OREG, admissions, etc.), providing resolution using a variety of communication skills such as mediation. Determine the need for and escalate student issues to Associate Dean and/or Dean for further intervention when required. Maintain detailed records of all student issues.
- b. Verify accuracy, completeness and currency of BANNER, scheduling and calendar information prior to each registration period.
- c. Serve as key liaison with IAP and other stakeholders in analyzing enrolment, retention and graduation data.
- d. Support leadership decision making by researching issues, extracting and analyzing data and providing recommendations. Create reports and present findings as needed.
- e. Monitor course registration, identify and track enrollment issues, and recommend section rescheduling, additions and cancellations, based on comprehensive knowledge of academic requirements and divisional benchmarks.
- f. Produce, review and analyze various registration, admission and enrolment reports using Banner, KBit and other internal resources. Make recommendations for program scheduling modifications.
- g. Exchange information with Program Chairs' and faculty to ensure that admissions, registrations and advising information, policies and procedures are adhered to.

3. Oversee School of Business Educational Advising Services:

- a. Review, analyze and evaluate School of Business Advising Services and recommend strategies for service enhancements.
- b. Develop and implement procedures and processes for School of Business Advising Services in accordance with the divisional Strategic Plan.
- c. Develop and oversee School of Business student retention initiatives.
- d. Assign, direct and monitor the work of the School of Business Degree Advisors.
- e. Supervise and monitor staff performance including conducting performance appraisals.
- f. Develop training programs for Advising staff.
- g. Provide instructions and guidance to students when required.
- h. Liaise with Program Chairs and Faculty to facilitate information sharing with general Educational Advisors.
- i. Participate in School of Business strategic planning by offering an advising based perspective.
- j. Sit as a member of the School of Business Curriculum Committee and act as a resource on various committees as deemed appropriate by the Dean.
- k. Interpret various in-house and standardized tests used in admission requirements for college programs and courses.
- l. Interpret and/or explain Kwantlen Polytechnic University policies and procedures relative to students' rights and responsibilities.
- m. Provide information and guidance to other Educational Advisors regarding School of Business programs.
- n. Liaise with the Office of the Registrar to provide advice on School of Business programs and troubleshoot student admissibility and registration issues.
- o. Provide the Dean with regular reports summarizing activities and emerging student issues or patterns that may require program or curriculum review by the Dean.
- p. Provide assistance and advice regarding articulation to Degree Chairs.
- q. Liaise with the School of Business student clubs and provide advice and guidance to students interested in forming new student clubs.

4. Coordinate prospective student and student retention initiatives:

- a. Provide information and resources to prospective students, other educational institutions, employers and other external related groups and agencies:
- b. Maintain statistical and market research for actual and prospective jobs of graduates of School of Business programs.
- c. Plan, organize and conduct various workshops on courses, programs, admission requirements and other related information to external groups and agencies.
- d. Follow up with contacts made with prospective students and others during events.
- e. Liaise with Future Students and other KPU stakeholders with regard to career fairs, school visits and other strategic enrolment management type events.
- f. Represent the School of Business in activities to recruit students such as career fairs, school visits and University events.
- g. Plan and conduct tours of the University for prospective students and other community members.
- h. Establish and maintain contacts and exchange information with secondary schools, other post-secondary institutions, employers, professional groups and other related agencies.
- i. Respond to enquiries from the general public regarding Kwantlen Polytechnic University programs, services and procedures.
- j. Coordinate high school visits in conjunction with School of Business faculty.
- k. Develop and produce promotional and educational materials and literature to recruit specific student groups.
- l. Provide input and assist with the ongoing development of the School of Business website.

5. Coordinate budget-related activities:

- a. 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.
- b. Initiate and produce various financial forms or contracts. Provide direction, verify accuracy and completeness, correct discrepancies, distribute to appropriate person/department for processing.
- c. Receive, verify and resolve errors for faculty and staff timesheets.
- d. Develop an operational budget monitoring and tracking system to ensure that limits are maintained; bring problematic areas to the attention of the Divisional Business Manager or Dean.
- e. Assess, generate and extract budget information as required, compile and analyze data to produce reports for budget discussions and decisions.
- f. Authorize staff expenses and operational budget items up to a set limit, determined by the Divisional Business Manager or Dean.
- g. Initiate and authorize divisional budget fund transfers.
- h. Respond to discrepancies such as contracts, accounts payable, and invoices; ensure follow-up and resolution.
- i. Develop and administer project budgets.
- j. Monitor operating budgets, troubleshoot and resolve issues to ensure expenses are allocated appropriately.

6. Other related duties:

- a. Assist with the preparation of advising services information for publication such as calendars, timetables and pamphlets including selection of resource materials for School of Business programs.
- b. Research and document trends in student needs as they relate to courses required or desired for programs and provide recommendations to the Dean regarding course scheduling.
- c. Prepare reports, correspondence and memos as required.
- d. Coordinate, maintain and update student case files and statistics.
- e. Initiate, draft and sign various documentation either on own or on behalf of the Divisional Business Manager, Associate Dean or Dean, as appropriate.
- f. Provide input and recommend and implement changes to practices and procedures.
- g. Exchange information with internal and external agencies. Exchange information with other departments regarding Faculty practices, procedures and program information.
- h. Advise faculty, students and others regarding policies or revisions, divisional procedures and plans.

- i. Oversee divisional events development and planning; provide advice and direction to support staff.
- j. Approve expenditures ensuring budget limits are met and maintained.
- k. Coordinate the selection of scholarship and award winners in consultation with the Office of Advancement and the Faculty awards selection committee.
- l. Plan, coordinate and supervise marketing activities in the absence of a Communications Specialist. Serve as the key liaison with FSO, Marketing, faculty and the Dean's Office in the development and maintenance of marketing tools and planning of activities. Coordinate the development of wording for and updating of the calendar, website and printed marketing materials in collaboration with the Divisional Business Manager, Program Chairs and Admin Staff.
- m. Represent the department on committees and community events, as required.
- n. Assist support staff when required.
- o. Other related duties as assigned.

SUPERVISION RECEIVED:

Reports to Divisional Business Manager

SUPERVISION/DIRECTION EXERCISED:

Supervision of designated support staff. This may include Dean's office staff, advisors, program assistants and laboratory staff. Depending on the Faculty, the number of direct reports ranges from 1 to 20 plus auxiliary staff and student workers.

PHYSICAL ASSETS/INFORMATION MANAGEMENT:

Responsible for maintaining primary versions of divisional information management systems such as the faculty workload database, enrolment tracking systems, budget tracking systems, and student tracking systems.

FINANCIAL RESOURCES:

Develop and administer project budgets. Monitor operating budgets. Approval of staff timesheets, expense reports, and cheque and purchase requisitions. Oversee 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 Bachelor's degree from a recognized post-secondary institution and five years related experience that demonstrates increasing levels of responsibility, preferably within a post-secondary work environment, or an equivalent combination of education, training and experience.
2. Sound knowledge of academic disciplines, programs and terminology.
3. Experience in a student services environment and a passion for supporting student learning and the overall student experience.
4. A minimum of two years leadership and supervisory experience, including completion of performance evaluations, preferably in a unionized environment.
5. Experience and success in data gathering, analysis and report writing to support evidence based decision making.
6. Formal training and/or extensive acquired knowledge in computing, including proficiency in using BANNER student and HR or KBit, or similar records based systems.
7. Demonstrated experience at an intermediate/advanced skills level in computing and internet applications including Windows environment, Word, Excel, PowerPoint, complex data bases, email, web browser.
8. Demonstrated ability to maintain confidential information as well as exercise discretion and strong judgment in handling sensitive information.

9. Ability to independently draft professional correspondence and reports.
10. Demonstrated ability to successfully plan and coordinate activities and projects and provide leadership and direction to team members
11. Exceptional problem solving skills and ability to identify, develop and implement solutions to complex issues. Superior organizational skills with the ability to effectively prioritize tasks in an office environment with frequent interruptions and changing demands.
12. Ability to develop flexible approaches toward work procedures in a dynamic work environment.
13. Strives for continuous improvement and encourages the same in others. Demonstrated ability to collaborate with others to establish and implement best practices.
14. Excellent communication skills including the ability to communicate effectively both in writing and verbally.
15. Ability to establish and maintain effective working relationships with university administration, faculty, staff and students.
16. Ability to patiently and effectively communicate with a diverse range of people and situations, including the ability to diffuse tension in interactions with upset or angry people.
17. Demonstrated analytical skills, including problem-solving and needs analysis.
18. Demonstrated numerical and statistical competency, experience with budget development and monitoring.
19. Proven ability to work independently and function successfully as a member of a team.
20. Proven ability to display initiative, discretion and meet changing priorities, to work on multiple tasks simultaneously; meet deadlines and make responsible decisions.
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.
23. Demonstrated in-depth knowledge of secondary and post-secondary educational systems.
24. Demonstrated knowledge of career opportunities for college and university graduates.
25. Demonstrated presentation skills and experience in planning and presenting training activities and workshops.

Knowledge Skills & Abilities revised:
