

Classification	Administrator
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Pay Group:	9

## **JOB DESCRIPTION – MANAGER, CAREER DEVELOPMENT**

### **NATURE AND SCOPE OF WORK**

The Manager, Career Development is responsible for promoting, expanding, and managing a Campus Career Centre that includes a comprehensive career development service for students and graduates and will act as a resource to faculty, staff and employers around matters relating to career and employment development.

The Manager, Career Development will assess service needs and develop and implement career development services and strategies, including coordination and consolidation of existing services within the institution. The Manager will be required to cultivate and maintain external contracts and liaise with areas within the institution. This position reports to the Associate Vice President, Student Services.

### **ILLUSTRATIVE EXAMPLES OF DUTIES**

- Recommends goals and objectives in alignment with the Capilano University Academic and Strategic Plans for the approval of the Associate Vice President.
- Develops and oversees a comprehensive Career Development program
- Formulates appropriate procedures, criteria and systems for Career Development, and designs evaluation tools to measure outcomes.  
Liaises with employers, industry, and other external bodies to maximize student and alumni access to career and training opportunities;
- Plans and executes related career events, including career fairs, individual and small group counselling, on-campus workshops, etc.
- Develops and implements an annual operating plan and budget  
Maintain a resource library, both on-line and print, and coordinate resources with the University Library.
- Develops, organizes, and delivers professional presentations and/or training programs to students, industry groups, associations, government agencies and the campus community.
- Plans, schedules, directs, evaluates and supervises the work of support staff in Career Development. Ensures that staff receives appropriate training. In consultation with Human Resources, administers the collective agreement in relation to support staff including exercising hiring authority, disciplining as applicable, authorizing overtime, reviewing requests for leaves and other similar requests, and representing management where required in the grievance process.
- Maintains career and employment development and job search techniques including the provision of current labour market information.
- Prepares reports as required by institution funding agencies.



- Collaborates with program faculty to assist with the development of internships and other experiential education opportunities to assist students in making a successful transition to work.
- Research, organize and write detailed grant proposals to obtain contracts that will support continued provision of services to Capilano students requiring job information, career and job development skills.

### **REQUIRED KNOWLEDGE, ABILITIES AND SKILLS**

- Energetic self-starter who is familiar with experiential education including knowledge of new economic issues and data sources related to career development, labour markets, program promotion, and outreach methods.
- Proven ability to achieve goals using collaborative and consultative processes.
- Recent experience working in an academic post-secondary setting in BC.
- Recent success developing partnerships with Academic Deans and Faculty.
- Recent success facilitating workshops and making public presentations.
- Recent success as a leader working in a team setting.
- Recent success in project development, implementation and evaluation.
- Recent success managing budgets.
- Excellent interpersonal, communication and group facilitation and training skills.
- Technical skills including knowledge of on-line career and labour market information repositories, Internet resources, and data management programs.
- Proven experience working with diverse populations.
- Ability to adapt best practices to local circumstances.
- Proven management, leadership and administrative skills
- Ability to work independently as well as in a team-work environment
- Ability to analyze and solve problems.

### **REQUIRED MANAGEMENT COMPETENCIES**

#### **1. Job Knowledge**

Possesses functional and technical knowledge as well as demonstrates understanding of job assignment. Performs key responsibilities and understands how to effectively utilize key resources and technology for all aspects of the job.

#### **2. Service Focus**

Values the importance of delivering high quality, innovative service to internal and external customers (colleagues, students, families, visitors, etc.). Understands the needs of the customer and follows up to ensure satisfaction. Able to prioritize and set work activities accordingly. Uses relevant skills to achieve goals and finds innovative solutions to achieve the “extra mile”.



### **3. Result Oriented**

Takes responsibility for own work. Feels personally committed and accountable to deliver results quickly, accurately and effectively. Uses thoughtful judgment when responding to situations that are not going well and uses foresight to overcome obstacles.

### **4. Initiating Action/Taking Initiative**

Readily takes action consistent with departmental or University objectives. Volunteers readily and takes independent actions when appropriate. Leads by example and is a good role model for others to follow. Suggests methods and procedures to improve departmental operations.

### **5. Leadership and Supervisory Abilities**

Attracts and selects the best talent. Coaches and inspires people. Sets expectations, recognizes achievements and proactively manages conflict. Delegates and consistently guides the team towards the outlined goals. Clearly defines responsibilities and authority limits of subordinates. Recognizes individual capabilities and assigns work accordingly.

### **6. Problem Solving and Decision Making**

Identifies problems, involves others in seeking solutions, conducts appropriate analyses, searches for best solutions and responds quickly to new challenges. Makes clear, consistent and transparent decisions. Acts with integrity in all decision making, distinguishing relevant from irrelevant information. Assures adequate control and accounting of all funds including maintaining sound financial practices. Demonstrates a cross-university view.

### **7. Strategic Planning and Organizing**

Aligns departmental priorities with the University's purpose. Measures outcomes and uses feedback to change as needed. Proposes solutions and alternatives on allocation of resources to achieve the University's outlined strategy. Approaches decision making (including, where applicable, program development, modification and or cancellation) with a focus on the potential impact on student enrollment, engagement and success.

### **8. Employee Development**

Encourages and supports employee participation in personal and professional development. Able to coach, evaluate, develop and inspire direct reports. Provides constructive and objective performance feedback on a regular basis. Acknowledges and encourages good performance and proactively identifies and discusses performance problems in a timely manner. Ensures risks are minimized through proactive succession planning.

## **REQUIRED TRAINING AND EXPERIENCE**

- Bachelor's Degree from an accredited institution or suitable combination of education and experience.



- Five years of recent experience providing career development and employment services.
- Previous management experience in a complex unionized environment is highly desirable.