

Class No.:	Staff
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CLASS SPECIFICATION

ADMINISTRATIVE SUPPORT SUPERVISOR, ACCESSIBILITY SERVICES

NATURE AND SCOPE OF WORK

The Administrative Support Supervisor is responsible for providing leadership and supervision of the administrative operations of the Centre for Accessibility Services (CAS) and its support staff. The Administrative Support Supervisor is responsible for the ongoing review, planning, development, implementation, and monitoring of systems, processes, procedures, and services to ensure a compliant, customer focused and effective office environment.

This position includes oversight of general student support, accommodated testing, alternate format, and accessible/assistive technology that support all administration functions within the department.

The Administrative Support Supervisor offers administrative, supervisory, logistical, and systems support to the University across all campuses requiring strong knowledge and experience in accessible service provision and its legal foundations.

Reporting to the Associate Vice-President, Student Success ("AVP") under limited supervision, the Administrative Support Supervisor also receives direction from the CAS Coordinator (faculty member), and the CAS (faculty) Advisors.

This position oversees the work of two full-time positions, the 'as and when' exam invigilators, and any peer project hires.

ILLUSTRATIVE EXAMPLES OF DUTIES

Service Delivery

- Develops and implements short- and long-term objectives, and best practices for the administrative support team, to ensure the delivery of effective and efficient services to the Capilano University community. Analyzes service levels, policies, processes, and procedures to identify areas for improvement.
- Assists in the provision of accessible student services. This includes answering enquiries on the services provided, checking for completeness on the intake process, facilitating appointments for advisors, processing and distributing student-instructor "Notification of Accommodation" letters, and making referrals to other student services.

- Arranges departmental meetings, including calling for agenda items, preparing agendas, taking minutes, and tracking action items.
- Proactively manages interactions to maintain strong relationships between the CAS and students, instructors, university staff, external service partners, and the public, including taking steps to prevent situations that could lead to Human Rights violations or complaints.
- Alerts the coordinator and AVP regarding student conduct, students at risk and critical adjustments as needed.
- Tracks, monitors, and reconciles cost centers; processes expense claims, invoices and purchase requisitions; administers and reconciles P-Card transactions; tracks and monitors government specific funding, project expenditures, and compiles reports for review by the coordinator and approval by the AVP.
- Exercises signing authority within university guidelines.
- Coordinates with Digital Technology Services (IT) and Facilities related to Centre for Accessibility Services-specific software and physical set up (across all campuses).
- Coordinates with external partners, including Assistive Technology BC ("ATBC"), Academic Communication Equity-BC ("ACE-BC"), the Centre for Accessible Post-Secondary Education ("CAPER-BC") and StudentAid BC to support service delivery.

Area Supervision

- Supervises the day-to-day operations of the administrative team, including determining work objectives, assigning, prioritizing, and checking work assignments, training, verifying time sheets, preparing work and vacation schedules, identifying staffing needs, participating in selection committees, and providing input to the AVP on probationary and performance reviews.
- Provides leadership to staff by coaching, guiding, and modeling key behaviors/strategies, encouraging dialogue and providing guidance and advice to facilitate resolutions to work issues. Mentors team members to define shared and individual goals, meet target dates and ensure alignment of team goals including providing high quality customer focused service.

Support for Coordinator and Advisors

- Collaborates with advisors to facilitate the student intake process, clarify and implement academic accommodations and associated services.
- Evaluates the delivery of Centre services and makes recommendations to the coordinator to modify operations and procedures in response to changing needs.
- Oversees and reports to the coordinator on student appointments, student incidents, timed evaluation activities, staffing requirements, technology and alternate format needs.
- Assists advisors with the involvement of external service providers.
- Supports recruitment, onboarding and hire processes for faculty.
- Enters faculty section workloads approved by the coordinator.
- Compiles faculty evaluations.
- Collaborates with the coordinator for regulatory reporting and records management.

Other Duties

- While the role focuses primarily on Accessibility Services, it also provides back-up front desk support as needed for Counselling Services and Learning Support. Additionally, the Administrative Support Supervisor may be required to take training and act as a floor warden as part of the University's Emergency Preparedness Plan (Fire, W.H.M.I.S., Earthquake).
- Performs duties related to the qualifications and requirements of the job.

REQUIRED TRAINING AND EXPERIENCE

- A Bachelor's degree in Disability Studies, Special Education, Psychology, Counselling, Social Work, Health and Social Sciences, Administration, or a relevant discipline.
- Three years' experience in a supervisory role with ability to supervise and organize the work of a team.
- Experience working with persons with disabilities, preferably in an educational environment.
- Knowledge of accommodated testing, alternate format, and accessible-assistive technology.
- Experience in a high pressure, student (or customer) service role.

REQUIRED KNOWLEDGE, ABILITIES AND SKILLS

- Comprehensive knowledge of university policies and procedures related to academic accommodation, human rights, equity, diversity, inclusion, accessibility, and understanding of statutory obligations, privacy guidelines, laws and regulations pertaining to students with disabilities, medical documentation, and assistive technologies (such as Kurzweil and Dragon).
- Experience working sensitively with students with disabilities, understanding their rights under human rights protections, and maintaining confidentiality when dealing with sensitive student information.
- Strong problem-solving skills, judgment, and tact, especially in delicate and complex situations.
- Ability to organize, prioritize, and meet deadlines in a fast-paced, ever-changing environment; excellent project management skills with the ability to multi-task.
- Ability to establish and maintain effective working relationships with employees, students, and the public.
- Ability to provide advanced customer service in a student-facing environment, including managing complaints/suggestions and resolving conflicts.
- Thorough knowledge of data management systems such as Banner, Argos, Famis, Target X, with the ability to analyze and prepare reports related to service and operational metrics.
- Ability to act with independence of judgment and a minimum of supervision.
- Willingness to work occasional evenings, weekends, and attend events/meetings beyond regular office hours.