

Class No.:	
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CLASS SPECIFICATION

DIVISIONAL SUPERVISOR

NATURE AND SCOPE OF WORK

This is administrative work in support of a large instructional unit comprised of several sub-units/departments involving multiple diploma and/or degree programs, at times of a confidential and sensitive nature. An incumbent in this job is primarily responsible for coordinating the non-academic administrative functions, supervising the support tasks for several instructional departments, and performing processes and tasks required by the Dean's office. Duties include supervision, providing customer service to students, orienting faculty to administrative tasks, and preparing and processing budgets, faculty workloads, and timetables. This work involves a high level of attention to detail and ability to manage multiple conflicting deadlines in a changing environment. An incumbent receives direction from a Dean and Divisional Chair, instructions from several Coordinators or Convenors, and reports to the Dean.

ILLUSTRATIVE EXAMPLES OF DUTIES

- Initiates, reviews, corrects, and submits section plans, timetables, faculty workloads, faculty PD proposals and reports, and faculty sick leave reports according to the Coordinator's manual, and in consultation with and for the approval of the Chair and Coordinators/Convenors. Contacts the Registrar's Office and Human Resources to investigate and resolve problems. This includes proactively seeking current information on a continual basis, following up on outstanding issues, and researching discrepancies.
- Prepares operating budgets and capital requests in consultation with and for the approval of the Chair and Coordinators/Convenors. Tracks, monitors and reconciles cost centres including depositing and recording revenue, processing disbursements and charge backs, printing and reviewing management reports, and contacting Financial Services as required. Resolves discrepancies or brings them to the attention of the Chair or Coordinators/Convenors. Has signing authority within University guidelines. Maintains petty cash fund.
- Acts as a central point of contact between the division and other University departments (i.e. HR, Finance, IT) and/or external groups to facilitate and coordinate efficient communications and operations. Takes responsibility for disseminating relevant information to the division and coordinates implementation of projects or administrative procedures.

- In collaboration with Coordinators and/or faculty, develops schedules and timetables that meet the needs of students and programs requirements. This includes liaising with human resources on the CFA collective agreement, and understanding room requirements, course delivery modes, and instructor availability.
- Enters pre-requisite overrides for students, referring to program/division policy or seeking appropriate faculty input.
- Facilitates communication and arrangements between the university and potential students, current students, alumni and faculty. Assists in the recruitment of students and the promotion of the Division's offerings. This includes answering enquiries; referring people to other campus services; preparing calendar and brochure information; arranging student information sessions; uploading information to a web page; and coordinating mailings. Maintains in depth knowledge of the division's programs and offerings.
- Processes student applications and application materials, including portfolios. Screens for completeness of material. Arranges student interviews and portfolio reviews. Block registers students or coordinates faculty involvement in the registration process.
- Prepares program profiles and new course proposals under the direction of the Chair, Coordinators and Convenors.
- Compiles faculty evaluations as instructed by the Dean's Office and according to the CCFA collective agreement including visiting classrooms to administer student evaluations, collecting other evaluations, and tabulating and preparing material for review by the evaluation committee. This is a sensitive and confidential process.
- Distributes, collects, checks and submits grade sheets.
- Orients new Chairs, Coordinators and Convenors to administrative tasks, guidelines and deadlines as outlined in the Coordinator's Manual. Orients new faculty to University administrative guidelines.
- Arranges and attends department meetings, including preparing agendas and taking minutes. Serves on University committees as required.
- Invigilates exams for one student or a small number of students, or arranges for testing or invigilation.
- Prepares postings and arranges interviews for faculty hires.
- Plans and organizes local special events and makes travel arrangements.
- Supervises office staff including planning and coordinating the work flow for the Division office; training new staff; assigning, prioritizing and checking work assignments; verifying time sheets; preparing vacation schedules for approval; identifying short term staffing needs; participating in selection committees; and providing input on performance reviews.

- Organizes departmental elections.
- Drafts routine and non-routine correspondence.
- Coordinates office allocation and moves.
- May be required to take training and act in the capacity of 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 position.

REQUIRED KNOWLEDGE, ABILITIES AND SKILLS

- Thorough knowledge of the regulations, policies and procedures governing the Division.
- Thorough knowledge of the Coordinator's Manual and University policy and procedure governing faculty workload, admissions, registration and financial services.
- Thorough knowledge of word processing applications.
- Considerable knowledge of the Division's academic content.
- Considerable knowledge of business English and spelling.
- Considerable knowledge of office practices and equipment, bookkeeping and arithmetic.
- Considerable knowledge of spreadsheet applications.
- For specified programs: considerable knowledge of web posting applications
- Considerable knowledge of the CCFA Collective Agreement articles pertaining to instructional and lab supervisor workloads, forward averaging, and overload/underload.
- Considerable knowledge of database applications.
- Ability to learn multiple University systems.
- Ability to multitask, apply organization skills to meet deadlines, and work with minimal supervision.
- Ability to plan, schedule, assign, supervise and review the work of employees to effectively meet deadlines, and to provide on-the-job training and orientation.
- Ability to understand and follow complex oral and written instructions, and communicate information effectively, both orally and in writing.
- Ability to adapt to changing situations.

- Ability to maintain attention to detail with constant interruption.
- Ability to establish and maintain effective working relationships with a diverse group of other employees, students and the general public.
- Ability to establish and maintain administrative procedures.
- Ability to maintain confidentiality and handle sensitive issues with tact and diplomacy.
- Skill in typing and/or key boarding at 50 wpm.

REQUIRED TRAINING AND EXPERIENCE

- Completion of two years (approximately 60 credits) of post-secondary business education comparable to the Diploma in Business Administration program offered at Capilano University.
- Five years of directly related and progressively senior administrative support experience, including experience in an educational setting with significant student contact and previous supervisory experience.

REQUIRED CERTIFICATES, LICENCES AND REGISTRATIONS

- None