

Class No.:	
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CLASS SPECIFICATION

REGIONAL CAMPUS SUPERVISOR

NATURE AND SCOPE OF WORK

This is administrative work in support of a Regional Campus offering several programs, at times of a confidential and sensitive nature. An incumbent in this job is primarily responsible for coordinating the non-academic administrative functions and supervising the support tasks for several instructional programs. Duties include supervision, providing customer service to students, orienting faculty to administrative tasks, monitoring the physical condition and security of the campus and campus systems, and preparing and processing budgets, faculty workloads, and timetables. An incumbent receives instructions from several Coordinators or Convenors, and reports to a Regional Campus Dean.

ILLUSTRATIVE EXAMPLES OF DUTIES

- Supervises office staff including planning and coordinating the work flow for the Regional Campus 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.
- Prepares and enters or 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 Dean and Coordinators/Convenors. Contacts the Registrar's Office and Administrative Analysts to investigate and resolve problems.
- Prepares operating budgets and capital requests in consultation with and for the approval of the Dean 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 Dean or Coordinators/Convenors. Has signing authority within College guidelines. Maintains petty cash fund.

- Ensures that appropriate funds are collected from students including preparing and submitting exceptional tuition fee requests, collecting and tracking tuition fee deposits, communicating with sponsors to ensure that sponsored fees are collected by Financial Services, and collecting fees for conferences and student retreats. Processes refunds as required.
- Facilitates communication and arrangements between the college and potential students, current students, alumni and faculty. Assists in the recruitment of students and the promotion of the Campus' offerings. This includes answering enquiries, resolving problems, and dealing with difficult clients; referring people to other College services; preparing calendar and brochure information; arranging student information sessions; uploading information to a web page; and coordinating mailings.
- Processes student applications and application materials. Screens for completeness of material. Arranges student interviews. Block registers students or coordinates faculty involvement in the registration process.
- Prepares program profiles and new course proposals under the direction of the Dean, Coordinators and Convenors.
- Compiles faculty evaluations as instructed by a 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 Deans, Coordinators and Convenors to administrative tasks, guidelines and deadlines as outlined in the Coordinator's Manual. Orients new faculty to College administrative guidelines.
- Arranges and attends department meetings, including preparing agendas and taking minutes. Serves on College 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.
- Organizes departmental elections.
- Drafts routine and non-routine correspondence.
- Coordinates office allocation and moves.

- Prepares requests for offer, purchase requisitions and orders, price requests, and invoices. Recommends renewal or change of continuous service orders.
- Monitors the physical condition of the campus. Monitors security systems and responds to calls from the security company. Monitors the performance of janitors, landscapers and other service providers. Monitors the performance of computers and networks on campus and coordinates support with Computer Support Services. Requests repair or replacement of equipment or furnishings. Sets up classrooms. Performs basic troubleshooting on campus issues and systems and contacts the appropriate administrator or College department (e.g. Computer Support Services, Facilities) or supplier regarding more serious problems.
- In the absence of the Campus Dean, ensures the continued operation of the Campus and resolves issues.
- Schedules and tracks room and equipment usage, including room rentals to external groups. Makes minor adjustments or repairs to office equipment, and computers and peripheral equipment.
- Takes pictures for photo identification cards and for use in promotional publications.
- May be required to take training and act in the capacity of a floor warden as part of the College'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 College.
- Thorough knowledge of the Coordinator's Manual and College policy and procedure governing faculty workload, admissions, registration and financial services.
- Thorough knowledge of word processing applications.
- Considerable knowledge of the academic content of programs offered at the Campus.
- Considerable knowledge of business English and spelling.
- Considerable knowledge of office practices and equipment, bookkeeping and arithmetic.
- Considerable knowledge of spreadsheet applications.
- Considerable knowledge of web posting applications
- Considerable knowledge of the CCFA Collective Agreement articles pertaining to regularization, instructional and lab supervisor workloads, forward averaging, and overload/underload.

- Working knowledge of database applications.
- Some knowledge of computer operating systems and networks and associated applications and the ability to perform basic troubleshooting.
- Some knowledge of building systems such as heating, ventilation and security and the ability to perform basic troubleshooting.
- 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 and to resolve customer service issues.
- 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 College.
- 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 as well as experience with resolving customer service issues and overseeing building and computer systems.

REQUIRED CERTIFICATES, LICENCES AND REGISTRATIONS

- None