

Class No.	
Original Date:	December 2008
Revision Date:	June 2012 June 2017
Pay Group:	22

CLASS SPECIFICATION

SCHEDULING OFFICER

NATURE AND SCOPE OF WORK:

In collaboration with other scheduling staff, the Scheduling Officer is responsible for gathering information required for class and exam scheduling, using and configuring automated and manual systems to develop schedules/timetables, undertaking casual room bookings, producing reports, and resolving complex scheduling situations. The Scheduling Officer receives direction from the Supervisor, Scheduling and reports to the Associate Registrar, Systems and Scheduling.

ILLUSTRATIVE EXAMPLE OF DUTIES:

- Enters all course and scheduling-related information with a high degree of accuracy under tight deadlines, continually prioritizing tasks to meet department needs.
- Uses computer software to create sections for term registration and ensure the set-up reflects intended registration controls, university policies, fees, credits and curriculum changes. Performs set-up of the software systems, reconciles data in various systems, and deploys computer programs designed to support scheduling.
- Collects data and resource requirements for course and examination scheduling from various departments, through active communication, workshops, training and meetings using the appropriate web and database software, including: answering questions, validating department data, consulting with appropriate department offices and Registrar's Office staff, performing data uploads, downloads and validations.
- Ensures accurate data is provided as the timetable/schedule is being prepared; performs accurate entry of required scheduling-related data in a timely manner.
- Creates a conflict-free timetable and exam schedule, giving consideration to: collective agreements, scheduling and facility guidelines and policy, program curriculum requirements, campus locations, student enrolment patterns, enrolment sustainability, teaching delivery structures, inter-departmental commitments, physical attributes, facilities utilization, scheduling constraints and/or preferences.
- Produces a publication-ready timetable in various formats within tight deadlines, involving: creating draft timetables for review, monitoring and executing requests for changes, collecting and maintaining section registration notes, text, graphics and other components.
- Tests accuracy of all timetable/registration components in the student record system prior to commencement of registration.
- Posts room schedules prior to class start and facilitates room change notification.
- Maintains classroom inventory and room attributes including furniture, computing and audio visual equipment, as well as identifies and reports anomalies to appropriate department.
- Verifies completeness of course timetable and exam schedules prior to publishing and on an ongoing basis as changes are made; maintains documentation of all requests for changes relating to scheduling/events/registration.
- Creates queries against the databases to support scheduling, and for data validation purposes.
- Responds to requests to book space that is under the jurisdiction of the Registrar's Office.
- Enforces guidelines and policies.

- Participates in section cancellations and notification of students Creates, updates and maintains tables and rules in the automated records and scheduling systems; creates and maintains documentation and procedures, monitors information, suggests improvements, reports problems and implements procedural changes.
- Assists with software upgrades including: data backup, analyzing individual process components, identifying problem areas, recommending and implementing business process improvements, coordinating testing activities, and reporting on results.
- Provides general department assistance within the Registrar's Office where required.
- Performs duties related to the qualifications and requirements of the position.
- 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).

REQUIRED KNOWLEDGE, ABILITIES AND SKILLS:

- Thorough knowledge of Banner or other automated student record system and ability to learn software applications and to apply technical knowledge.
- Thorough knowledge of Infosilem EnCampus-Suite (Timetabler and Exam) and Infosilem Encampus-Enterprise or other automated scheduling and room booking software.
- Thorough knowledge of computer applications, including word processing, spreadsheet and database applications
- Thorough knowledge of business English, spelling, punctuation, and arithmetic
- Considerable knowledge of Capilano programs and courses, with the ability to interpret and explain policies and procedures governing Registrar's Office activities.
- Ability to understand and follow complex oral and written instructions, and communicate information effectively, both orally and in writing.
- Ability to multi-task, meet deadlines and maintain a high level of accuracy in a high volume, fast-paced environment.
- Ability to research, study, learn, problem solve, resolve conflicts, and employ mature judgment.
- Ability to establish and maintain effective working relationships with a diverse group of other employees, students and the general public.
- Ability to provide a high level of customer service, to respond with tact and diplomacy to user complaints and or suggestions, and to resolve conflicts that arise from scheduling.
- Ability to maintain confidential information and handle sensitive information with tact and diplomacy.
- Ability to develop and recommend business tools and practices, policies and procedures and to interpret policies, guidelines, collective agreements as they impact scheduling.
- Ability to exercise initiative, flexibility and resourcefulness in the completion of work assignments, analyze situations, take initiative, make independent decisions with a high degree of responsibility and seek advice regarding decision-making where appropriate.
- Ability to prepare operating and statistical reports, to keep accurate records and archives.
- Ability to provide on-the-job training and orientation and to plan, schedule and review the work of other employees who may assist the Scheduling operation to effectively meet deadlines

REQUIRED TRAINING AND EXPERIENCE:

- Completion of a two-year diploma or completion of two years (approx. 60 credits) of post-secondary courses focusing on management information systems, data analysis, technical reporting, statistics or related courses preferred.
- Three years of related work experience in a Registrar's Office or a student/customer services-related function, with a strong emphasis on systems and data analysis.

REQUIRED LICENCES, CERTIFICATES AND REGISTRATIONS:

- None.

