

Class No.:	
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Pay Group:	26

CLASS SPECIFICATION

SUPERVISOR, ACADEMIC ADVISING

NATURE AND SCOPE OF WORK:

This is supervisory and complex academic planning and advising work. The primary duties of this position are to supervise the Academic Advising area of the Registrar's Office, overseeing operational and training needs to ensure processes and policies are followed and effective academic planning. This role is a key resource in student retention and success and acts as a transitional guide for students and external stakeholders in navigating students' academic experiences. The incumbent will champion special projects and initiatives. This position reports to the Associate Registrar, Academic Advising and Financial Aid.

ILLUSTRATIVE EXAMPLE OF DUTIES:

- Supervises the day-to-day operations of the unit/area including: supervising staff; addressing staff concerns; planning and coordinating the work flow; assigning, prioritizing and evaluating work assignments; verifying time sheets; preparing work schedules and reviewing vacation schedules; identifying short term staffing needs; participating in selection committees; and providing input on performance evaluations.
- Communicates and supports management plans, processes and goals to the Academic Advising team.
- Acts as main point of contact for the Academic Advising area of the Registrar's office.
- Develops and implements plans for the advising cycle for the approval of the Associate Registrar, Admissions and Advising.
- Identifies areas that may require changes to standard operating procedures and brings them to the attention of the Associate Registrar, Admissions and Advising.
- Under the direction of the Associate Registrar, establishes, reviews, maintains and evaluate an annual academic advising plan.
- Develops feasible and measurable approaches to supporting students experiencing academic difficulty, understanding policy and practice. Identifies methods for improvement, liaises with service areas to provide input into student need and understand existing university services.
- Develops new workshops, programs and services that support student success through new initiatives including, but not limited to, targeted advising and intrusive advising
- Trains and updates employees in new and existing policies, procedures, and systems.
- Works with the Associate Registrar to establish and implement unit/area goals, objectives, targets, strategies, and best practices in an ongoing effort towards continuous improvement.
- Assists other supervisors and directs the preparation and production of correspondence related to Registrar's Office functions.
- Works with the Academic Advisors and the Registrar's office to enhance efficiency.
- Liaises between the Registrar's Office, departments and Faculties on academic advising issues and between staff and management on operational concerns.
- Takes on Academic Advising responsibilities in times of absences, limited coverage or as warranted by operational need.
- Maintains statistics, records and resources required for effective advising cycle activities.

- Recommends and introduces process and procedure improvements across internal team and other department functions.
- Sets service and outreach priorities as determined by collected data. Remains updated and current in policies and procedures (both internal and external) as they pertain to the unit/area.
- Provides information, in both verbal and written form, regarding University policies, procedures, and other resources related to the Registrar's Office.
- Conducts data analysis related to advising activities, suggests improvements, reports problems, and implements procedural changes.
- Analyses and reports on internal operational processes.
- Work to support recruitment, admission, credit and graduation activities.
- Ensure all processes and procedures are documented and updated.
- Under the direction of the Associate Registrar, acts as lead on various advising projects incorporating data analysis, tracking and reporting. Recommends service and outreach priorities according to that data and tracks progress toward subsequent goals.
- Participates in the training and updates employees in new and existing policies, procedures and systems.
- Recommends and introduces process and procedure improvements across internal team and other department functions.
- Initiates discussions and responds to enquiries from students, staff, faculty and administrators on the responsibilities described in this class specification.
- 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 requirements and qualifications of the position.

REQUIRED KNOWLEDGE, ABILITIES AND SKILLS:

- Thorough knowledge of Banner or another automated student record system.
- Thorough knowledge of the University's programs, courses and activities offered and of viable alternatives available for programs not offered by the University
- Thorough knowledge of the University's policies and procedures governing admissions, registration, transfer, and graduation.
- Thorough knowledge of the laws and regulations (e.g. FOIPPA) involved in advising students, their supporters and the public.
- Thorough knowledge of business English, spelling, punctuation and arithmetic.
- Considerable knowledge of certificate, diploma, degree and graduate degree programs in British Columbia post-secondary educational institutions.
- Considerable knowledge of word processing, spreadsheet and database applications.
- Considerable knowledge of freedom of information and protection of privacy provisions.
- Ability to learn in-house and other software applications, and to apply technical knowledge.
- Ability to develop and recommend business practices, policies and procedures.
- Ability to multitask, apply organization skills to meet deadlines, and work with minimal supervision.
- 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 handle user complaints and or suggestions, and to resolve conflicts.
- Ability to prepare operating and statistical reports.
- Ability to compose letters, memoranda and materials related to the subject matter and of a non-routine nature and to write and produce quarterly newsletters.

- Ability to effectively communicate accurate information on a one-to-one basis or to groups of a varying size and to address large or small groups in formal or informal settings.
- Ability to understand and follow complex oral and written instructions, and communicate information effectively, both orally and in writing.
- Ability to be flexible and resourceful in the performance of job duties.
- Ability to maintain confidentiality and handle sensitive issues with tact and diplomacy.
- Ability to keep accurate records and archives.
- Ability to plan, organize and review the work of others engaged in similar tasks.
- Demonstrated ability to use tact, discretion and good judgment while performing duties.

REQUIRED TRAINING AND EXPERIENCE:

- Completion of a Bachelor's degree.
- Three years of work experience in a Registrar's Office or a student services-related function with a strong emphasis on program planning or academic advising. Experience must include giving presentations, conducting one on one meeting and work with student information systems
- Two year of supervisory experience.

REQUIRED LICENCES, CERTIFICATES AND REGISTRATIONS:

- None.