

Class No.	
Original Date:	February 2016
Revision Date:	June 2017 PG revised Dec 2018 May 2020
Pay Group:	26

CLASS SPECIFICATION

SUPERVISOR, SCHEDULING

NATURE AND SCOPE OF WORK:

The Supervisor, Scheduling is responsible for the day-to-day operations in the scheduling area of the Registrar's Office. This Supervisor provides supervisory, functional and backup support to scheduling staff to ensure timelines are met, guidelines and policies are enforced, and services within the unit's mandate are delivered. The Supervisor, Scheduling serves as a lead member for systems development and implementation, including maintaining automated and manual systems to develop schedules/ timetables, monitoring systems resource use effectiveness, recommending and implementing policies and procedures, and producing reports. The Supervisor, Scheduling is responsible for gathering and understanding the operational needs of the scheduling area units in relation to scheduling project work, understand the gravity of associated risk through rigorous assessment & consider and mitigate risk with well documented plans. The incumbent will be tasked with analyzing business processes, testing and recommending and/or improve the effectiveness of those projects, assess and mitigate risk. This Supervisor is responsible in conjunction with IT support in troubleshooting the Registrar's Office unit/area software to find solutions in everyday activities to development and implementation of new or modified functionality. In addition, duties would include proper documentation of projects, and amendment of procedures related to the business unit/area involved and directing duties and services associated with the unit's mandate. The incumbent will supervise records, systems and scheduling staff as well as cross-unit staff engaged in systems work, their workload and work schedule. This position reports to the Associate Registrar, Systems and Scheduling.

ILLUSTRATIVE EXAMPLE OF DUTIES:

- Supervises the day-to-day operations of the Scheduling area of the Registrar's Office including: supervising staff; addressing staff/client concerns; planning, coordinating, assigning, prioritizing and evaluating work assignments; verifying time sheets; preparing work and vacation schedules; identifying short term staffing needs; participating in selection committees; providing input on performance evaluations.
- Answers questions or solves problems regarding term timetables and final exams.
- Maintains departmental records and systems and ensures that confidentiality is maintained.
- Plans and coordinates the work flow for staff regarding processes associated with systems upgrades, new system functionality, and implementations.
- Critically evaluates information gathered from multiple sources, reconcile conflicts, break down high-level information into detail, determine complexity from low-level information into a general understanding and distinguish user's requests from the underlying needs.
- Requires technical maturity and capability to assess risk and impact associated with integrated process changes and scheduling system development.
- Proactively communicates and collaborates with internal and external clients to analyze information needs and functional requirements.
- Practices sound project management methodologies
- Drives and challenges business units on their assumptions of how they will successfully execute plans/projects that involve process change.

- Requires excellent verbal and written communication skills and the ability to interact professionally with a diverse group including managers, IT developers and business unit personnel.
- Serves as a conduit between the business unit and IT team through which requirements flow and development requirements specifications using plain language.
- Assists the Associate Registrar with systems upgrades, systems and project implementations; establish timelines and guidelines, developing, implementing and executing test plans, ensuring the operation meets deadlines, ensuring all information is accurate, identifying errors, and implementing solutions.
- Ensures final timetables are conflict-free and gives 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.
- Confirms accuracy of all timetable/registration/ section setup components in the student record system prior to commencement of registration.
- Sets up system up to enable registration activities with a high impact for error; such as term control; re-admit terms; part of terms .
- Trains and updates employees in new and existing policies, procedures, and systems.
- Administers access to the scheduling and room booking software by users outside of the Registrar's Office.
- Ensures all scheduling software and system requirements are maintained and current, including space inventories and attributes.
- Develops, documents and coordinates training manuals and procedures relating to scheduling and section preparation, and systems.
- Conducts data analysis relating to scheduling, room booking and space; monitors information, suggests improvements, reports problems and implements procedural changes.
- Implements 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.
- Assists the Associate Registrar in overseeing the timetable process in accordance with the university academic timetable, including: establishing timelines and guidelines, ensuring the operation meets deadlines, ensuring all course-related information is accurate, identifying common errors, and implementing solutions.
- Liaises with the Associate Registrar to prepare recommendations regarding area goals and objectives, and present this information to the Registrar for approval; follows through on implementation of goals and objectives when approved.
- Liaises with the Associate Registrar to review, analyze, and recommend changes to policy, processes, procedures, and systems as well as to establish operational priorities.
- Liases with various internal and external groups regarding scheduling, as well as provides scheduling training as required.
- Answers questions or solves problems regarding scheduling systems.
- In conjunction with the Associate Registrar, establishes scheduling criteria, guidelines and/or procedures.
- Ensures all activities of the unit comply with procedures, regulations, and deadlines; communicates, reports and is accountable to departments in conjunction with the Associate Registrar.
- Collaborates on a regular basis with internal staff such as Divisional Departmental Assistants and Divisional Supervisors and - with several areas across the University including IT, Facilities and Financial Services.
- Corresponds and collaborates with external contacts including staff members at other Colleges and Universities and Software vendors.
- Establishes working relationships with related departments such as facilities, classroom support (AV), information technology (IT), continuing studies and executive education (CSEE), Human Resources, the Registrar's office, Accessibility Services and all teaching departments.
- Prepares and aggregates reports on data from various Registrars' Office databases at the request of Registrar's Office administrators.
- Provides general department assistance within the Registrar's Office when 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 Infosilem Encampus-Suite (Timetabler and Exam) and Infosilem Enterprise - Encampus, or other automated scheduling and room booking software.
- Thorough knowledge of computer applications, including word processing, spreadsheet, database and presentation software.
- Thorough knowledge of Banner or another automated student information system.
- Thorough knowledge of Capilano programs and courses, with the ability to interpret and explain policies and procedures governing Registrar's Office activities.
- Proven Business Analysis skills.
- Thorough knowledge of business English, spelling, punctuation, and arithmetic.
- Ability to provide supervisory instruction, training, leadership, and guidance to staff engaged in scheduling activities, as well as plan, schedule, organize and review work.
- Ability to exercise initiative, flexibility and resourcefulness in the completion of work assignments, analyze situations, make independent decisions with a high degree of responsibility, and seek advice regarding decision-making.
- Ability to focus under pressure, meet deadlines, and follow through to completion of tasks while maintaining a high level of accuracy.
- Ability to problem-solve, research, study, learn, resolve scheduling conflicts, and employ mature judgment.
- Ability to create and maintain documentation of processes and procedures.
- Ability to effectively explain systems, processes and policies.
- Ability to utilize systems thinking and understand the interdependencies involved in the larger system.
- Ability to administer scheduling modules within a student information system as a functional lead.
- Ability to learn and upgrade to new systems and to apply technical knowledge.
- Ability to develop, execute and complete projects.
- Ability to maintain confidentiality and handle sensitive issues with tact and diplomacy.
- Ability to understand and follow complex oral and written instructions, and communicate information effectively, both orally and in writing.
- Ability to develop and recommend business practices, policies and procedures and to interpret policies, guidelines, collective agreements as they impact scheduling.
- Ability to prepare operating and statistical reports, to keep accurate records and archives.
- Ability to establish and maintain effective working relationships with a diverse group of employees, students and the general public.
- Ability to provide a high level of customer service, handle user complaints and/or respond to suggestions, resolve conflicts that arise from scheduling

REQUIRED TRAINING AND EXPERIENCE:

- Completion of Bachelor's degree in a related discipline with a strong focus on management information systems, data analysis, technical reporting, project management or business analysis preferred.
- Three years of related work experience in a Registrar's Office in a course scheduling and/or exam scheduling function, with a strong emphasis on systems and data analysis.
- One year of recent supervisory experience.

REQUIRED LICENCES, CERTIFICATES AND REGISTRATIONS:

- None