

# **YUKON COLLEGE**

## **POSITION DESCRIPTION**

### **PART I - IDENTIFYING DATA**

**Position Number:** YC1035

**Position Title:** Scheduling Coordinator

**Incumbent:**

**Division:** Office of the Registrar

**Headquarters**

**Supervisor's Name:**

**Kara Mott**

**Supervisor's Title:**

**Associate Registrar**

**Date Description Completed:** September 2017

**Revised:**

### **PART II - SUMMARY (broad statement of why position exists)**

Coordinates room scheduling/booking for internal and external users by organizing, promoting and allocating appropriate space for College courses, and external users. This position is also responsible for ensuring the accuracy of Course Registration Numbers (CRN) and academic exam scheduling.

#### **A. Duties and Responsibilities**

##### **1. Major Function - the most important activity or responsibility required (describe what is done, why it is done, and how it is done):**

Allocates appropriate classroom space for all internal users based on course requests submission by the various divisions for their classes by:

- receiving the requests from each instructional Division via email;
- identifying the space in the scheduling software;
- liaising with the appropriate divisions when there is competing demand for the same space;
  - o recommends ways to resolve the conflict (changing time slot, or room assignment)
- confirming and distributing schedule to the appropriate departments;
- making any necessary revisions, caused by changes in room requirements;
- communicating effectively with the Yukon College community where changes in room bookings are required

Allocates space for other College activities and for all external user groups by:

- receiving a request for space
- assessing the impact the event may have on other activities in the College, and showing sensitivity to the customer's expectations while still maintaining priority to College classroom activities;
- meeting and touring with customers to view the facility and working out the logistics and details of their event and providing facility packages;
- informing the customer of the services and equipment the College can provide and who otherwise may meet their other requirements;
- applying policy, regulations, etc. in a consistent and reasonable manner and explaining how these rules will affect their booking;
- liaising with the appropriate people in the College to help accommodate requests;
- negotiating and completing the agreement of use ensuring all aspects are considered;
- calculating the room rental on the Agreement of Use and distributing it accordingly;
- ensuring completion, damage deposit and insurance requirements met;
- coordinating larger college events and addressing issues as they arise, maintaining filing system

Promoting and evaluating events by:

- presenting a professional community-oriented image of the College;
- contacting clients to ensure the event met with their expectations;
- investigating the cause of any mistakes or issues on the part of the College, to avoid any future occurrences;
- investigating and reporting, verbally or in writing, on an event which caused problems for the College staff and/or students; and
- denying future space to customers who are delinquent in paying their invoice or who have caused major damage or disruptions;

**Approximate percentage of job time above functions are performed: 65%**

**2. Other Principal Activities, in order of importance (describing for each what, why, and how, and approximate percentage of job time required, rounded off to the nearest 5%):**

- Working with Divisions, Schools and program areas to ensure accuracy of Course Registration Numbers (CRN's) by:
  - o Liaising with programs to ensure accurate CRN creation
  - o Utilizing the Student Information System (SIS) to ensure accuracy of CRN's every year (or every term, as determined by Senior Academic Leadership)
  - o Communicating CRN lists to program areas as required
  - o Problem-solving issues related to CRN creation as required
- Coordinating the academic final exam scheduling by:
  - o Liaising with divisions, schools and program areas regarding exam requirements (ie: specialized rooms, accommodation requirements)
  - o Utilizing the room booking software to create an error free exam schedule
  - o Ensuring the final exam schedule follows exam policy and procedures
  - o Ensuring the final exam schedule is released in a timely fashion (October and February of each year)
  - o Booking physical exam space as per the room booking software and academic requirements

**Approximate percentage of job time above functions are performed: 25%**

**3. Examples of Additional Divisional Activities which may be performed:**

- ensuring regular and responsive professional communications and knowledge transfer to necessary individuals, groups and departments.
- providing statistics on facility usage as requested;
- identifying, recommending and, when required, implementing changes in policy, procedure and processes;
- participating in College Committees when required (ie: committees and task groups regarding space allocation; and
- maintains facilities descriptions in scheduling software
- other related duties

**Approximate percentage of job time above functions are performed: 10%**

**4. Approximately how long will it take for a fully qualified employee from outside the work unit to reach the full working level of the position:**

1 year – complete cycle.

**B. Problem-solving and decision-making**

1. a) **List any sections of Acts, Regulations, and Policies or Procedures the incumbent must be fully familiar with in order to perform the position's functions:**

Yukon College Policy and procedures (relevant sections) and other pertinent legal requirements related to space use (liquor permits, fire code issues, etc.)

- b) **Is the position responsible for interpreting, administering, or enforcing any of the above? If yes, explain.**

Yes, must fully understand the above and their intent.

2. a) **Describe the kinds of recommendations the incumbent is regularly required to make and to whom:**

- how an activity might best be accommodated (to client and College personnel);
- advises client of College rental fee structure and recommends to client when a request to waive all or a portion of the rental fee might be appropriate;
- changes to policy and procedures governing facility use/key use, etc to Supervisor;
- recommends changes to room rental rates/prices.

- b) **Who normally makes the final decisions with respect to those recommendations?**

Client and/or Associate Registrar (supervisor).

3. a) **Describe the kinds of final decisions regularly made for which the incumbent is held accountable.**

- interpretation and application of policy and regulations
- how and when the College can commit to booking an event.
- allocation of rooms to internal and external client.
- resolution of booking conflicts including the decision as to when it is appropriate to request one event move to accommodate another.

- b) **What is the direct impact of those decisions?**

The efficient and orderly utilization of College space in the delivery of courses. Public perception as to the College meeting their space needs as a public facility.

**C. Freedom to Act**

1. **Describe the way in which this position receives direction:**

The Associate Registrar, with the Admissions and Scheduling team, establishes goals and objectives, provides ongoing direction by verbal, written, through staff meetings and the incumbent performs day to day activities independently within established goals and objectives. As well, the position receives institutional direction through the Strategic Plan, Academic Plan, Values statements etc.

2. **What legislation, regulations, procedures, or established practices guide, constrain, or limit the activities of this position?**

As in B 1.

**3. How is the work of the position normally checked or evaluated?**

Checked by supervisor through performance planning process, *Rental Agreement* forms and feedback from staff, students and external user groups.

**4. What types of decisions are normally referred to the supervisor? (Give examples)**

Unusual requests which may affect our normal operations. When there is public or other impetus to house an event and the space is not readily available. When the waiving/reducing of room rental fees is requested. For enforcement of policy.

**D. Financial Accountability**

**1. a) Annual Budget (for unit under the direct control of the position):**

Fiscal year:

Annual payroll:

O/M Budget (excluding payroll):

Capital Budget (excluding payroll):

Revenues:

Recoveries:

**b) Who prepares this budget?**

**c) What is this position's accountability for budget once allotted?**

None.

**d) Does position have authority/ability to reallocate resources? (describe)**

No.

**e) Signing authority levels:**

up to and including a \$1,000.00

**2. Other expenditures or revenues influenced by this position and how.**

1. Calculates the charges for room rental on *Agreement* and requests invoicing to client
2. Receives any damage deposits prior to event.

**E. Management Supervision of Human Resources**

**a) Number of positions supervised directly:**

none Permanent/Term

none Aux/Casual (contract project staff)

**b) Nature of supervision: (check any of the following supervisory tasks that are to be performed on a regular basis):**

<input type="checkbox"/>	a)	Show colleagues how to do tasks.
<input type="checkbox"/>	b)	Train other employees in work procedures.
<input type="checkbox"/>	c)	Assign work and review for quality/quantity.

	d)	Establish work priorities and schedules.
	e)	Change duties and responsibilities.
	f)	Participate with supervisor in employees' performance evaluation; <b>-or-</b> Formally appraise employees' performance and discuss appraisal with them, making a final recommendation to advance or withhold merit increments.
	g)	Recommend appointment or rejection upon completion of probationary period.
	h)	Interview employees with attendance or performance problems.
	i)	Act as first formal step in the grievance procedure.
	j)	Interview candidates for vacant positions in the unit.
	k)	Give opinion to supervisor on selection of new employees; <b>- or -</b> Make final decision on selection of employees.
	l)	Other.

#### F. Key Personal Contacts

**Who (what positions or groups)**                      **Purpose**                      **Frequency**

Supervisor	Direction, information exchange	As required
Administrative and support Staff	Information exchange, assist, advise	Daily
College Staff/Instructors	Information exchange, assist, advise	Daily
Maintenance/Energy Centre	Discussion, information exchange	Daily
Student Council	Information exchange, assist, advise	As required
College Staff	Information exchange	Daily
Private industry/other institutions	Information exchange	As required
Public	Information exchange	As required
Potential Clients	Promotion, information exchange	As required

#### G. Tools, Equipment, or Machinery Used

**Name**                      **Purpose**                      **Percentage of time**

Computer/e-mail/internet systems	Data entry/Room layouts/ Key distribution Word processing	50%
Office equipment (photocopier, fax, etc)	Reproduction	5%
Telephone/voice mail systems/PA system	Information	10%

#### H. Working Conditions

Describe any adverse conditions that are normal and expected in the job.

##### a) Describe weights lifted:

**Type**                      **How Heavy**                      **Percentage of time**

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##### b) What working conditions (sitting, standing, bending, reaching) or types of physical effort (hiking, walking, driving) are required?

<u>Type</u>	<u>Percentage of time</u>
Sitting	50%
Walking	20%
Standing	20%
Reaching	5%
Driving	5%

Are they still going downtown to pick up stuff??

c) Describe any physical hazards present:

<u>Type</u>	<u>Percentage of time</u>

d) Describe special physical conditions leading to discomfort:

<u>Type</u>	<u>Percentage of time</u>

e) Interpersonal Conditions: Check any of the following conditions, which are normal and expected in the job and give examples:

	high level of dissatisfied clients
	high level of emotional clients
	potential for physical abuse from clients
<input checked="" type="checkbox"/>	regular critical deadlines
<input checked="" type="checkbox"/>	high level of irregular critical deadlines
<input checked="" type="checkbox"/>	constant interruptions
<input checked="" type="checkbox"/>	instructions from more than one source
	Other: mental stress due to nature of problem solving and multi-tasking

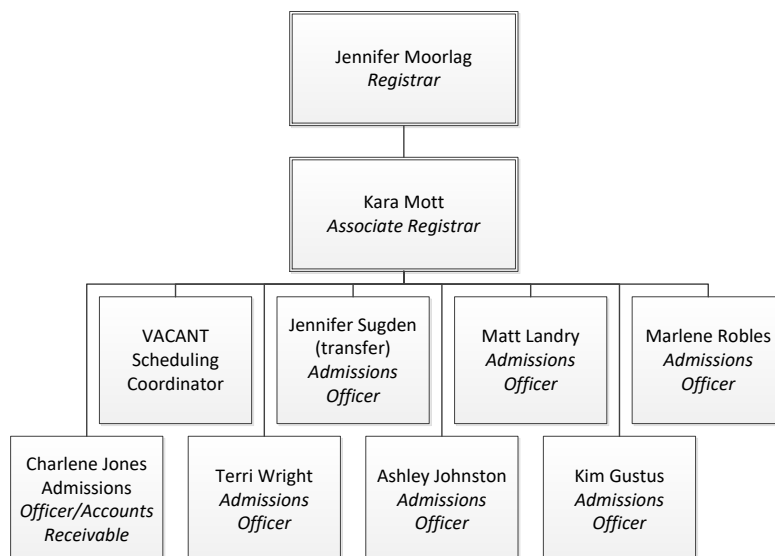
*Examples in support of*

f) Travel Required

a)	average number of trips annually	
b)	average number of days per trip	0
c)	average distance per trip	km
d)	most frequent mode of transportation	

## Organization Chart

### Office of the Registrar – Admissions



## PART III – SIGNATURES

I confirm that this describes the duties and responsibilities I require of an incumbent in this position and have reviewed the description with the incumbent (where applicable).

.....  
Dean/Director or Designate

Date: .....

I have read the foregoing position description and understand that it is a general description of the duties and responsibilities assigned to the position I occupy.

.....  
Incumbent

Date: .....

## **PART IV - QUALIFICATIONS**

**To be completed by the Dean/Director or designate**

**A. Minimum Knowledge, Skills, and Abilities Required**

Relevant education and experience.  
Strong written and oral communication skills.  
Professional and competent  
Experience coordinating events  
Excellent organizational and administrative skills.  
Strong computer applications such as databased word processing and spreadsheets  
Effective interpersonal skills.  
Conflict resolution skills  
Ability to promote Yukon Colleges' facilities  
Ability to work independently under pressure with constant interruptions.  
Ability to take direction from various sources and meet deadlines  
Ability to work variable hours.  
Strong recordkeeping, data-entry, and bookkeeping skills.  
Ability to multi-task and prioritize

**B. Licenses, Certificates Required - Give title and section of any legislation, regulations, or other authority where applicable.**

Valid driver's license

**C. Other skills and/or knowledge which may be desirable, but not necessarily essential to the performance of the position's duties.**

Knowledge of post secondary environment  
Knowledge of Student Information Systems and Scheduling software (an asset)

## **PART V – COLLEGE SIGNOFF**

Comments:

I approve this position description as being representative of the work I require to be performed and that the responsibility levels identified have been delegated to this position.

.....  
Director, Human Resources Services

.....  
College Vice-President

Date: .....

Date: .....

**FOR HUMAN RESOURCE SERVICES USE ONLY:**

Evaluation Point Results:

Knowledge and Skills:	106
Accountability:	23
Mental Demands:	23
Working Conditions:	0

Total Points: 152

Pay Level: 5