

**YUKON UNIVERSITY
POSITION DESCRIPTION**

PART I - IDENTIFYING DATA

Position Number: YC1042	Headquarters: Whitehorse
Position Title: Program Coordinator	Supervisor's Name: Joanne Lewis
Incumbent:	Supervisor's Title: Executive Director
Division: NISJ	Date Description Completed: May 2003
	Date reviewed: September 2025

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

Reporting to the Executive Director or alternate, the Program Coordinator is responsible for the design, development, organization, promotion, implementation and evaluation of specific programs and courses within the Northern Institute of Social Justice (NISJ) and Continuing Education. Responsibilities include identifying community learning needs, analyzing and utilizing market trends, seeking input from external content experts and relevant internal sources; recruiting and selecting instructors and other pertinent personnel, and inputting course and instructor data into the University computer system. The Program Coordinator is accountable for strategic scheduling of program offerings, optimal enrolments, cost recovery plus revenue generation, and adherence to approved School of Continuing Education and Training operational procedures and guidelines.

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):

- 1. Provides leadership in coordinating, developing, designing, promoting, implementing, and evaluating one or more specific programs and courses within NISJ and Continuing Education by:**
- Identifying community learning needs, analyzing and utilizing market trends, identifying target markets, and creating marketing plans, etc.
 - Researching, formulating and submitting program and course proposals to the Executive Director based on market trends.
 - Researching new trends and adapting and responding to unpredictable shifts in priorities and regular critical deadlines.
 - Coordinating the development of individual programs and courses and designing programs and courses in consultation with a wide variety of interested parties.
 - Supporting instructors with program and course design including learning outcomes, curriculum, delivery method, teaching strategy, and evaluation.
 - Instruct courses where qualified to do so.
 - Preparing and submitting course descriptions and instructor data for the program database and catalogue.
 - Establishing minimum class sizes based upon costing guidelines.
 - Creating program and class schedules and arranging instructional resources in support of course delivery.

- Monitoring enrolment and deciding on course go/no go , renegotiating instructor contract details, changing class minimum size, referring students to other courses of a similar nature, rescheduling the class, etc.
- Setting tuition fees based on policy and costing guidelines.
- Assisting in the development of promotional materials and advertising plans.
- Analyzing enrollment reports and student feedback and evaluations and recommending the continuation, expansion, deletion and/or revision of course offerings based upon evaluation data and financial viability.
- Responding to student complaints about course, course content, or instructor.
- Recruiting, screening, interviewing and recommending instructors and other program personnel to hire.
- Supervising and directing the work of instructors (contractors) including providing orientation, training, evaluating and providing guidance .
- providing new and current students, staff and the general public with timely and accurate information regarding the specific Continuing Education programs/courses being offered, specific admission requirements, registration policies and procedures, completion requirements and student services provided.

Approximate percentage of job time above functions are performed: 70%

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%):

- Maintaining up-to-date course and program files including course outlines, confidential instructor resumes, and student evaluations.
- Composing, and editing course and instructor information for University reference and promotion
- Generating reports and providing statistics regarding student enrollment and tuition projections.
- Attending professional development training, workshops, seminars and conferences and by reading professional literature in the related technical field;
- Serving on community, University and Continuing Education committees as required.
- Acting as a resource person for Advisory Committees as needed.
- Assisting with special events as required including graduation ceremonies, information sessions, job fairs, or Community Education workshops.
- Addressing identified issues/concerns noted in course evaluations and/or student feedback.

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

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

- Participating as a team member in Divisional and School planning exercises;
- Providing administrative assistance and relief as necessary;
- Perform related duties as assigned;

Approximate percentage of job time above functions are performed: 5%

3. 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

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 University Policy & Procedures Manual; Academic Regulations and Procedures; agreements between University, institutions, and agencies; relevant occupational certification standards and requirements, e.g., Yukon Workers Compensation Board Regulations; regulations and standards of certifying bodies of all relevant NISJ and Continuing Education courses.

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

- interpreting policies and procedures for casual staff hired to work in relevant programs
- administering the correct guidelines and procedures to ensure national standards & certifications are met.

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

Supervisor - regarding budget input; casual staff hire; capital expenditures; training and development needs and policies and procedures

Colleagues - regarding program/course content, learning activities, instructional strategies, student progress.

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

- Supervisor

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

- Pass/fail decisions based on student performance and instructor indication of pass/fail
- Scheduling and cancellation of courses
- Ensuring equipment and material requirements are met for all courses
- Advising students in course choices
- Course go/no go.

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

- Ensuring maintenance of course content

- Simultaneous multi-site course delivery
- Client satisfaction and success
- Cost recovery.

C. Freedom to Act

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

- Establishment of a work plan with supervisor regarding program delivery
- Direction of program delivery in discussion with Supervisor

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

- See B.1 a) above

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

Review of work plan with supervisor on an annual basis; including peer, student and regular, formal supervisory evaluations; feedback from funding agencies.

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

Budget input; significant curriculum changes; policy matters.

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:	\$409,000
Recoveries:	\$

b) Who prepares this budget?

- The supervisor.

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

- The position is responsible for ensuring that expenses are kept within allocations and cost recovery activities reach revenue targets.

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

- No

e) Signing authority levels:

- Requisition for purchases within amount approved under University policy.

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

- Recommendations regarding program related capital and O & M acquisitions. Cost recovery targets.

E. Management Supervision of Human Resources

 1. No direct supervisory duties.

 X 2. Supervisory duties.

- a) Number of positions supervised directly: Permanent
Aux/Casual 20-30
- b) Nature of supervision: (check any of the following supervisory tasks that are to be performed on a regular basis):
- X a) show colleagues how to do tasks
 - X b) train other employees in work procedures
 - X c) assign work and review for quality/quantity
 - X d) establish work priorities and schedules
 - e) change duties and responsibilities
 - X f) participate with supervisor in employees' performance evaluations, or formally appraise employees' work 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
 - X h) interview employees with attendance or performance problems
 - i) act as first formal step in the grievance procedure
 - X j) interview candidates for vacant positions in the unit
 - X k) give opinion to supervisor on selection of new employees, or make final decision on selection of new employees
 - l) other (describe)

F. Key Personal Contacts

<u>Who (what positions or groups)</u>	<u>Purpose</u>	<u>Frequency</u>
Instructors	Program support/Advice	Daily
Supervisor	Direction	Daily
Other University Staff	Information/Facility Use	Daily
Advisory/Committee groups	Consultation/Information	Quarterly
Government Agencies, Non-Government Organizations, Businesses	Course Delivery	Daily
Partner Training Organizations	Course Delivery	Weekly

G. Tools, Equipment, or Machinery Used

<u>Name</u>	<u>Purpose</u>	<u>Percentage of time</u>
Training Equipment	Support	15-20%
Audio-visual equipment	Support	15%
Distance Learning Technologies	Support	5%

Computer		
- MS Office	Productivity	20%
- Banner	Administrative Duties	5%
- Internet	Communications	5%
Vehicle	Driving to meetings and course locations	5%

H. Working Conditions

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

a) Describe weights lifted:

<u>Type</u>	<u>How Heavy</u>	<u>Percentage of time</u>
Training Equipment	15 kg	15 - 20%

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

<u>Type</u>	<u>Percentage of time</u>
Standing/Walking	30%
Sitting	65%
Driving	5%

c) Describe any physical hazards present:

<u>Type</u>	<u>Percentage of time</u>
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d) Describe special physical conditions leading to discomfort:

<u>Type</u>	<u>Percentage of time</u>
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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 physical abuse from clients
- ☒ regular critical deadlines
- ☒ high level of irregular critical deadlines
- ☒ constant interruptions
- ☒ instructions from more than one source
- ☐ students or staff under work related stress
- ☐ other:

Examples in support of above:

- Course deadlines and equipment availability
- Course requests from numerous groups/agencies with short notice - course detail request from numerous instructors

- Working in open office environment and providing information to the general public/instructors /Yukon University network of Campus Coordinators on a continual daily basis via phone and in person.
- Cost recovery course go/no go decisions vary under a number of circumstances such as: do we make up a potential loss in another offering, therefore run this one at a loss or; this is a pre-requisite course for the few participants in the course and therefore run it so future courses run as well.

f) Travel Required

- | | |
|---|--------|
| a) average number of trips annually | 1-2 |
| b) average number of days per trip | 2-5 |
| c) average distance per trip | 2000km |
| d) most frequent mode of transportation | Air |

I. Organization Chart

- Complete portion above dashed line whether the position supervises or not.
- Complete portion below dashed line if this position supervises others.

IMMEDIATE SUPERVISOR'S POSITION

Title: Executive Director, NISJ
Classification Level: BU08

PEER POSITIONS: (all those reporting to the same immediate supervisor)

Title: Coord/Instructor Trainer Classification Level: BU 08	Title: Admin. Assistant Classification Level: BU 05	Title: :Manager Classification Level BU10
Title: Classification Level:	Title: Classification Level:	Title: Classification Level

SUBJECT POSITION TITLE: Coordinator

SUBORDINATE POSITIONS:

Casual Instructors

N/A

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

- Knowledge of instructional techniques, practices and strategies in adult education
- Knowledge of content through related education in social work, criminology, political science, or other social science
- Ability to monitor & evaluate programming/events
- Knowledge of program/course development, scheduling, market characteristics and supervision and evaluation practices.
- Ability to work with partner institutions and curriculum provision agencies
- Effective interpersonal skills, particularly in a cross-cultural context
- Ability to coordinate/perform administrative duties as it relates to the delivery of professional development and community interest programs
- Computer skills including Word, Excel and databases
- Ability to communicate affectively both orally and in writing
- Ability to establish and maintain effective working relationships with other University staff, students, instructors and outside agencies
- Ability and flexibility to multi-task in a busy office environment
- Ability to develop course calendars and to advertise
- Knowledge of supervisory skills
- Ability to work in a team environment

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

- Post-secondary degree in social work, criminology, political science, or other social science, or combination of education and experience
- Valid Yukon 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.

- Instructor Diploma
- Adult Education background
- Knowledge of on-line learning technologies and methodologies

PART V –UNIVERSITY 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

.....
University President

Date:

Date:

FOR HUMAN RESOURCE SERVICES USE ONLY:

Evaluation Point Results:

Knowledge and Skills:

Accountability:

Mental Demands:

Working Conditions:

Total Points:

Pay Level: