

YUKON UNIVERSITY
POSITION DESCRIPTION

PART I - IDENTIFYING DATA

Position No.:

Headquarters: Carmacks

Working Title: Manager, Campus Programming and Services, Yukon University

Incumbent:

Supervisor's Name: John Reid

Supervisor's Title: Department Head, Continuing Studies, Communities North

Division: Continuing Studies Division

Date Description Completed: Revised, November 2023

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

Reporting to Department Head, Community Education and Development - North Region, this position provides day-to-day direction and guidance and leads the Carmacks Campus, business development, contract training and programming in the region. As a campus leader, the position works with department heads, faculty, and staff in the Continuing Studies division, and other programming units within the University, to develop, promote, implement, evaluate programs, courses, and initiatives that support the professional and workforce development needs identified by the First Nation, Community Campus Committee, industry, and other regional stakeholders. The position liaises extensively with the First Nation, local and territorial governments, in accordance with the University's strategic plan.

A. Duties and Responsibilities

a. Provide exceptional leadership to the campus by: 70%

- Leading institutional projects to ensure high quality service to students and customers, compliance with appropriate laws, guidelines and agreements;
- Collaborating with Continuing Studies faculty and staff to engage First Nations communities in the identification of desired programs and courses;
- Creating programs and courses, or customizing existing ones to meet the needs of client organizations;
- Developing, reviewing, and revising non-credit programs and courses in consultation with stakeholders, and hiring appropriate instructors who have the ability to develop and deliver training initiatives;
- Negotiating and setting instructional fees with instructors and/or partners based on Continuing Studies instructor remuneration guidelines;
- Planning instructor work schedules and workloads that align with those established in the Collective Agreement
- Establishing, communicating, monitoring, and evaluating direct reports' development and performance objectives and conducting performance appraisals as required;
- Establishing programs/course prices and minimum class sizes based on divisional costing guidelines in consultation with the Department Head;
- On request, prepare recommendations on the continuation, expansion, deletion or revision of these non-credit programs or courses based on evaluation data, financial analysis, trends, research, etc.
- Assisting instructors with non-credit program and course design including learning outcomes, curricula, delivery methods, teaching strategies, and evaluation and approving course syllabi and, where appropriate, lesson plans.
- Working with University Relations to develop and implement marketing and communications strategies for the campus region;
- Preparing, monitoring, and managing program budgets in consultation with the Continuing Studies Budget Officer and Finance Department.
- Performing appropriate administrative duties such as processing contracts, invoices, requisitions, and producing reports regarding activities, enrollments, revenues and expenses, and maintaining records/documents as required.
- Responding to student complaints about campus courses, course content, or

instructors. Referring exceptional situations, to Department Head.

b. Maintains knowledge and conducts research on current trends and developments in Adult/Continuing Education, in Business-related education and training by: (10%)

- Continuously monitoring and evaluating student learning needs, instructional techniques and technologies for non-credit programming / courses
- Communicating with current students and instructors;
- Consulting with experts and practitioners in adult education, executive and business education, and human resource management and development;
- Researching best practices and communicating these with colleagues;
- Attending conferences and participating in professional development programs;
- Consulting with experts and practitioners in instructional design and educational technology.

c. Represents the University at internal and external meetings (10%)

- Participates in activities to promote Continuing Studies and the University, including acting as a resource person for holding Community Campus Committee and other related agencies.
- Contributes to Continuing Studies Research and Development activities and helps the Division remain current regarding community adult education/training needs and interests
- Contributing to Divisional visioning, planning, organizing, budget-building, leadership, communication, problem-solving, decision-making and teamwork
- Contributing to Divisional quality assurance and risk management assessments and strategies

d. Additional Divisional Activities as required by Department Head or Executive Director, Continuing Studies (10%)

- Examples include contributing to planning, budgeting, professional development and teambuilding workshops;
- engaging in and supporting research through the Yukon Research Centre
- Performing other related duties

e. 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:

- 12 months

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 Policies and Procedures
- Yukon University Academic Regulations & Procedures
- Agreements between University and Agencies
- Tr'ondek Hwech'in First Nation Final and Self Government Agreements
- Yukon Employment Standards Act
- Yukon Occupational Health and Safety Act (relevant sections)
- Copyright Act
- Yukon Human Rights Act
- Yukon University Collective Agreement (relevant sections)

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

- Yes, interpretation of Policy/procedures and compliance with all of the above

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

With Supervisor – regarding budget input, purchase of instructional materials, capital expenditures, proposals or contracts above budgetary limits, facility modifications, significant program or pricing changes, discipline and/or termination of students, and departmental policies.

To Campus and College Colleagues – regarding: program/course content; course/program development activities; learning activities; student assessment, transfer, placement, and progress.

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

Supervisor or Colleagues as applicable

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

The Incumbent makes decision around:

- Allocating and prioritizing Programs and Courses resources, developing or changing, scheduling, pricing and costing
- Recruiting, selecting, contracting, scheduling, orienting, and evaluating instructors
- Developing or changing Campus administrative procedures
- Making Financial commitments within delegated authority
- Managing performance of casual staff and instructors
- Supporting Continuing Studies Program student admissions and progress (e.g., admitting students who do not meet prerequisite requirements)
- Determining whether courses should proceed or not based on factors such as enrolment, safety, environmental conditions, institutional priorities, etc.

b) What is the direct impact of those decisions?

- Revenue generation.
- Customer/student/client satisfaction.
- Quality of Instruction
- Achievement of performance goals, including financial and quality goals.
- Management of risk and liability.
- Timely development and delivery of programs and courses.
- Contribution to community social, cultural, and economic development.
- Contribution to University, Continuing Studies reputation, achievement of goals and fulfilment of missions.

c. Freedom to Act

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

The incumbent receives direction from the supervisor via program/work plans, group meetings and/or individual discussions and from Continuing Studies and University Mission Statements, Strategic Plans/Directions and goals/objectives.

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?

Supervisor checks/evaluates incumbent's work through:

- Annual Work and Performance Plans
- Informal meetings with the incumbent

- 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
 - 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, or make final decision on selection of new employees
 - l) other (describe) supervise management of contracts and agreements and design and implementation of processes to manage quality and risk and ensure that all instructors, including contractors and "outside" hired training agencies, meet or exceed standards.

F. Key Personal Contacts

<u>Who (what positions or groups)</u>	<u>Purpose</u>	<u>Frequency</u>
Yukon University Departments	Course delivery	Daily
Campus Staff	Program delivery supervision	Daily
Students	Advice & Supervision	Daily
Instructors	Advice and supervision	Daily
Employers/Clients	Information & Business Dev't	Daily
Department Head	Program delivery	Weekly
Suppliers	Program supplies & equip	Weekly
Budget Officer	Budget monitoring and management	Weekly
Yukon University School Chairs	Course needs, program needs	Weekly,
Yukon Territorial Departments	Course needs/Community Profile/links	Monthly
Partner Organizations (e.g., CCC, KVA, JIBC)	Program delivery	Monthly

G. Tools, Equipment, or Machinery Used

<u>Name</u>	<u>Purpose</u>	<u>Frequency</u>
Computer	Communication, data storage & Processing & Customer Relationship Management	70%
Fax, Photocopier, AV equipment	Communication, Presentations	5%
Distributed Learning Hardware and Software	Communication & Program Delivery	10%

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>
Promotional Materials/Training equipment	25 kg.	5%

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	65%
Standing/Walking	25%
Driving	5%

Moving equipment 5%

c) Describe any physical hazards present:

Type	Percentage of time
Driving to Yukon communities may be hazardous under winter conditions	5%

d) Describe special physical conditions leading to discomfort:

Type	Percentage of time
Extended periods sitting at a workstation.	65%

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, e.g., numerous courses, budgets
- high level of irregular critical deadlines, e.g., contract activities
- constant interruptions, e.g. confined office space with many staff
- instructions from more than one source
- students or staff under work related stress, e.g., large number of students
- Other: high level of multi-tasking due to a wide variety of programs operating concurrently

f) Travel Required

In Yukon, Outside Yukon

- | | |
|---|----------------------|
| a) average number of trips annually | 4 – 6 |
| b) average number of days per trip | 2-3 days |
| c) average distance per trip | 580 kms (Whitehorse) |
| d) most frequent mode of transportation vehicle/air | air/car |

I. Organization Chart

IMMEDIATE SUPERVISOR'S POSITION

Title: Department Head – North Region, Continuing Studies, Classification Level: BU11

SUBJECT POSITION TITLE:

Manager, Campus Programming and Services, Yukon University – Carmacks

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

Title: Coordinators/Instructor Classification Level: BU09

SUBORDINATE POSITIONS:

Title: Casual/ Instructors	Classification Level: Casual/Term	No. of Employees: –5-10
Title: Admin Assistant	Classification Level: BU5	No. of Employees: 1

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).

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.

.....
Dean/Director or Designate

.....
Incumbent

Date:

Date:

PART IV - QUALIFICATIONS

To be completed by the Dean/Director or designate

Education and Training:

- Masters' degree preferred in any of the areas of programming at YukonU or significant relevant experience combined with a Bachelors Degree
- Certification as a Trainer preferred

A. Minimum Knowledge, Skills, and Abilities Required

Knowledge:

- Principles of stakeholder consultation, participatory decision-making and problem-solving
- Principles of business planning, financial management, and project management
- Understanding of branding, marketing, sales and customer relationship management
- Knowledge of regional, national and global trends in education and training, including adult/continuing studies, vocational and professional development, workforce development, and higher education.
- Knowledge of government organizations (First Nations, territorial/provincial and federal), non- governmental municipal, and non-profit organizations (e.g., professional, industrial, vocational and business organizations), and relevant legislation, policies and guidelines related to education/training, workforce development, employment standards, and workplace health and safety

Skills and Abilities

- developing and implementing revenue-generating plans
- developing, monitoring, and achieving SMART goals and plans, including identifying critical success factors and milestones and formulating effective implementation plans.
- developing and managing strategic partnerships, alliances, and relationships
- Knowledge of distance learning methodologies and technologies and willingness to use and stay current;
- managing human resources in a unionized environment, including personnel planning, employee recruitment, interviewing, and selection, employee orientation, performance management and labour relations.
- Experience working with Aboriginal & First Nation governments, organizations, and agencies
- leading teams, including teambuilding, interpersonal relations, written, verbal and intercultural communication, conflict resolution, and negotiations in a dynamic, diverse, and dispersed multi-cultural work environment
- conducting research especially related to community, organizational and corporate training/educational needs analysis, environmental scans, and market analyses
- implementing financial and budget management methods developing administrative procedures and systems appropriate to a Higher Education environment, including equipment and materials logistics
- managing ongoing change, continuous improvement, and quality assurance
- assessing, mitigating, and managing risk
- evaluating community, organizational and corporate performance issues, and training needs
- analyzing and responding to changing economic, social and cultural trends and plan, organize and implement organizational change
- Managing multiple tasks, determine priorities, delegate effectively, and meet deadlines.
- Consulting with stakeholders
- writing and presenting project proposals, charters and reports in business, government, and academic environments

- developing non-credit curricula, courses, programs and instructor/learner resources
- developing appropriate evaluation and feedback systems to assess student performance and progress, instructor competence, non-credit course quality and overall student and/or client satisfaction
- adapting instructional methods and learning resources to meet the needs of specific learners and learner groups, including First Nations' adults, Adult Basic Education, and community based learners

Personal Suitability

- Effective interpersonal skills, particularly in a multi-cultural environment
- Ability to communicate effectively both orally and in writing, including to large groups
- Excellent consensus building skills
- Ability to work effectively within a diverse committee context
- Ability to positively represent Yukon University and partners, with colleagues, clients and the community;
- Strong business development/sales skills
- Strong administrative, planning, and organizational skills
- Strong skills in all aspects of communication, including intercultural communication and complete fluency in English

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

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

- Knowledge of Yukon First Nations heritage, culture and Land Claims Agreements
- Extensive knowledge of Yukon government, businesses and industries

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:	...BU09