

YUKON UNIVERSITY

POSITION DESCRIPTION

PART I - IDENTIFYING DATA

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|--|------------------------------------|-----------------|
| Position No.: YC1256 | Headquarters: | Whitehorse |
| Working Title: Dept. Head, Continuing Education | Supervisor's Title: | Director |
| Division: Continuing Studies | Date Description Completed: | January 4, 2011 |
| | Updated: December 12, 2022 | |

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

Reporting to the Executive Director, this position provides strategic and tactical leadership to the Department and manages, directs, supervises and coordinates its programs, personnel and resources. This position contributes to the overall direction and success of the Division.

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):

The incumbent provides strategic and tactical leadership to the Continuing Education (CE) Department and manages, directs, supervises and coordinates its programs, personnel and resources to ensure that department and program objectives are met by:

- Managing the development and delivery of high quality, innovative education and training programs This includes developing and implementing systems for ongoing program and course research and development, provision/scheduling, review and renewal
- gathering and evaluating participant feedback
- Developing and managing annual business plans, budgets, program and service development and renewal plans, and human resource management and development plans. This includes: developing, implementing and evaluating systems for program/course pricing and costing developing, implementing and maintaining performance management systems for administrative and instructional personnel, including the regular conducting of informal and formal performance reviews
- overseeing ongoing course go/no go decisions
- Collaborating with Continuing Studies' Department Heads, Coordinators and other stakeholders to conduct research into community needs and resources and explore ways to positively contribute to community social, cultural, educational, economic and environmental development
- Conducting of vocational/professional and industry research to identify current and emerging trends and needs and regular and timely development and revision of programs, services and resources to meet these needs.
- overseeing the development and publishing of promotional materials, including newspaper advertisements, brochures, flyers, etc.
- overseeing the development and maintenance of a departmental website
- Developing and implementing strategies to effectively respond to Requests for Proposals, generate contracted training business, and develop and deliver effective, customized training, coaching and mentoring programs and consulting services to a wide variety of clients. This includes developing and presenting proposals, negotiating and drafting contracts and managing and monitoring projects.

- Overseeing the management of CE human, physical and fiscal resources, including, directly managing CE Managers, Coordinators, and support staff, establishing systems for governing instructor recruitment, selection, orientation, remuneration, evaluation and development
- overseeing the acquisition, inventorying and management of equipment and resources
- directly managing departmental finances and indirectly managing program/service-level finances
- Developing, implementing and maintaining quality assurance and risk management processes for programs and services
- Representing the Department and Division (internally and externally) and University (externally) as appropriate and as requested or assigned.

Approximate percentage of job time above functions are performed: 85%

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%):

- a. Travelling to Yukon communities to provide Instructor support, liaise with community representatives, and/or represent the Division or University
- b. Providing relief instruction to students in the absence of the regular instructor where qualified to do so
- c. Conducting, presenting and publishing scholarly research as appropriate and possible

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

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

- 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
- Performing 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:

- 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 YukonU and Agencies
- Yukon Employment Standards Act
- Yukon Occupational Health and Safety Act
- Copyright Act
- Yukon Human Rights Act

- Various standards/regulations applicable to program delivery such as CSA first aid standards
- Yukon University Collective Agreement (relevant sections)

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

- This position is directly responsible for the interpretation of policy/procedures
- This position is directly responsible for ensuring the teaching of current professional / industrial standards and for communicating any standard changes to Instructors
- Ensuring that all program/course content, design and delivery is current and compliant with regulatory standards.
- Negotiating agreements between agencies and contractors within budget allocations

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

Supervisor – regarding budget input, large-scale 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.

Colleagues – how to locally promote and accommodate CE programming, description of CE in YukonU publications, changes to promotional materials or campaigns, changes to information, registration and fee payment services for CE students, accommodation/scheduling of CE courses at the Ayamdigut Campus, and harmonizing of CE and University systems

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.

- How CE resources are allocated and prioritized
- Developing or changing CE program and course descriptions, prerequisites, scheduling, pricing and costing
- CE Instructor recruitment, selection, contracting, scheduling, orientation, and evaluation
- Developing or changing CE administrative and academic procedures
- Financial commitments within delegated authority
- How to deal with staff and instructor performance issues
- Student admissions and progress (e.g., admitting students who do not meet prerequisite requirements)
- Course go/no-go decisions

b) What is the direct impact of those decisions?

- Customer/student/client satisfaction
- Achievement of performance goals, including financial and quality
- Management of risk and liability
- Timely development and delivery of programs and courses
- Contribution to community social, cultural, and economic development
- Contribution to University & Division reputation, achievement of goals and fulfilment of mission

C. Freedom to Act

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

- From the supervisor via group meetings and/or individual discussions
- From YukonU's Strategic Directions and goals/objectives;
- From approved policies and procedures

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 position's work through meetings with the incumbent, regular formal performance appraisals/evaluations, and feedback from peers, students, employers, communities and/or divisional staff.

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

- Substantial changes in programming such as addition of new program to department with budget and/or staffing and budget implications
- Income or expenditure commitments that exceed budgetary limits
- Decisions that could impact other departments' or divisions' programs, operations, budgets, etc. or cause concern within outside communities
- Policy matters
- Student termination.

D. Financial Accountability

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

| | |
|-------------------------------------|------------------------|
| Fiscal year: | \$750,000- \$1,250,000 |
| Annual payroll: | \$400,000-800,000 |
| O/M Budget (excluding payroll): | \$300,000-500,000 |
| Capital Budget (excluding payroll): | \$25,000-50,000 |
| Revenues: | \$750,000-1,250,000 |
| Recoveries: | \$0 |

b) Who prepares this budget?

The incumbent for review by the Supervisor.

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

The position is responsible for ensuring that expenses are kept within allocations and that revenue and net revenue targets are achieved.

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

Within the confines of the program area.

e) Signing authority levels:

Requisitions for goods and services up to \$5,000 per transaction
Revenue contract authority up to \$10,000

| <u>Name</u> | <u>Purpose</u> | <u>Frequency</u> |
|--------------------------------|------------------------------------|------------------|
| Computer | Word processing/Information System | 60% |
| Fax, Photocopier, AV equipment | Communication | 5% |
| First Aid Equipment | Teaching/Organizing courses | 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 | 10 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:

| <u>Type</u> | <u>Percentage of time</u> |
|---|---------------------------|
| Driving to Yukon communities may be hazardous under winter conditions | 5% |

d) Describe special physical conditions leading to discomfort:

| <u>Type</u> | <u>Percentage of time</u> |
|--|---------------------------|
| 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 multi-tasking due to a wide variety of programs operating concurrently

f) Travel Required

| | In Yukon | Outside |
|---|-------------|-----------|
| a) average number of trips annually | 1 – 3 | 1 - 2 |
| b) average number of days per trip | 2-3 days | 3 –5 days |
| c) average distance per trip | 400-2000 km | 2,000 km |
| d) most frequent mode of transportation | vehicle/air | 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
 Classification Level: ME04

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

| | |
|--|---|
| Title: Instructors Classification Level: BU09 | Title: Manager Classification Level: BU09 |
| Title: Chairs Classification Level: BU11 | Title: Classification |

SUBJECT POSITION TITLE: Department Head, Continuing Education

SUBORDINATE POSITIONS:

Title: Admin. Assistant
 Classification Level: BU05

Title: Casual Instructors
 Classification Level: Casual
 No. of Employees: 75 - 125

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

A. Minimum Knowledge, Skills, and Abilities Required

Knowledge

Demonstrated knowledge of current concepts, practices and techniques related to:

- community social, cultural, economic and environmental development
- conducting qualitative research especially related to community, organizational and corporate training/educational needs analysis, environmental scans, and market analyses
- strategic business and academic planning, goal-setting, and management, including identifying critical success factors, establishing SMART goals, and formulating effective plans of action
- formulating and managing strategic partnerships, alliances and relationships
- human resource management in a unionized environment, including personnel planning, preparation of position descriptions, developing policies regarding remuneration and terms and conditions of employment, employee recruitment, interviewing, and selection, employee orientation, performance management and labour relations.
- tactical management, including teambuilding, interpersonal relations, written, verbal and intercultural communication, conflict resolution, and negotiations in a dynamic, diverse and dispersed multi-cultural work environment
- employee satisfaction, motivation and leadership, including authentic, situational and transformational approaches
- identifying and communicating appropriate values, beliefs, standards and norms and managing departmental culture
- stakeholder consultation and participatory decision-making and problem-solving
- risk assessment, mitigation, and management
- developing, monitoring and managing business plans, budgets and departmental finances using the University's enterprise r system (BANNER) and Microsoft Excel
- branding, business development and marketing
- adult, continuing, vocational and professional education and training
- evaluating community, organizational and corporate performance issues and training needs
- project and time/priority management, including formulating, writing and presenting project proposals, charters and reports in business, government and academic environments
- developing curricula, courses, programs and instructor/learner resources
- knowledge of micro credentialling
- developing appropriate evaluation and feedback systems to assess student performance and progress, instructor competence, course quality and overall student and/or client satisfaction
- effectively using academic and administrative technologies and media, including hardware such as interactive whiteboards, software such as Microsoft Office, and media such as zoom
- knowledge of government organizations (municipal, First Nations, territorial/provincial and federal), non-governmental 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
- knowledge of funding and fund-raising methods and techniques

Abilities

Demonstrated abilities to:

- strategically plan, develop policies, procedures and systems, organize resources and successfully manage performance
- consult with stakeholders, make decisions and reactively and proactively solve problems

- assess current and emerging opportunities and take timely action to explore or exploit them
- achieve success in all aspects of marketing and business development
- analyze changing economic, social and cultural trends and plan, organize and implement organizational change
- develop new curricula and programs
- manage multiple tasks, determine priorities, delegate effectively, and meet deadlines.
- effectively use Microsoft Office and other technologies as a management tool

Skills

- Strong administrative, planning, and organizational skills
- Strong interpersonal, negotiation and conflict resolution skills
- Strong skills in all aspects of communication, including intercultural communication and complete fluency in English
- Strong skills in proposal writing, evaluation and presentation
- Sound financial management skills

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

- Bachelor's degree required, Advanced degree preferred
- Valid Yukon driver's license

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

.....
College President/Vice President

Date:

Date:

FOR HUMAN RESOURCE SERVICES USE ONLY:

Evaluation Point Results:
 Knowledge and Skills: ...212.....
 Accountability: ...92.....
 Mental Demands: `...92.....
 Working Conditions:

 Total Points: ...396.....
 Pay Level: ...11.....