

**YUKON UNIVERSITY
POSITION DESCRIPTION**

PART I - IDENTIFYING DATA

Position Number: YC1004

Headquarters: Ayamdigut Campus

Position Title: Coordinator, CNIM

Supervisor's Name:

Incumbent:

Supervisor's Title: Dept Head, non-credit CNIM, Technology & Workforce Readiness Programs and Services

Division: Continuing Studies – Centre for Northern Innovation in Mining

Date Completed: July 19, 2021

Date revised: March 7, 2022

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

Reporting to the Department Head, non-credit CNIM, technology & Workforce Readiness Programs and Services, this position is responsible for coordinating training programs and coaching services, and for supporting administrative processes for the department to ensure the delivery of responsive, high-quality programming and supports in line with CNIM's mission and mandate.

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):

This position is responsible for coordinating CNIM programming, particularly IncubateNorth and providing administrative support to staff, programs and clients in the following ways:

Programming Support:

- a) Coordinate the delivery of programs by: implementing advertising/marketing for CNIM's "Northern Capacity Project"; organizing the application review process with staff, applicant and contractors; providing application responses to applicants, ensuring space/technology/program/staff supports are ready for their start; and onboarding new participants and their teams.
- b) Liaising and coordinating with large numbers of outside and local contractors for delivery of program events and workshops, including: setting and communicating dates and schedules, managing invitations, initiating service contracts, such as hires, time sheets and honoraria, coordinating travel arrangements, and program follow-up;
- c) Identifying program needs with participants via regular touch points, scheduling and attending program review meetings with the supervisor or the Continuing Studies Leadership Team; bring to the meetings learnings, ideas, plans, problems, etc. with a constant eye on program success and strong outcomes for the University and its participants.
- d) Initiating, tracking and maintaining a database/metrics system to monitor program(s) status including: creating, distributing, collecting and sharing program metrics and data, liaising with supervisor in order to monitor and update progress on participant progress in pre-

identified timelines and everyday needs, maintaining a pulse on content for promotion and storytelling, and program feedback,

- f) Providing program prospects with access to program information, answering program questions, and explaining options and recommending preferred options as needed; and
- g) Participating in discussions and making suggestions for new initiatives, general planning functions, budget preparation, and making recommendations and suggesting solutions to administrative, program and event related ideas, problems and procedures.
- h) Work with the YukonU Marketing division to project and promote NCP initiatives;
- i) Collaborate across University divisions to structure and execute NCP initiatives, lead analysis and develop and communicate final recommendations to enhance partner relationships;
- j) Work with YukonU admissions to facilitate student recruitment for NCP training program.

Administrative Support by:

- e) Attending meetings, recording minutes, preparing, organizing and distributing documentation to members, and follow-up action(s).
- f) Coordinate CNIM space and vehicle usage by creating and managing calendars and tracking systems, organizing classrooms and technical aids for client/staff/participant needs;
- g) Managing and overseeing events on the day of, including problem-solving, welcoming guests, directing event set-up, communicating with staff, organizing vendors, serving as the lead on technology and AV aids, managing take-down, etc.
- h) Support preliminary research for curriculum workshop information and reference materials, collecting and assembling program information for the purpose of program marketing and advertising in media; co-developing promotional materials as needed for orientation of public, staff and potential participants and students;
- k) Providing reception services including organizing appointment bookings and information sharing for Dept Head and staff, serving as the initial contact with guests and innovators, basic assessment of needs and requests and information sharing such as CNIM program and funding information and University information;
- l) Coordinating and providing administrative inputs and outputs to the operating software system for the Department, project contracts, including entering journal vouchers, program creates, purchasing and requisitions, development of forms, tracking tools, program billing & accounts receivables, calendar submissions, reports, correspondence, minutes or memos as required, and advising staff on general operating procedures;
- m) Monitoring overall program budget status by: assisting with research and budget estimates for proposals; initiating new coding, and processing accounts payables and receivables;

Approximate percentage of job time above functions are performed: 95%

- 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%);**

This position also provides administrative support to the CNIM Division by:

- a) Operating and maintaining office equipment such as phones, faxes, photocopiers, TV/Smart Boards, video conferencing, computer equipment, etc. Arranging for repairs and servicing as required and scheduling for usage where necessary.
- b) Contributing to the University as a whole through participation on University committees and at general meetings.

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

- 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:**

Approximately six (6) 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 Policy and Procedures Manual;

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

Yes, interpreting policies and procedures for other staff and administering the correct policy and procedures.

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

Supervisor – changes to office procedures and general administrative procedures, and University policy matters.

- 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.**

- Day to day priorities;
- Information provided to students and members of the public;

- Advice provided to Instructor/Coordinators;
- Purchases within delegated amount \$2,500 in accordance with approved spending plans;
- Guest and participant experience;
- Approval of casual time sheets/stipends; and
- Setting day to day priorities among work tasks.

b) What is the direct impact of those decisions?

Decisions impact on the commitment of funds, on program delivery, on client satisfaction, dependability of pay being on time and accurate, smooth functioning of division, effective assistance to staff and participants, and on record keeping.

C. Freedom to Act

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

The supervisor establishes goals and objectives in discussion with the incumbent and other department staff, especially Strategic Projects Officers. The incumbent must demonstrate independence on day-to-day workload including setting daily priorities.

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

B1 (a)

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

Through formal evaluations and regular feedback by supervisor; and daily feedback from colleagues, participants, contractors, client groups and public.

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

Expenditures beyond delegated limits; unprecedented changes to work procedures; work priority or human resource conflicts beyond authority; unusual queries from participants or public.

D. Financial Accountability

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

Fiscal year:	\$
Annual payroll:	\$
O/M Budget (excluding payroll):	\$
Capital Budget (excluding payroll):	\$
Revenues:	\$
Recoveries:	\$

b) Who prepares this budget?

Supervisor assisted by incumbent

1. Supervisor	Work assignments	Daily
2. Colleagues	Exchange information, support & advise	Daily
3. Participants/public	Program Information	Daily
4. Instructors/Contractors	Assist with administrative duties	Weekly
5. Deans/Chairs	Exchange information and advise	Monthly
7. Sponsoring agencies	Exchange Information & reports	Monthly

G. Tools, Equipment, or Machinery Used

<u>Name</u>	<u>Purpose</u>	<u>Percentage of Time</u>
Computer	Word processing/spreadsheets	70%
Telephone	Communications	5%
Photocopiers (various)	Reproduction	10%
Modem/fax	Communications	1%
Scanner	Reproduction	1%
Calculators	Computations	1%
AV equipment	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>
Course equipment or material	up to 25 kg	10 %

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%
Lifting	5%
Driving	5%

c) Describe any physical hazards present:

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

d) Describe special physical conditions leading to discomfort:

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

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

-e.g., provides administrative services to many program areas, constant interruptions for program information to public/employees/students, regular course and financial deadlines.

f) Travel Required

- | | |
|---|----------------|
| a) average number of trips annually | 3 |
| b) average number of days per trip | 4 |
| c) average distance per trip | 200 – 2,500 km |
| d) most frequent mode of transportation | car/plane |

I. Organization Chart

IMMEDIATE SUPERVISOR'S POSITION

Title: Department Head, non-credit CNIM, Technology & Workforce Readiness Programs and Services

Classification: Level BU11

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

Title: Instructor/Coordinator

Classification Level: 9

No. of Employees: 1

Title: Trade Support

Classification Level: 7-9

No. of Employees: 2

SUBJECT POSITION TITLE: Coordinator, CNIM

SUBORDINATE POSITIONS: 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).

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

Immediate Supervisor

Incumbent

Date

Date

Dean/Director or Designate

Date

PART IV - QUALIFICATIONS

A. Minimum Knowledge, Skills, and Abilities Required

- Ability to deliver exceptional customer service
- Ability to plan and successfully execute small and large events;
- Excellent interpersonal and written skills;
- Strong communication skills with the ability to present ideas and plans to staff, clients, and vendors.
- Ability to work effectively within a diverse and busy team
- Strong ability to work independently and complete work assignments under pressure
- Ability to assess situations/needs quickly and act professionally in these situations by assisting or directing students/clients to appropriate resources.
- Strong ability to be resourceful, analyze and solve problems systematically
- Strong knowledge of digital office practices and procedures
- Good knowledge of Banner software specific to their areas needs
- Extensive use and experience using computers for administrative support and desktop publishing such as Microsoft Word, Excel, PowerPoint and Publisher.
- Knowledge of basic bookkeeping practices to keep track of budgets
- Ability to maintain confidentiality and discretion in customer interactions
- Ability to plan, organize and trouble shoot activities
- Sensitivity to cross-cultural issues
- Demonstrate creativity and initiative in problem solving
- Strong team player
- Knowledge of YukonU administrative processes and ability to effectively move projects forward in a timely fashion;
- At least 3 years work experience at a post-secondary educational institution, working on projects that involve First Nation partnerships, industry and community involvement;
- Relevant post-secondary education in the field of business administration combined with experience gained in an educational environment focusing on student supports;
- Ability to negotiate effectively and work with partner organizations such as First Nation governments.
- Advanced computer skills that include records management and database development;
- Ability to work within a diverse and busy team - respecting and listening to team members and accepting responsibility
- Excellent analytical and problem-solving skills
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B. Licenses, Certificates Required - Give title and section of any legislation, regulations, or other authority where applicable.

- Office Admin or Business Admin certificate or higher
- A valid driver's license is required to enable travel for programming in Whitehorse and Yukon

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

- Knowledge and experience in learning new computer applications

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.

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Signature - Director, Human Resources

.....
Signature - Yukon University President

Date:

Date:

FOR HUMAN RESOURCE SERVICES USE ONLY:

Evaluation Point Results:	
Knowledge and Skills	106
Accountability	35
Mental Demands	26
Working Conditions	
Total Points:	167
Pay Level:	BU06