

POSITION SUMMARY
QUEEN'S UNIVERSITY - GENERAL STAFF

POSITION TITLE:	MEERL Program Manager	
DEPARTMENT:	Geological Sciences	
POSITION NUMBER:	00501485	
GRADE:	8	EFFECTIVE DATE: July 20, 2018

JOB SUMMARY:

Reporting to the Department Head, the Program Manager plays a key role in the recruitment and delivery of the Master of Earth and Energy Resources Leadership program. The Program Manager is responsible for providing leadership and operational support, which includes short and long-term planning, marketing and recruitment, curriculum planning and scheduling, and complex administrative support activities.

KEY RESPONSIBILITIES:

- Develops, executes and monitors the program marketing strategy and plan, including events, advertisements and promotional material in consultation with the Department Head.
- Leads the design and production of promotional materials and attends and hosts promotional events.
- Develops and maintains program website including determining layout, content and links; seeking approval only when necessary.
- Leads short- and long-term program planning addressing implementation of the curriculum, tracking key evaluation metrics and adapting approaches to optimize program delivery and effectiveness.
- Manages course development and revisions, including preparation of Course Authorship Agreements and communication with CDS and faculty to update course materials, to ensure quality of content and timelines are achieved.
- Manage program content in the University's learning management system.
- Determines academic staffing requirements and facilitates the hiring process in consultation with the Department Head.
- Participates in the recruitment and selection of casual and student workers.
- Coordinates program events, program update webinars, faculty workshops, guest lectures, meetings and conferences including travel and equipment arrangements, accommodating special requests for program participants and speakers. Coordinates and designs delivery of the student residential program.
- Serves as the primary contact for program candidates, students, alumni, faculty and staff, researching, seeking advice and/or referral for campus and community services, course development and/or university policies. Refers complex/sensitive issues to the Department Head only when necessary.
- Oversees student registration and onboarding process, course enrolments, student grading and degree completion, following up with students and course instructors as necessary.
- Analyzes admission and enrolment data, preparing reports as necessary for decision-making purposes.
- Develops strategic partnerships with universities, industry and the community.

- Acts as departmental liaison for the program. Liaises with and maintains communications with others in the program and Department, within the university and with outside agencies.
- Responsible for preparing the annual budget for the MEERL program and for regular review of actual/budget/variance.
- Undertakes other duties or special projects as assigned.

REQUIRED QUALIFICATIONS:

- Three-year post-secondary program in marketing/business administration is required and several years (minimum 5+) of related experience in a university setting is an asset.
- Background in geosciences and resource-based projects is considered an asset.
- Experience in project management, communications and/or public relations skills is an asset.
- Knowledge of University structure, policy and administrative and financial systems is considered an asset.
- Experience using Learning Management Systems is considered an asset.
- Consideration will be given to equivalent combination of education and experience.

SPECIAL SKILLS:

- Strong organizational, planning and time management skills; able to work under time constraints, set priorities and meet deadlines with minimal direction; able to focus under pressure and with frequent interruptions.
- Analytical, interpretive and problem solving skills. Ability to synthesize information from a wide variety of sources.
- Excellent interpersonal and communication skills both verbal and written to interact with a wide variety of people in many different contexts.
- Strong project management skills, with the ability to develop, monitor and execute work plans, understand impacts, and determine risks.
- Team player, with a strong client service orientation, positive attitude, and diplomatic demeanor.
- Good marketing and public relations skills; proven experience in events management required.
- Proficient computer skills in MS office products and other software; ability to learn new software; and comfortable in an online environment.
- High degree of initiative and independence.
- Ability to pay attention to detail.
- Ability to adhere to strict confidentiality.

DECISION MAKING:

- Set priorities to meet multiple demands within required deadlines. Make day-to-day operational decisions.
- Determines when and whom to redirect and delegate sensitive problems or issues to other individuals.
- Controls daily expenditures and makes decisions regarding budget preparation and account administration.
- Determines content and format of correspondence/reports as necessary.
- Determines the content, design and production of promotional materials and the planning and execution of promotional and marketing strategies.

RESEARCH ASSESSMENT QUESTIONS:
(must be completed)

YES NO

- | | | |
|---|--------------------------|-------------------------------------|
| 1. Is this position technical in nature in a teaching or research lab or lab-related area? | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| 2. Does this position support a research project?
If yes, indicate name of the project: | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| 3. Does this position report directly to a Principal Investigator (PI)?
If yes, indicate name of the PI: | <input type="checkbox"/> | <input checked="" type="checkbox"/> |

MANAGEMENT POSITIONS ONLY:

For the positions that are direct reports, answer the following questions:

1. You have the right to hire or you make the effective recommendation to do so
 YES
 NO
2. You have the right to dismiss/discharge or you make the effective recommendation to do so
 YES
 NO
3. You are responsible for handling disciplinary matters including issuing written warnings
 YES
 NO
4. You are responsible for conducting performance appraisals
 YES
 NO

SIGNATURES:

Date

_____	_____
Incumbent	
_____	_____
Manager	
_____	_____
Department Head/Director or Designate	