**QUEEN'S UNIVERSITY SUPPORT STAFF**
**POSITION SUMMARY**

DEPARTMENT: Queen's School of Business, Executive MBA Program

POSITION NUMBER: 00500719

TITLE: Associate Director Masters Programs GRADE: 10

**JOB SUMMARY:**
The Associate Director, Masters Programs reports to the Director, Program Services and works under the supervision of the Program Directors of the Masters' programs (programs currently include Master of Finance and Master of Analytics). The incumbent will assume the primary management and leadership role for the Masters' Programs. The masters programs are a rapidly growing suite of programs at Queen's School of Business.

The Associate Director manages and oversees all operational aspects of the Masters' programs including the formulation and implementation of program policies and the implementation and development of systems and procedures for the effective running of the program, working closely with Director, Program Services. The incumbent is responsible for managing the admissions process, student progression through the program, general student counseling, assisting in program planning, curriculum, scheduling, and financial planning. Successful execution of these management responsibilities contributes to the admission of excellent candidates to the program, the smooth running of the program during the program and the graduation of students with the best possible preparation for leadership positions in Canadian and international business communities. This will sustain and enhance the reputation of the Queen's School of Business and Queen's University. In conjunction with the Program Director and the Director of Marketing, the incumbent is responsible for managing the promotion and marketing of the program.

**KEY RESPONSIBILITIES:**

- Formalize and implement program policies and procedures. Manage all operational aspects of the Masters' program by leading a team to provide support to faculty and students in program delivery. This includes program management support, course material production, facilities management, human resource management, program budget management, admissions management and special event management. Ensure quality delivery of special events and manage invitation of guest speakers.

- Manage a customer-focused team of Program Managers who provide support to program faculty, students and internal QSB departments. Required to hire and supervise full-time and casual staff, assist in the development and delivery of performance reviews, and responsibility for any other performance related issues.

- In the absence of the Director, assume primary leadership role for the Masters' program which includes, but is not limited to; handling disciplinary matters, providing guidance to students, delivering unfavourable decisions, etc.

- Assist in the admissions process by working closely with the Application Advisor team to advise, assist, interview and assess potential candidates who are seeking admission into the Masters' programs. The Associate Director may be required to sit on the Admission Committee in the absence of the Program Director.

- Act as a liaison between faculty, students and the university community. Track the progress of, and work with, all students to ensure they successfully progress through the Master's programs.

- As a member of the senior management team, take an active role in strategic planning by assisting in developing marketing materials (both print and web) and campaign which includes delivery of national and international marketing presentations. This requires occasional travel and coordination during the program's marketing season. Coordinate data collection for external surveys for the purpose of rankings and listings. Attend alumni events and represent the Masters' programs. Act as liaison between QSB, students, alumni and professional organizations (such as CFA, SAS, etc.).

- Primary contact for students who may experience academic or personal difficulties. Manage student expectations; primary contact for student executive council to resolve issues and ensure smooth delivery of program. Counsel student executive on sensitive issues pertaining to faculty, administration, or students. The general counseling of students on academic and non-academic issues.

**REQUIRED QUALIFICATIONS:**

- An undergraduate degree is required with five or more years' experience in an administrative/organizational capacity. A Masters in Business Administration (MBA) is considered an asset. Consideration will be given to the equivalent combination of education and experience.
- Experience in a management or supervisory capacity.
- Proven experience in a leadership role.
- A sound knowledge of university regulations and policies, and an understanding of the organization and operation of Queen's School of Business and/or Queen's MBA programs would be an asset.
- Experience in policy setting and writing.

**SPECIAL SKILLS:**

- Ability to quickly establish credibility with Senior Executive level professionals and academics as a senior level representative of the Queen's School of Business
- Highly developed and demonstrable Customer Service orientation and focus.
- Superior communication (both verbal and written) and interpersonal skills. Incumbent interacts with many different individuals in a variety of contexts including staff, students, executive level professionals and senior academics.
- Planning skills to propose new initiatives and to improve efficiency of current service or operation.
- Management skills and the ability to motivate and create a positive work environment. Sensitivity to issues affecting performance of staff.
- Advanced administrative skills, including the use of computer applications such as MS Word, Excel and PowerPoint for data analysis and information distribution/reporting and the ability to adapt to and implement new technologies and learn new software packages used within the programs.
- Analytical and interpretive skills. Ability to synthesize information from a wide variety of sources. Ability to conceptualize creative plans and workable solutions for dealing with an array of management problems.

- Proven organization and management skills. Demonstrated experience in a management setting with skills in organizing, motivating and directing individuals and teams to achieve objectives. Ability to cope with multiple demands and resolve priority conflicts. Ability to work under time constraints and meet deadlines.
- Incumbent must be objective, fair, impartial, and flexible without compromising standards and established policies.
- Knowledge of contact or database programs such as Maximizer, PeopleSoft, etc. would be an asset. Willing to work irregular hours including evenings and weekends.

**DECISION MAKING:**

- Human resource management decisions - make decisions regarding work allocation among Program Managers and other staff to ensure the smooth delivery of the program.
- Determine appropriate communication (written or oral) to applicants, students, alumni, faculty and staff to provide information, advice or clarification.
- Determine appropriate methods to execute promotional strategies, relations and events.
- Determine appropriate action to handle emergencies in accordance with departmental and university procedures.
- Make decisions on scheduling and implementing curriculum. Includes extensive work with faculty regarding course enhancement and integration.
- With consultation from the Program Director, Director of Program Services and Director of Finance and Administration determine how to plan, budget, implement and evaluate the Masters programs.
- Responsibility for managing within a budget.
- With the Director and Director of Marketing, implement, manage and evaluate the promotion and marketing of the Masters' programs.
- Determine appropriate policies and procedures that fit within the mandate of the program.

**SUPERVISORY RESPONSIBILITIES:**

Supervisory duties may include hiring/firing, delegating work, disciplining, and conducting performance appraisals.

The following positions within the Queen's Executive MBA & Masters' Programs front office will report directly to the Associate Director:

- Program Manager, Master of Finance
- Program Manager, Master of Analytics

**SIGNATURES:**

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| Incumbent | Supervisor | Department Head |

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Date: