QUEEN'S UNIVERSITY SUPPORT STAFF POSITION SUMMARY

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

POSITION NUMBER:

TITLE: Manager Program Experience GRADE: 9

JOB SUMMARY:

The Manager, Program Experience reports to the Director of Program Services and is responsible for administering, planning and coordinating all program delivery functions of Queen's Executive MBA programs at Queen's School of Business.

The Manager, Program Experience will be responsible for leading a team of staff in supporting and enhancing the extremely high level of customer service that has contributed to the success of these programs. This includes managing administrative and logistical functions required to run academic programs in a customer service focused organization. In addition the Manager, Program Experience will develop, recommend and implement systems and procedures for the efficient and effective running of the programs.

The Manager, Program Experience will directly manage the staff responsible for delivering and contributing to efficient delivery of all Executive MBA programs. As a member of the management team, the Manager, Program Experience will also have an active role in program planning and long term strategic planning for Queen's School of Business Executive MBA programs. The Manager, Program Experience will work closely with Program Directors of the Queen's Executive MBA, Cornell-Queen's Executive MBA and Queen's Accelerated MBA for Business Graduates to ensure that staff supports the high academic and business standards in the overall smooth running of the Executive MBA programs. The Manager, Program Experience will take a leadership role within Queen's School of Business by creating strong relationships among several departments within the organization to ensure a smooth overall execution of our programs as it relates to videoconference operations, course material collection and production, portal design, etc.

The Manager, Program Experience's responsibilities include activity and priority planning and coordination, policy and procedure analysis and adaptation, staff supervision and human resources functions, and communications and information management. This position also involves responsibility for the planning, coordination and implementation of special projects or functions that are integral to improving the operation of the department. The Manager, Program Experience has a particular responsibility for maintaining and enhancing customer service practices and introducing best practices across all Executive MBA and Masters programs.

KEY RESPONSIBILITIES:

- Manage a customer-focused team of staff that provides support and services to program faculty, participants/students and internal QSB departments. Responsible for the planning and preparation of day-to-day program delivery.
- Manages performance by establishing performance standards, reviewing and evaluating performance, and providing ongoing feedback to employees. Formally

- evaluates performance at the end of the probationary period, and conducts formal performance reviews on an ongoing basis.
- Plans, prioritizes and manages the work of all Program Manager staff, Administrative Coordinator staff and 20 student staff, and provides strategic and tactical advice, guidance and coaching to staff. Fosters and supports the creation of a team environment.
- Identifies the need for staff resources. Participates on staffing committees, and makes
 effective recommendations regarding the selection of job candidates for full-time, parttime and casual staff.
- Assesses staff training and development needs, and ensures that employees receive orientation and training to improve and sustain performance. Supports and encourages individual career/professional development
- Manage the complex administration and operation of the Executive MBA program's
 front office. This includes planning and coordinating activities, faculty interface, cost
 control, budgeting, information and procedures; monitor all aspects of program delivery
 for Executive MBA and Masters programs; evaluate and interpret policy and
 procedures and suggest modifications to increase efficiency and effectiveness.
- Provide high-level administrative support for the operation. This includes preparation of material for meetings and discussion, preparing notes and briefings, coordinating arrangements, writing minutes and overseeing special events.
- This position also involves responsibility for the planning, coordination and implementation of special projects or functions that are integral to improving program delivery (eg. special projects have included soliciting feedback from current students to determine how to implement digital course material, etc)
- Responsible for interpreting program evaluations as they pertain to program delivery and making recommendations to improve same. This includes analyzing and interpreting trends and extrapolating data to improve Executive MBA program delivery. Present results to the Director and recommend strategies to enhancing program quality.
- As a member of the management team, involved in the creation of annual and longrange plans for Executive MBA and Master's programs. This includes the department budget, department staffing plans, program goals/objectives, etc.

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 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.

SPECIAL SKILLS:

- Must have the ability to quickly establish credibility with Senior Executive level professionals and academics as a senior level representative of the Queen's School of Business
- Must have a highly developed and demonstrable "Customer Service" orientation and focus.
- Superior communication (both verbal and written) and interpersonal skills are critical.
 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 ability to motivate and create a positive work environment.
 Sensitivity to issues affecting performance of staff.
- Advanced administrative skills, including the use of computers for data analysis and information distribution/reporting (thorough knowledge of Word, Excel and Powerpoint). May require use of word processing, spreadsheet, and database software, and a working knowledge of other computer programs applicable to the position. Ability to adapt to and implement new technologies.
- 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.
- Service oriented perspective
- Knowledge of contact or database programs such as Maximizer, PeopleSoft, would be an asset. An ability to learn new software packages and use the various intranet software used by the programs.
- Planning skills to propose new initiatives and participate in strategic planning.
- Willing to work irregular hours including evenings and weekends.

DECISION MAKING:

- As a member of the Queen's Executive MBA management team, plays a major role in the introduction and the implementation of new initiatives, including:
 - The delivery and service standards that need to be maintained across programs.
 - The most effective method to monitor and report on standards.
 - Any changes required to department operations.
- Determine appropriate communication (written or oral) with faculty and staff to provide information, advice or clarification.
- Decide on work allocation and distribution among staff to ensure the smooth delivery of the program and the smooth operation of the programs.
- Human and fiscal resource decisions. Evaluates job candidates and makes effective recommendations on suitable hires.
- Makes decisions and/or effective recommendations regarding transfers and promotions.
- Evaluates employee performance and decides on appropriate training or coaching to address lack of proficiency in carrying out responsibilities, or remedial action for staff disciplinary situations.
- Through analysis and observation, and in consultation with other staff, determine appropriate policies and procedures and decide how modifications should be proposed and implemented if necessary.
- Take an active role in making recommendations on new projects and improvements in ensuring that the programs continuously improve and remains viable.
- Determine data collection and analysis method and how to make information most accessible, and present recommendations to the Director of Program Services and Program Directors.
- Determine content of various reports, such as business plans and other short- and long-term planning documents that provide direction and propose objectives, presenting recommendations to the Director of Program Services and Program

Directors.

 Prioritize time and duties to ensure work, which is coming from multiple sources, is completed within the required deadlines;

SUPERVISORY RESPONSIBILITIES:

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

The following positions within the Queen's Executive MBA front office will report directly to the Manager, Program Experience:

- Program Manager, Queen's Executive MBA
- Program Manager, Cornell-Queen's Executive MBA
- Program Manager, Queen's Accelerated MBA for Business Graduates
- Program Manager, Videoconference Support (casual)
- Administrative Coordinator, Assignments & Exams
- Administrative Coordinator, Grades
- 20 student staff (part-time)

SIGNATURES:

Incumbent	Supervisor	Department Head
 Date:		