POSITION SUMMARY

QUEEN'S UNIVERSITY - GENERAL STAFF

POSITION TITLE: STUDENT SERVICES ADMINISTRATOR
DEPARTMENT: Faculty of Arts and Science
POSITION NUMBER: 00500940
GRADE: 7 EFFECTIVE DATE: 2013 June 07

JOB SUMMARY:
Reporting to the Director, Student Services Division, the incumbent is responsible for overseeing the work of the Faculty of Arts and Science Curriculum Committee and ensuring the accuracy in content of the Faculty of Arts and Science Academic Calendar. The incumbent oversees the production of the Academic Calendar, an online and printed publication of academic regulations, degree requirements, program and plan requirements, and courses offered by each of the over 46 Faculty departments and units. The incumbent is also responsible for overseeing some of the work of the Faculty Awards Committee, and for liaising with the Records and Services and Student Awards divisions of the Office of the University Registrar in matters relating to Curriculum and Awards.

KEY RESPONSIBILITIES:

Calendar:

- Oversees and coordinates all updates to and maintenance of the online Arts and Science Academic Calendar with changes received from academic and administrative units, both directly and via the Curriculum Committee, in particular changes to curriculum, academic regulations, academic calendar dates, academic staff listings, regulations pertaining to admission and awards, University policies, and student support services. Ensures that information is factually correct, concise and free from errors of content and grammar.
- Reviews the draft Calendar chapters and ensures approval of all revisions made by departments and administrative units, either referring changes to Curriculum Committee or confirming approval on its behalf.
- Oversees the production of the printed Calendar text from the online Calendar files by incorporating all revisions and new copy, determining appropriate formatting. Proofreads and approves all chapters.
- Consults with the Associate Dean (Studies), Faculty Office staff and representatives from academic and administrative offices to ensure that the content of the publication adequately meets the needs of the users.
- Coordinates the annual preparation of Faculty academic calendar dates and revisions to the Faculty academic and admission regulations. Prepares reports for Faculty Board approval.
- Liaises with the Office of the University Registrar and academic departments to monitor long term goals related to the online Calendar. Recommends modifications and enhancements to meet

changing priorities in publishing academic information.

Curriculum Committee:

- Organizes the work of the Curriculum Committee. Provides guidance and advice to the Committee Chair regarding established Faculty procedures to ensure the Committee functions smoothly and efficiently; liaises with the Associate Dean (Studies) as necessary to ensure consistency of changes across disciplines, alerting Deans to any policy or procedural concerns; ensures that submissions and Faculty guidelines are available as required by the Committee; facilitates Committee access to the submissions via QShare; solicits Committee members as needed.
- Provides work direction, and technical/functional guidance to staff. Schedules and assigns work, and oversees its completion. Coordinates and monitors work flow.
- Participates in screening and interviewing job candidates, and providing input into staff selection.
- Reviews assignments and provides feedback on work to employees. Provides input on work performance to management staff.
- Provides orientation and on-the-job training to employees in the unit. Provides coaching and feedback on work quality issues, providing related day-to-day supervision. Escalates unresolved performance and/or disciplinary matters to management.
- Coordinates the timely submission of departmental curriculum proposals. Provides advice to departments on submission preparation. Reviews submissions to ensure consistency with Faculty regulations. Liaises with departments to resolve inconsistencies and/or ambiguities.
- Notifies departments of submission approval. Prepares omnibus reports for Faculty Board approval and forwards major initiatives to Senate for final approval.

Awards Committee:

- Organizes the work of the Awards Committee for Convocating Student Awards (May), ensuring that terms of awards are appropriate and nominations are consistent with Faculty regulations and terms of reference.
- Provides guidance and advice to the Committee Chair regarding established Faculty procedures to ensure the Committee functions smoothly and efficiently. Liaises with the Associate Dean (Studies) as necessary to ensure consistency in the awarding of scholarships. Ensures that lists of candidates and Faculty guidelines are available as required by the Committee. Solicits Committee members as needed.
- Defines criteria to be used to generate reports from the PeopleSoft student information system. Uses reports to identify potential award candidates. Provides advice to departments regarding students' eligibility for awards. Reviews departmental nominees for award eligibility. Coordinates preparation of ranked lists of nominees for general scholarships for Committee review.
- Notifies the Student Awards Office of approved candidates. Prepares information for Spring Convocation program.
- Collaborates with the Student Awards Office to provide analytical information and reports to identify improvements to policy and procedures related to the awarding of scholarships, prizes, medals and need-based funds to deserving students. Undertakes projects as appropriate to ensure consistent and equitable awarding of funds.

REQUIRED QUALIFICATIONS:

- Three years of post-secondary education with several years of relevant experience in an administrative capacity (or an equivalent combination of education and experience).
- Thorough knowledge of Faculty academic programs, regulations, policies and procedures, and extensive understanding of the various student services.
- Progressive experience in a service-oriented administrative office in a coordinating role. Supervisory experience, including the ability to delegate work and prioritize tasks of others is an asset.

SPECIAL SKILLS:

- Accuracy and attention to detail in editing precise curriculum information and proofreading Calendar copy.
- Excellent writing and interpretive skills to prepare reports, work with detailed curriculum documents and edit Calendar copy, and to understand and explain academic regulations and procedures.
- Strong interpersonal and communication skills with the ability to answer questions accurately and explain complex procedures.
- Analytical skills required to make judgments about student eligibility for awards, completeness of Curriculum Committee submissions, and to identify more efficient ways to collect/obtain information for decision-making.
- Problem-solving skills required for effective trouble-shooting and solution of problems relating to the development and use of automated mechanisms and software packages to streamline manual and time-consuming procedures.
- Excellent computer skills including advanced knowledge of Word, Excel, internet tools and web applications, html editors, ftp, Adobe Acrobat, e-mail, as well as PeopleSoft.
- Ability to master new technological developments and computer programs as they are implemented.
- Time management and organizational skills; the ability to juggle conflicting priorities and to work within tight timelines to meet rigid deadlines with minimal supervision.
- Ability to participate effectively as part of a team.

DECISION MAKING:

- Interprets Faculty regulations, policies and procedures to assist with the education of departments in matters of curriculum change and development, to assess departmental curriculum proposals for consistency with regulations, and to determine students' eligibility for awards.
- Determines and recommends appropriate modifications to the Calendar production procedures as necessary to optimize timely distribution of accurate information, streamline workflow and improve efficiencies.
- Assesses departmental Calendar revisions to determine if changes are editorial or require approval by the Curriculum Committee and Faculty Board.
- Ensures that Calendar copy meets appropriate Faculty and University guidelines for content and appropriate visual format; technical judgment in determining the appropriate fonts, sizes and spacing to format the printed Calendar.
- Determines impact of proposed regulation changes on curriculum and Calendar information, and

edits information accordingly.

- Judges when information contained in curriculum submissions is incomplete or inaccurate and should be resolved with departments before circulating to Curriculum committee for review.
- Assesses the need for involvement of the Associate Dean (Studies) when working with curriculum proposals affecting multiple departments.
- Identifies improvements to reports obtained from PeopleSoft for the process of identifying candidates for awards.
- Assesses the suitability of job candidates and recommends the most appropriate person for hire.
- Determines priorities and makes decisions about staff utilization and the assignment of work to achieve optimum efficiencies and productivity.
- Assesses employees' training needs and makes recommendations for internal or external training to attain proficiency.
- Monitors and assesses output and the quality of employees' work, and recommends need for formal training or development plans to management and identifies possible staff performance and/or disciplinary issues.
- Determines priorities, sets a schedule to ensure the timely completion of projects within tight deadlines, assesses progress and adapts schedules as necessary.

SIGNATURES:

	Date
Incumbent	
Manager	
Department Head/Director or Designate	