



# The University of British Columbia

## Staff Job Postings

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THIS POSTING LISTS THE CURRENT UBC VACANCIES AS OF Date:10-OCT-2011

### PLEASE POST ON A BULLETIN BOARD IN A CONSPICUOUS PLACE

### THE UNIVERSITY OF BRITISH COLUMBIA

#### APPLICATION INSTRUCTIONS

All career opportunities can be accessed at: [www.hr.ubc.ca/careers](http://www.hr.ubc.ca/careers)

#### INTERNAL APPLICANTS

Internal applicants will apply for positions using the myCareer feature in the self-service web portal, accessible by logging in with their Campus Wide Log-in (CWL) ID.

#### EXTERNAL APPLICANTS

External applicants will create their online profile by visiting [www.hr.ubc.ca/careers](http://www.hr.ubc.ca/careers). Once you have selected the position you would like to apply for, you can create your online profile and upload your resume.

For those wishing to apply using a paper format, please submit an application resume for each position for which you wish to be considered, by specifying the Position and Job ID, to:

#### THE UNIVERSITY OF BRITISH COLUMBIA

Human Resources

350-2075 Wesbrook Mall

Vancouver, BC

V6T 1Z1

The Job Posting does not imply that any applicant will necessarily be selected for the position, nor is the classification as listed a commitment by the University to appoint an applicant to the classification.

Applications for each of the following vacancies should be submitted by 11:59PM on the posting close date.

#### VIEW OUR CAREER OPPORTUNITIES WEEKLY

Sign up for Job Alerts within myCareer to receive email notifications when new opportunities are posted online.

#### VIEW YOUR APPLICATION STATUS

View the status of your application(s) by logging into myCareer. You can also choose to apply for multiple job postings at the same time.

Note: Unless otherwise indicated, positions are full-time Monday to Friday.

Research Grants, Capital Funds and Self-supporting positions can be continued only as long as funds are available.

UBC hires on the basis of merit and is committed to employment equity. We encourage all qualified persons to apply.



### Job Posting

<b>Job ID:</b>	11411		
<b>Location:</b>	Kelowna - UBC Okanagan		
<b>Employment Group:</b>	BCGEU UBC-Okanagan		
<b>Job Category:</b>	Clerical - BCGEU		
<b>Classification Title:</b>	Support Services Asst I	<b>Business Title:</b>	Support Services Asst I
<b>Department:</b>	UBCO-Health & Wellness		
<b>Salary:</b>	\$38,604.00 (Annual)		
<b>Full/Part Time:</b>	Full-Time		
<b>Desired Start Date:</b>	2011-10-17	<b>Ongoing:</b>	Yes
<b>Job End Date:</b>			
<b>Funding Type:</b>	Budget Funded		
<b>Other:</b>	Leave Replacement		
<b>Date Closed:</b>	2011-10-11	<b>Available Openings:</b>	1

### Job Summary

Under the general supervision of the Director for Campus Health and Wellness, this position is responsible for reception, clerical and administrative organization for the department and the Director. Oversees the day to day running of the office and Wellness Centres and assists with financial and human resources management.

### Organizational Status

Reports to the Director and works closely with health care and counselling professionals, other office staff, and work-study students.

### Work Performed

1. Provides administrative support by:
  - Ensuring effective day-to-day functioning of the Health and Wellness office.
  - Establishing and coordinating office administration procedures.
  - Providing administrative support to the Director.
  - Acting as liaison with staff to maintain staff accessibility, including keeping a master schedule.
  - Facilitating department communication by setting up meetings and conference calls, preparing and distributing meeting agendas and minutes.
  - Liaising with internal departments and personnel.
  - Assisting with preparation of departmental, evaluation and research reports.
  - Assisting in preparing letters of agreement for contract positions, creating job postings, participating in the hiring and appointment process and student employment through the work studies program.
  - Managing hourly and monthly paid wages, reporting on and maintaining vacation and sick leave.
  - Managing all IT and Facilities work orders, inputting and processing in a timely manner.
  - Ensuring the maintenance and updating of office equipment, including computers, telephones, copiers and other equipment.
  - Ensuring web pages are maintained and updated.
2. Provides support for financial processes by:
  - Acting as the P card coordinator, including reconciling purchase card receipts with online statements and generating reports.
  - Preparing and processing invoices for processing, requisitions and purchase orders and expense claims as required.



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- Assisting the Support Services II position when needed with financial reporting, budgeting and grant reporting and preparing budgets for proposals.

3. Performs general office duties by:

- Creating a welcoming environment for students by ensuring their needs are a priority.
- Responding respectfully and sensitive to a culturally diverse stakeholder population.
- Clarifying and accessing client situations and scheduling appointments with professionals appropriately.
- Ensuring the maintenance of health care inventories and managing office supplies.
- Providing direction for walk in traffic.
- Providing project support, including events, advertising, photocopying, display set-up, notice boards and pamphlet holders and power point presentations.
- Creating and maintaining office filing systems and archives.
- Provides word processing and graphics support in the development of departmental publications, including clinical forms, banners, posters and pamphlets.

4. Performs other duties related to the qualifications and requirements of the job.

### **Supervision Received**

Reports directly to the Director, Campus Health and Wellness. Works independently, under limited supervision. Works collaboratively with the Support Services II position. Sets priorities and performs most duties independently, occasionally consulting supervisor with reference to new or complex problems.

### **Supervision Given**

Works cooperatively with other employees. May supervise work-study students and part time auxiliary staff from time to time.

### **Consequence of Error/Judgement**

Incorrect decisions judgment will directly affect the department's reputation with the employer, health authorities, community and faculty, staff, and students. All information related to service provision must be accurate and provided in a respectful, timely and supportive way. Failure to provide and to assist others, such as support staff, to provide service that meets these standards may impact negatively on student access to services, jeopardize student's wellbeing, and result in increased risk to the university. Errors or incorrect decisions could also negatively impact professional staff's ability to assist students.

### **Qualifications**

High School graduation plus a minimum of two years post-secondary education with training in office procedures and practices. Minimum three years of related experience in a Health Care setting or college or university (preferably in a student services environment), experience with UBC would be an asset. Effective oral and written communication, interpersonal and organizational skills. Ability to exercise tact and discretion when handling sensitive and or confidential matters. Ability to use word processing, spreadsheet, database, scheduling electronic mail applications at an intermediate level, with the ability to type 55 words per minute. Ability to prioritize work and to meet deadlines while maintaining accuracy and attention to detail. Ability to compose routine correspondence using clear, concise business English. Ability to work both independently and within a team environment.

UBC hires on the basis of merit and is committed to employment equity. All qualified persons are encouraged to apply. We especially welcome applications from members of visible minority groups, women, Aboriginal persons, persons with disabilities, persons of minority sexual orientations and gender identities, and others with the skills and knowledge to engage productively with diverse communities. Canadians and permanent residents of Canada will be given priority.



## Job Posting

<b>Job ID:</b>	11447		
<b>Location:</b>	Kelowna - UBC Okanagan		
<b>Employment Group:</b>	BCGEU UBC-Okanagan		
<b>Job Category:</b>	Research/Technical - BCGEU		
<b>Classification Title:</b>	Research Assist./Tech. II	<b>Business Title:</b>	Research Assist./Tech. II
<b>Department:</b>	UBCO - Family Practice		
<b>Salary:</b>	\$ 19.80 (Hourly)		
<b>Full/Part Time:</b>	Part-Time		
<b>Desired Start Date:</b>	2011-10-17		
<b>Job End Date:</b>	2012-05-31		
<b>Funding Type:</b>	Budget Funded		
<b>Other:</b>	BCGEU (UBCO) - Auxiliary		
<b>Date Closed:</b>	2011-10-17	<b>Available Openings:</b>	1

### Job Summary

The Research Assistant will be part of a team of researchers and Investigators involved in the "Doing Time: A Time for Incarcerated Women to Develop an Action Health Strategy", a CIHR funded study. In this team, the Resource Research Assistant will be responsible for identifying and researching local support services that are appropriate and available for women leaving prisons and for providing support to the peer mentors who will be working with these women as they make the transition back into their community. Further, the Resource Research Assistant will be responsible for organizing a regional community forum with representatives from the local health authority, community agencies, correctional organizations and previously incarcerated women.

### Organizational Status

The incumbent will report to Drs. Ruth Elwood Martin and Patricia Janssen (Principal Investigators) through the project coordinator. He She will also support peer mentors and other resource leads. Four Resource Research Assistant will be hired. They will be located in Prince George, Kelowna, Victoria and the Fraser Valley. Each incumbent will work from home.

### Work Performed

Major responsibilities include:

- Compiling and gathering local health and community support services available for women leaving prisons, in the areas of housing, subsidized dental care, primary health care, physical activity, spiritual health, etc.
- Creating a directory outlining the services available for women leaving prison.
- Sharing information with community agencies, including the Elizabeth Fry Society.
- Acting as the liaison between prison leavers and peer mentors in the region in which they have been assigned.
- Participating in monthly meetings of the Co-Investigators of the project.
- Documenting tasks in a weekly log, as well as converse weekly with the project coordinator.
- Coordinating and executing a community forum in an effort to disseminate the findings of Doing Time: A Time for Incarcerated Women to Develop an Action Health Strategy.
- Supporting other resource leads working on the project.

### Supervision Received

Receives supervision from the Co-principal investigators directly or through the project coordinator at least weekly.



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### **Supervision Given**

The position does not give supervision.

### **Consequence of Error/Judgement**

Errors made could influence the ability of researchers to meet critical deadlines, as well as compromise the results of research projects, and therefore impact the credibility of the Department's investigators. Poor decisions may be damaging to the reputation of and cause financial loss to the Principal Investigator, the Department and the University.

Inability to support the development and implementation of strategic initiatives could diminish the Department's ability to attract the support of the scientific community; poor public private sector relationships could result in a negative image of the Department and may impact on research funding made available through partnerships.

### **Qualifications**

Extensive knowledge of the resources in the region of hire. Prior experience with prison populations an asset. Ability to work effectively independently and in a team environment. Ability to analyze problems, identify key information and issues, and effectively resolve. Critical thinking and highly organized with effective time management skills. Fluent in written and spoken English. Skilled in Microsoft Word, Excel and Outlook.

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- Assisting in equipment setup and repairing equipment if necessary.
- Ordering replacement parts and maintaining a minimal stock of expendable items.
- Assembling and testing equipment prior to use in the lab to verify proper operational status.
- Building or fabricating test setups as needed and as per instructions from faculty or the Laboratory Manager using sketches, schematics and functional drawings.
- Understanding equipment functions and usage and assisting in the instruction of the care and use of equipment to students.
- Understanding the use and operation of equipment and assisting in instruction to lab personal.

3. Provides the School of Engineering with ordering and inventory support by:

- Researching vendors for proper equipment, filling out purchase order forms and turning them in for approval.
- Order lab equipment and supplies.
- Receiving equipment and supplies, and then distributes items to the appropriate lab locations.
- Performing local pick up and delivery of ordered equipment and stock using School owned vehicles.
- Updating the Schools inventory database, keeping accurate records of all equipment purchased and their locations within the School.
- Performing periodic inventories of expendable items to maintain adequate stock for teaching labs.
- Assisting in the performance of an annual inventory of all School equipment.
- Updating records of each lab's required equipment when changes are implemented.

4. Provides support to the vehicle maintenance program by:

- Maintaining records of services performed on the vehicles.
- Delivering the vehicles to dealership for maintenance and repairs.
- Ensuring normal maintenance, such as oil changes, tire rotation etc., is performed on a regularly scheduled timetable by the appropriate service provider and performing minor maintenance such as topping off of washer fluids, checking tire pressures and fluid levels and cleaning of the vehicles.

5. Performs other duties as required by the Director or the Laboratory Manager of the School of Engineering.

### **Supervision Received**

Based on schedules and lab requirements, the technician is expected to work independently with minimal supervision but will work closely with the Lab Manager to resolve technical issues and to implement changes within the labs.

### **Supervision Given**

The incumbent may assist in the supervision and training of employees and students in support of lab projects and teaching labs.

### **Consequence of Error/Judgement**

Judgment requires a thorough understanding of the policies and procedures as prescribed by the University and the Faculty of Applied Science and the School of Engineering. The incumbent will be required to work independently with minimal supervision and is expected to perform duties in a precise and timely manner. Student and lab safety is paramount. Failure to follow safety guidelines could result in personal injury or equipment damage. Improper time management could lead to delays in labs and adversely affect the outcomes of the labs. Poorly maintained equipment could cause injury to students or be detrimental to the outcome of experiments causing loss of time and valuable research information.

### **Qualifications**

Post secondary degree or diploma in civil and or environmental or chemistry disciplines with experience in chemical preparation and chemical processes, (or comparable experience) with a minimum of 2 years experience in private sector or educational laboratory environment. Ability to work with basic hand tools, analytical instruments and laboratory test equipment is required. Effective oral and written communication is required. Excellent organizational and interpersonal skills are required. Ability to



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carry out complex tasks with little supervision is essential. First Aid and WHMIS (Workplace Hazardous Materials Information System) certification is an asset. Ability to work independently or within a team with minimal supervision is expected. Excellent computer skills using Microsoft Office Suite products and the ability to learn new systems.

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### Job Posting

<b>Job ID:</b>	11433		
<b>Location:</b>	Kelowna - UBC Okanagan		
<b>Employment Group:</b>	BCGEU UBC-Okanagan		
<b>Job Category:</b>	Research/Technical - BCGEU		
<b>Classification Title:</b>	Technician III	<b>Business Title:</b>	Technician III
<b>Department:</b>	UBCO-Faculty of Applied Science		
<b>Salary:</b>	\$38,604.00 (Annual)		
<b>Full/Part Time:</b>	Full-Time		
<b>Desired Start Date:</b>	2011-10-24	<b>Ongoing:</b>	Yes
<b>Job End Date:</b>			
<b>Funding Type:</b>	Budget Funded		
<b>Other:</b>			
<b>Date Closed:</b>	2011-10-16	<b>Available Openings:</b>	1

### Job Summary

Provides support to the School of Engineering teaching and research facilities, including support facilities such as machine shops, welding shops and paint shops. As a function of this position the incumbent will be responsible to configure laboratory setups in advance of student usage, perform periodic maintenance on School equipment, assist the Instructors as necessary during labs and ensure that all safety equipment is maintained.

Incumbent will be responsible to perform fabrication and assembly of complex equipment and test fixtures as well as prepare test samples for use in teaching and research facilities. Understands and maintains equipment and lab manuals, university safety guidelines, purchasing and receiving guidelines.

### Organizational Status

The incumbent will report to the Laboratory Manager for the School of Engineering. The incumbent will also work closely with other staff and faculty within the School of Engineering as well as with other departments and units at the University. The incumbent may assist in the supervision of students and staff.

### Work Performed

#### Safety

Provides a safe educational environment by:

- Maintaining and servicing safety equipment such as cycling eye wash stations and showers.
- Verifying tools and lab equipment has proper safety guidelines in place prior to use.
- Keeping first aid kits properly stocked and reorders supplies when stock is expended or expired.
- Maintaining MSDS (Material Safety Data Sheets) manuals as inventory is entered into each lab.
- Providing support on the use of safety equipment for the School.
- Understanding and implementing safety guidelines as provided by the university health and safety office.
- Understand and following the guidelines as provided by the WHMIS (Workplace Hazardous Materials Information System) program.
- Monitoring lab safety during labs and correcting issues as they occur.
- Performs periodic lab inspections as part of the school team to keep current on issues and insure corrective actions are taken in a timely manner.



### Teaching Laboratory Support

Supports the teaching labs by:

- Setting up labs to meet teaching schedules utilizing lab manuals and approved school procedures.
- o Includes lab setup, assisting lab instructors and students with the operation of lab equipment when necessary and putting equipment in its proper place upon completion of lab sessions.
- Services and maintains hydraulic and pneumatic equipment as well as standard laboratory equipment per established maintenance schedules and manufacturers specifications.
- .
- Repairing equipment if necessary.
- Ordering replacement parts and maintaining a minimal stock of expendable items.
- Assembles and tests equipment prior to use in lab to verify proper operational status.
- Building or fabricating test setups as needed using sketches, schematics and functional drawings.
- Understanding equipment functions and usage and assisting in the instruction of the care and use of equipment to students.

### Research Laboratory Support

Provides support by:

- Assisting in equipment setup.
- Assists lab personnel with ordering of equipment and supplies.
- Understanding the use and operation of equipment and assisting in instruction to lab personnel.
- Building or fabricating test fixtures and apparatus per instructions from lab personnel.
- Services and maintains test equipment per established maintenance schedules and manufacturers specifications.

### Inventory Management

Assists in inventory control by performing some or all of the following:

- Assists in the ordering of equipment and supplies by researching vendors for proper equipment, filling out purchase order forms and turning them in for approval.
- Updates the schools inventory database, keeping accurate records of all equipment purchased and their locations within the school.
- Performing periodic inventories of expendable items to maintain adequate stock for teaching labs.
- Assisting in the performance of an annual inventory of all school equipment.
- Updating records of each labs required equipment when changes are implemented.
- Performs local pickup and delivery of ordered equipment and stock using school owned vehicles.
- Receiving equipment and supplies, and then dispersing it to the appropriate lab locations.

### Vehicle Maintenance

Assists in the vehicle maintenance program when necessary by:

- Maintaining records of services performed on the vehicles
- Delivering the vehicles to dealership for maintenance and repairs.
- Ensuring that normal maintenance, such as oil changes, tire rotation etc., is performed on a regularly scheduled timetable by the appropriate service provider.
- Performing minor maintenance such as topping off of washer fluids, checking tire pressures and fluid levels and cleaning of the vehicles.

### General Duties

- Responsibilities as a member of the School of Engineering team
- Responsibilities within the School of Engineering under the direction of the Laboratory Manager.
- Perform other duties as required by the Director or the Laboratory Manager of the School of Engineering.



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### **Supervision Received**

Based on schedules and laboratory requirements, the technician is expected to work independently, within the guidelines as defined by the School of Engineering, with minimal supervision but will work closely with the Laboratory Manager to resolve technical issues and to implement changes within the labs.

### **Supervision Given**

The incumbent may assist in the supervision and training of employees and will assist students working on lab projects and in teaching labs.

### **Consequence of Error/Judgement**

Judgment requires a thorough understanding of the policies and procedures as prescribed by the University, the Faculty of Applied Science and the School of Engineering.

The incumbent will be required to work independently with minimal supervision and is expected to perform duties in a precise and timely manner.

Student and lab safety is paramount. Failure to follow safety guidelines could result in personal injury or loss of equipment. Improper time management could lead to delays in labs and adversely affect the outcomes. Poorly maintained equipment could cause injury to students or be detrimental to the outcome of experiments causing loss of time and valuable research information.

### **Qualifications**

Post secondary degree or diploma in mechanical and electrical disciplines, (or comparable experience) with a minimum of 2 years experience in a manufacturing or industrial or educational laboratory environment. Motor repair and or testing experience would be an asset. Ability to work with basic hand tools, electrical and or electronics equipment and soldering equipment is desirable. Effective oral and written communication is required. Excellent organizational and interpersonal skills are required. Ability to carry out complex tasks with minimal supervision is necessary. First Aid and WHMIS (Workplace Hazardous Materials Information System) certification is an asset. Ability to work independently or within a team with minimal supervision is expected. Excellent computer skills using Microsoft Office Suite products and the ability to learn new systems is required.

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## Job Posting

<b>Job ID:</b>	10875		
<b>Location:</b>	Kelowna - UBC Okanagan		
<b>Employment Group:</b>	BCGEU UBC-Okanagan		
<b>Job Category:</b>	Trades - BCGEU		
<b>Classification Title:</b>	Facilities Services Worker I	<b>Business Title:</b>	Facilities Services Worker I
<b>Department:</b>	UBCO - Facilities Management		
<b>Salary:</b>	\$ 17.86 (Hourly)		
<b>Full/Part Time:</b>	Full-Time		
<b>Desired Start Date:</b>	2011-10-24	<b>Ongoing:</b>	Yes
<b>Job End Date:</b>			
<b>Funding Type:</b>	Budget Funded		
<b>Other:</b>	BCGEU (UBCO) - Auxiliary		
<b>Date Closed:</b>	2011-10-16	<b>Available Openings:</b>	1

### Job Summary

The Human Resources Department at UBC Okanagan is currently seeking a qualified talent pool to meet the facilities services needs of the campus community.

### Organizational Status

The UBC Okanagan Auxiliary pool is coordinated through the Human Resources department.

### Work Performed

Duties vary per assignment.

### Supervision Received

Dependent on the department and or faculty assigned.

### Supervision Given

Auxiliary positions typically are not responsible for direct supervision of any staff.

### Consequence of Error/Judgement

Errors of judgment, untimely or inaccurate device and inappropriate decisions on procedures or policies could negatively affect the University.

### Qualifications

High School graduation supplemented with vocational trades training is required. A minimum of one year related experience is preferred. A combination of education and experience will be considered. Effective interpersonal and communication skills are required. Computer skills are an asset. Experience in shipping and receiving is preferred. Physical ability to perform the duties of the job (e.g., lifting, standing, working at heights, operating forklifts).



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UBC hires on the basis of merit and is committed to employment equity. All qualified persons are encouraged to apply. UBC is strongly committed to diversity within its community and especially welcomes applications from visible minority group members, women, Aboriginal persons, persons with disabilities, persons of any sexual orientation or gender identity, and others who may contribute to the further diversification of ideas. Canadians and permanent residents of Canada will be given priority.



## Job Posting

<b>Job ID:</b>	11428		
<b>Location:</b>	Kelowna - UBC Okanagan		
<b>Employment Group:</b>	BCGEU UBC-Okanagan		
<b>Job Category:</b>	Trades - BCGEU		
<b>Classification Title:</b>	Facilities Services Asst I	<b>Business Title:</b>	Facilities Services Asst I
<b>Department:</b>	UBCO - Human Resources		
<b>Salary:</b>	\$ 19.80 (Hourly)		
<b>Full/Part Time:</b>	Part-Time		
<b>Desired Start Date:</b>	2011-10-24	<b>Ongoing:</b>	Yes
<b>Job End Date:</b>			
<b>Funding Type:</b>	Budget Funded		
<b>Other:</b>	BCGEU (UBCO) - Auxiliary		
<b>Date Closed:</b>	2011-10-15	<b>Available Openings:</b>	1

### Job Summary

Are you flexible and do you like variety? Do you enjoy working in a diverse environment and excel at customer service? Our auxiliary casual positions are on-call temporary positions that can either be part-time or full-time. The duration of the appointment can range anywhere from 1 day up until 5 months and duties will vary depending on assignment.

The Human Resources Department at UBC's Okanagan campus is currently seeking a qualified Facilities pool to meet the temporary employment needs of the campus community.

### Organizational Status

The UBC casual on-call auxiliary pool at the Okanagan location is coordinated through the Human Resources Department.

### Work Performed

The position will assist with the operations by:

Maintaining and repairing boilers, pumps, air compressors, HVAC systems and other related equipment and controls.

Carrying out scheduled preventative maintenance programs and ensuring all safety practices and procedures are adhered to.

Performing maintenance duties throughout UBC Okanagan campus as required in compliance with good working practice and current codes.

Investigating and correcting minor complaints and reporting major problems and complaints to the Charge Engineer.

Performing other related duties as assigned.

### Supervision Received

Dependent on the department and or faculty to which assigned.



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### **Supervision Given**

None.

### **Consequence of Error/Judgement**

Errors of judgment, untimely or inaccurate advice, and inappropriate decisions on procedures or policies could reflect negatively on UBC's Okanagan campus.

### **Qualifications**

High School graduation supplemented with vocational trades training is required. A minimum of over 2 years and up to and including 4 years. A combination of education and experience will be considered. Effective interpersonal and communication skills are required. Computer skills are an asset. Physical ability to perform the duties of the job (e.g., lifting, standing, working at heights, operating forklifts). Ability to effectively manage multiple tasks and priorities. Mechanical - HUAC, millwright, electrical, plumber experience preferred. Knowledge in fire protection. Must be able to lift 50lbs. Ability to work effectively independently and in a team environment. Ability to provide quality customer service in a courteous, patient manner. Ability to prioritize and work effectively under pressure to meet deadlines.

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## Job Posting

**Job ID:** 11412  
**Location:** Vancouver - Point Grey Campus  
**Employment Group:** CUPE 116 (Cler/Sec/Bookstore)  
**Job Category:** Clerical, CUPE 116  
**Classification Title:** Sales Clerk **Business Title:** Sales Clerk  
**Department:** Bookstore  
**Salary:** \$ 18.03 (Hourly)  
**Full/Part Time:** Part-Time  
**Desired Start Date:** 2011-10-13 **Ongoing:** Yes  
**Job End Date:**  
**Funding Type:** Self Funded  
**Other:**  
**Date Closed:** 2011-10-10 **Available Openings:** 3

### Job Summary

Sales clerks are involved in a variety of sales and order processing activities with the general objective of servicing the needs of Bookstore customers. Sales clerks are expected to provide excellent customer service, be knowledgeable about the products the Bookstore sells and effectively display bookstore merchandise. The nature of the work requires a general knowledge of guidelines and procedures which apply to the tasks being performed.

### Organizational Status

Reports to Bookstore Assistant, Section Head or Assistant Merchandising Supervisor II as designated.

### Work Performed

May perform any of the duties at lower classification levels and in addition may perform any of the following:

- Assist customers by helping to locate and select products, answering inquiries (verbally or in writing) giving product demonstrations and accepting, recording, processing and filling special orders and or requisitions;
- Operates point-of-sale terminal or invoicing equipment and ensure the safe and orderly keeping of a daily cash flow;
- Checks inventory levels and advise buyers of out-of-stock situations and may place orders by phone, mail or fax according to procedures;
- Stocks shelves, arranges displays and ensure orderliness and attractiveness of stock layout, preparing merchandise for sale as instructed and assisting with pricing;
- Recommends price mark-downs for supervisor's approval;
- Operates a computer terminal to access and input information as required;
- Prepares surplus or defective merchandise for return to vendor.

### Supervision Received

Receives detailed instructions during orientation and training and on subsequent new assignments or changes in procedures. Carries out familiar phases of the work under general supervision.

### Supervision Given





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Employees at this level do not supervise, but may explain work sequences to others.

### **Consequence of Error/Judgement**

Works within well defined guidelines and procedures, but is expected to exercise some initiative and judgment in establishing priorities and carrying tasks through to completion; new or unusual problems would be referred to supervisor.

### **Qualifications**

High School graduation. . the equivalent combination of education and experience. Knowledge and at least one year experience in retailing in related products. Ability to maintain accuracy and attention to detail. Ability to operate a cash register in an efficient and accurate manner. Ability communicate effectively and to respond appropriately to inquires in person, on phone, and in writing, and make appropriate referrals. Ability to effectively resolve client complaints in a calm, non-confrontational manner, and by exercising sound judgment. Ability to provide quality service to customers in a courteous, patient manner. Ability to effectively display and sell products and services. Ability to operate computer and other related office equipment. Ability to balance and complete multiple tasks in a variety of retail merchandise departments.

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### Job Posting

**Job ID:** 11416  
**Location:** Vancouver - Point Grey Campus  
**Employment Group:** CUPE 116 (Cler/Sec/Bookstore)  
**Job Category:** Clerical, CUPE 116  
**Classification Title:** General Clerk **Business Title:** General Clerk Warehouse  
**Department:** Bookstore  
**Salary:** \$ 16.55 (Hourly)  
**Full/Part Time:** Part-Time  
**Desired Start Date:** 2011-10-12 **Ongoing:** Yes  
**Job End Date:**  
**Funding Type:** Self Funded  
**Other:**  
**Date Closed:** 2011-10-10 **Available Openings:** 2

### Job Summary

Warehouse General Clerks perform a variety of duties in the warehouse relating to the receiving, processing, warehousing and storage of merchandise.

### Organizational Status

Reports to the Warehouse Section Head or Assistant Merchandising Supervisor II, as designated.

### Work Performed

Typical Duties include:

- Opens and unpacks cartons and skids. Prepares merchandise for processing;
- Checks quantity received or shipped against quantity billed;
- Documents the receipt of merchandise on computer system (data entry) or by paperwork, as appropriate;
- Price marking of goods for resales;
- Distributes processed merchandise to appropriate location'
- Files and maintains related documentation;
- Loads and unloads delivery vehicles;
- Keeps area uncluttered and safe, clearing and disposing of water material;
- Operates a computer terminal to produce price labels or to access information as needed ;
- Warehouses merchandise and performs inventory counts as required;
- Restocks sales floor from merchandise in warehouse;
- Prepares merchandise for return to vendor;

### Supervision Received

Receives detailed instruction during orientation and training and on subsequent new assignments or changes in procedure.

### Supervision Given

Employees at this level do not supervise, but may explain work sequences to others.



# The University of British Columbia

## Staff Job Postings

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### **Consequence of Error/Judgement**

Works within well defined guidelines and procedures from both written and oral instructions. Must be able to exercise some judgment and initiative in establishing priorities and carrying tasks through to completion.

### **Qualifications**

High School graduation. . the equivalent combination of education and experience. Experience in a busy, team based warehouse environment preferred. Ability to operate a computer terminal, photo copier, and other related office equipment. Ability to use a pallet jack and other related warehouse equipment. Ability to work with figures quickly and accurately with great attention to detail. Ability to move skids of merchandise within the warehouse and to the retail floor. Ability to answer customer and coworker inquiries on the phone or in writing (including email). Ability to lift heavy objects onto skids.

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### Job Posting

**Job ID:** 11408  
**Location:** Vancouver - Point Grey Campus  
**Employment Group:** CUPE 116 (Cler/Sec/Bookstore)  
**Job Category:** Clerical, CUPE 116  
**Classification Title:** Clerk 2 **Business Title:** Clerk 2 - Campus Sustainability Office  
**Department:** CampusCommPln-Sustainability  
**Salary:** \$ 19.70 (Hourly)  
**Full/Part Time:** Part-Time **Ongoing:** Yes  
**Desired Start Date:** 2011-10-17  
**Job End Date:**  
**Funding Type:** Budget Funded  
**Other:**  
**Date Closed:** 2011-10-10 **Available Openings:** 1

### Job Summary

This level covers positions which involve a variety of moderately complex clerical, and or administrative tasks. The nature of the work requires a general knowledge of the guidelines and procedures which apply to the tasks performed.

### Organizational Status

Reports to the Director of Operational Sustainability.

### Work Performed

May perform any of the duties of the Clerk 1 classification, and in addition:

1. Processes a variety of forms frequently requiring the review, correction, recording and assembling of data.
2. Enters data into Access data bank and responsible for updates. Uploads data and documents into an online data bank.
3. Sets up and creates moderately complex materials, such as graphs, financial statements, and statistical tabulations.
4. Collects and accounts for various types of fees, prepares purchase requisitions, purchase orders, LOA, MOU, tracking necessary deliverables, invoices and arranging payment.
5. Answers routine oral and or written enquiries that require the standard application of guidelines and procedures; screens callers and visitors to obtain information in order to make appropriate referrals.
6. Assists in preparation of timecards, payroll, vacation hours, sick days, etc.
7. Compiles data and statistics from records for the preparation of standard reports and financial statements; prepares reports and documents associated with financial transactions; assists in budget matters and work plan.
8. Responsible for all mail distribution and duties.
9. Maintains office supplies and equipment records for stock replenishment, orders, and purchasing.
10. Performs other duties related to the qualifications and requirements of the job.
11. Provides assistance to staff throughout the department through various administrative duties, including PowerPoint presentations and excel spreadsheets.

### Supervision Received

Receives detailed instructions during orientation and on subsequent new assignments or changes in procedures. Carries out familiar phases of the work under general supervision.



# The University of British Columbia

## Staff Job Postings

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### **Supervision Given**

May distribute work assignments to employees at lower classification levels and initiate new employees into office routines, procedures and operation of office equipment.

### **Consequence of Error/Judgement**

Works within well defined guidelines and procedures, but is expected to exercise some initiative and judgment in establishing priorities and carrying tasks through to completion; new or unusual problems would be referred to supervisor.

### **Qualifications**

High School graduation. training or experience in typing and basic office procedures and practices. Minimum of 2 years related experience or Training in basic office procedures and practices. the equivalent combination of education and experience. or one year relevant UBC experience. Keyboarding ability of 50 wpm preferred, except where required in specific jobs. The ability to operate the normal range of office equipment and automated systems as may be required in performance duties, such as calculators, copying machines, data entry systems, and software packages, PowerPoint, Access, mail merge and Excel. Ability to plan and complete work assignments without on-going direction. Good verbal and communication skills required in public service areas. Attention to detail and positive attitude.

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## Job Posting

<b>Job ID:</b>	11415		
<b>Location:</b>	Vancouver - Point Grey Campus		
<b>Employment Group:</b>	CUPE 116(Service/Techs/Trades)		
<b>Job Category:</b>	Dental Assistants - CUPE 116		
<b>Classification Title:</b>	Dental Assistant 2	<b>Business Title:</b>	Dental Assistant 2
<b>Department:</b>	Dental Clinic		
<b>Salary:</b>	\$36,816.00 (Annual)		
<b>Full/Part Time:</b>	Full-Time		
<b>Desired Start Date:</b>	2011-10-10	<b>Ongoing:</b>	Yes
<b>Job End Date:</b>			
<b>Funding Type:</b>	Self Funded		
<b>Other:</b>			
<b>Date Closed:</b>	2011-10-10	<b>Available Openings:</b>	2

### Job Summary

This position is one of support to facilitate the operation of the dental school. Duties will involve sterilization and preparation of instruments and supplies for over 100 dental students.

### Organizational Status

This position- Dental Assistant II, would report to the Dental Assistant IV, who reports to the Clinic Director- Dr. Andrea Esteves, who reports to the Dean- Dr. Charles Shuler.

### Work Performed

- Setting up instruments and equipment for dental procedures
- Assisting in the dispensary with the disinfection and sterilization of supplies and instruments
- Dispensing of supplies and materials to dental students
- Preparing for and assisting during clinical demonstrations
- Cleaning cubicles, dispensaries, and lab areas
- Performing other related tasks as required

Would work in the clinic and the Central Sterilization and Dispensary area.

Work around the sink area, sterilizers and ultrasonic units.

Lighting is good; floor is concrete, some anti-fatigue matting throughout.

Hazards- instrument cassettes are heavy, lifting of cassettes involved, and loading and unloading of trolleys. Very hot temperatures in the sterilizers, proper mitts to be worn when unloading. Disinfection solutions are varied- phenol, glutaraldehyde, isopropyl alcohol- gloves to be worn.

Handling of used instrument cassettes could be hazardous.

### Supervision Received

Would be supervised by a Dental Assistant III or Dental Assistant IV

### Supervision Given



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**Consequence of Error/Judgement**

Work would be checked by a Dental Assistant III or IV.

If an error occurred, possible damage to handpieces, instruments and equipment. If incorrect decisions were made it would impact on the clinic functioning properly the next day. Proper sterilization and disinfection is vital to patient care and student curriculum requirements.

**Qualifications**

High School graduation and completion of dental assistant program, B.C. dental assistant certification and current licence. . 2 years relevant experience or the equivalent combination of education and experience. Ability to communicate effectively verbally and in writing. Ability to gather, record, and organize information. Ability to effectively use computers. Ability to exercise flexibility, self-motivation, tact and discretion. Ability to work effectively independently and in a team environment.

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## Staff Job Postings

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### **Supervision Given**

Supervises Dental Assistant II's and Tech II's.

### **Consequence of Error/Judgement**

Work would be checked by a Dental Assistant IV. If an error occurred, possible damage to handpieces, instruments and equipment. If incorrect decisions were made it would impact on the clinic functioning properly the next day. Proper sterilization and disinfection is vital to patient care and student curriculum requirements.

### **Qualifications**

High School graduation and B.C. Dental Assistant Certification and Current Licence. Completion of dental assistant program. 4 years relevant experience or the equivalent combination of education and experience. Experience and knowledge of surgical procedures and materials used in implants prosthodontic implants endodontic periodontics and oral surgery. Supervisory experience required. Ability to communicate effectively verbally and in writing.. Ability to gather, record, and organize information.. Ability to work independently with minimal supervision. Ability to work effectively independently and in a team environment. Ability to prioritize and work effectively under pressure to meet deadlines. Ability to effectively train, supervise, and motivate team members. Ability to effectively use Microsoft Office at a basic level. (Outlook, MS Word, MS Excel) Ability to identify and respond to contentious or sensitive issues with discretion.

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## Job Posting

**Job ID:** 11400  
**Location:** Vancouver - Point Grey Campus  
**Employment Group:** CUPE 116(Service/Techs/Trades)  
**Job Category:** Food Services - CUPE 116  
**Classification Title:** Food Services Assistant-F/S      **Business Title:** Food Ser. Assistant-Point Grill/LTK Univ Centre  
**Department:** Food Services  
**Salary:** \$ 18.62 (Hourly)  
**Full/Part Time:** Part-Time  
**Desired Start Date:** 2011-10-17      **Ongoing:** Yes  
**Job End Date:**  
**Funding Type:** Self Funded  
**Other:**  
**Date Closed:** 2011-10-10      **Available Openings:** 1

### Job Summary

Positions in this classification oversee the operation of a single food services unit and or assist in the operation of a complex food services unit(s) supervising food service workers, participating in food service work and handling related administrative duties.

### Organizational Status

Reports to unit Manager Senior Supervisor.

### Work Performed

Supervises the workload of up to 15 food service workers, ensuring employees meet UBC Food Services' customer service standards.

Trains food service workers, following up to ensure an understanding of the material covered.

Assists with and recommends scheduling options to the unit manager.

Orders food supplies required for day to day operations.

Monitors and reviews cost controls, such as, labor costs, food costs and waste and overhead expenses, with unit manager.

Handles customer comments and complaints and refers to unit manager as required. Monitors customer satisfaction via surveys, comment cards, and any other types of feedback.

Relieves and assists food service workers as operationally required.

Ensures that the quality of product being produced and or sold is up to department standards and safety and cleanliness standards are adhered to at all times; takes action with production or makes recommendations as required.

Participates in related day to day office administrative duties, such as, answering telephones, record keeping, filing, data entry, performing basic calculations, typing correspondence, inventory, and month end procedures.



# The University of British Columbia

## Staff Job Postings

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Ensures that systems and procedures for daily sales, cash collections controls, banking and ledger reconciliation are being followed; processes payments and deposits.

Recommends daily specials and ongoing menu changes.

Suggests and implements unit promotions including processing and delivering of You-Care packages.

Ensures all kitchen equipment and point of sale systems are in working order; reports and follows up on maintenance as required.

Contacts employees for coverage of last minute vacancies of shifts.

Carries out any other related duties as required in keeping with the qualifications and requirements of positions in this classification.

### **Supervision Received**

Works independently under general supervision.

### **Supervision Given**

Supervises a large number of food service workers, involving training, assigning and monitoring work.

### **Consequence of Error/Judgement**

Makes decisions regarding the coordination and allocation of food service workers and acceptability of work performed; inappropriate decisions could result in poor quality of food and service with an impact on sales of an ancillary department.

### **Qualifications**

High School graduation, Food Safe Level 1 Certificate and completion of Food Service Management course. . 2 years relevant experience or the equivalent combination of education and experience. Must have Serving It Right certificate.

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### Job Posting

**Job ID:** 11410  
**Location:** Vancouver - Point Grey Campus  
**Employment Group:** CUPE 116(Service/Techs/Trades)  
**Job Category:** Food Services - CUPE 116  
**Classification Title:** Waiter/Waitress - Food Serv.      **Business Title:** Waiter/Waitress - LTK / University Centre  
**Department:** Food Services  
**Salary:** \$ 15.62 (Hourly)  
**Full/Part Time:** Part-Time  
**Desired Start Date:** 2011-10-11      **Ongoing:** Yes  
**Job End Date:**  
**Funding Type:** Self Funded  
**Other:**  
**Date Closed:** 2011-10-10      **Available Openings:** 1

### Job Summary

To provide food and beverage service to patrons of LTK University Centre.

### Organizational Status

Reports to Supervisor or Manager.

### Work Performed

Takes and serves customer food and beverage orders.  
Serves food and beverage items to customers.  
Sets and resets tables as required with linen, china, cutlery, glassware and other setting arrangements; arranges tables and chairs and other furnishings as required for daily service and functions.  
Completes facility and equipment cleaning as required.  
Assists bartender server as required.  
Stays informed with respect to all food and beverage menus, food and beverage promotions and specials and various functions.  
Cleans tables, kitchen preparation areas, kitchen equipment and seating areas. Arranges cutlery and moves furniture as needed.  
Maintains proper standards of sanitation and safety in accordance with FoodSafe, UBC policy and UBC Food Services safety guidelines.  
Carries out any other related duties as required in keeping with the qualifications and requirements of positions in this classification.

### Supervision Received

Works under direct supervision.

### Supervision Given

None

### Consequence of Error/Judgement



# The University of British Columbia

## Staff Job Postings

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Makes minor decisions related to the readiness of foods being prepared; errors can be easily corrected.

### **Qualifications**

Completion of Grade 10 and Food Safe Level 1 Certificate. Serve It Right Certificate. 1 years relevant experience or the equivalent combination of education and experience.

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## Job Posting

**Job ID:** 11369  
**Location:** Vancouver - Point Grey Campus  
**Employment Group:** CUPE 116(Service/Techs/Trades)  
**Job Category:** Research/Technical - CUPE 116  
**Classification Title:** Research Asst/Tech 1                      **Business Title:** Research Asst/Tech 1  
**Department:** Psychology  
**Salary:** \$ 18.70 (Hourly)  
**Full/Part Time:** Part-Time  
**Desired Start Date:** 2011-10-10  
**Job End Date:** 2012-08-31  
**Funding Type:** Grant Funded  
**Other:**  
**Date Closed:** 2011-10-10                      **Available Openings:** 1

### Job Summary

The overall purpose of this job is to provide basic administrative support to the research efforts of the graduate students, post-doctoral fellows, faculty, collaborators, and others conducting research in the research lab by maintaining supplies, entering participant information into a database, contacting participants, coding and entering data, and searching for relevant literature related to the lab's research.

### Organizational Status

Report to the lab director, Dr. Kalina Christoff. The lab director holds several active research grants. In addition to this position there are three graduate students and three undergraduates conducting directed studies work or volunteering.

### Work Performed

The research assistant will call subjects from the database to gather information and schedule participation times, greet subjects and explain the study according to guidelines prepared by the researcher and enter information about subjects for studies on meditation and functional neuroimaging (fMRI) into an existing database.

He she will be taught to use computer software programs at a basic level, such as SPM5 and Matlab, in order to retrieve and process data from the UBC MRI center. Training in these areas takes approximately two working days.

Explicit protocols are provided for all tasks.

The successful candidate would also be responsible for maintaining supplies in the lab, and performing basic literature searches through Pubmed, PsycInfo, and other online databases.

### Supervision Received

The employee will be under direct supervision. Tasks will be assigned and monitored on a daily basis by the lab director.

### Supervision Given



# The University of British Columbia

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None.

### **Consequence of Error/Judgement**

All work is performed according to explicit procedures, and monitored by the lab director. The position will include little decision making or responsibility for interpretation. An error in work would result in the employee being informed and the expectation that the employee would correct the situation in future. Errors may also result in loss of data from the study being conducted.

### **Qualifications**

High School graduation. . Minimum of 1 year of related experience or the equivalent combination of education and experience. Preference given to individuals with experience in assisting with fMRI studies and with interest in trauma and post-traumatic stress disorder (PTSD). Preference given to individuals with computer experience working in a Microsoft windows and Linux environment. Effective oral and written communication. Ability to work effectively independently and in a team environment. Ability to prioritize and work effectively under pressure to meet deadlines. Ability to maintain accuracy and attention to detail. Effective interpersonal and organizational skills. Ability to carry out written and oral instructions.

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## Job Posting

**Job ID:** 11376  
**Location:** Vancouver - Point Grey Campus  
**Employment Group:** CUPE 116(Service/Techs/Trades)  
**Job Category:** Trades - CUPE 116  
**Classification Title:** Mail Sorter **Business Title:** Mail Sorter  
**Department:** Campus Mailing Services  
**Salary:** \$32,004.00 (Annual)  
**Full/Part Time:** Full-Time  
**Desired Start Date:** 2011-10-17  
**Job End Date:** 2012-01-13  
**Funding Type:** Budget Funded  
**Other:** Leave Replacement  
**Date Closed:** 2011-10-10 **Available Openings:** 1

### Job Summary

Under general administrative direction of the Campus Mail, Manager and the direct supervision of the Campus Mail Distribution Co-ordinator, the incumbent is responsible for mail parcel sorting and assisting with mail parcel distribution.

### Organizational Status

This position is in Campus Mail.

### Work Performed

- Sorts mail parcels.
- Assembles and bundles mail parcels and loads vans with mail racks and bins for distribution.
- Responds to general enquiries relation to mail parcel distribution and refers other enquiries to appropriate individuals within the department.
- Carries out any other related duties as necessary in keeping with the qualifications and requirements of the position.

### Supervision Received

Works under the general administrative direction of the CMS Manager and the direct supervision of the Campus Mail Distribution Co-ordinator.

### Supervision Given

None.

### Consequence of Error/Judgement

Errors can have adverse affect to department.

### Qualifications





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## Staff Job Postings

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High School graduation. . the equivalent combination of education and experience. Six months experience in a large automated mailing service is an asset. Familiarity with metering and associated mailing equipment an asset. Ability to communicate effectively in writing. Ability to communicate effectively verbally. Ability to prioritize and work effectively under pressure to meet deadlines. Ability to exercise sound judgment. Physical ability to perform the duties of the job and lift up to thirty (30) kilograms. Familiarity with microcomputers, microcomputer operating systems and productivity software an asset. Possession of a current B.C. Class 5 Drivers License.

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Works under general supervision and from oral and written instructions and according to established procedures.

### **Supervision Given**

Coordinates, organizes and supervises the work of assigned group of labouring staff.

### **Consequence of Error/Judgement**

Makes decisions regarding the organization and allocation of required labouring work and associated equipment needs for assigned area and or group; inappropriate decisions may result in service delays and costs.

### **Qualifications**

High School graduation and Valid BC Drivers Licence. . 3 years relevant experience or the equivalent combination of education and experience. Good physical fitness; knowledge of construction and maintenance equipment and usage.

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8. Checks and ensures that the workers work in a safe and correct manner and that all normal safety practices are adhered to.
9. Carries out other related duties as required.

### **Supervision Received**

From Head Ice Maker and Operations Manager

### **Supervision Given**

Minimal

### **Consequence of Error/Judgement**

Errors may have minor impact on service

### **Qualifications**

High School Completion.

Valid B.C. Driver's License required.

Experience with operating an ice resurfacers.

5th class refrigeration ticket or equivalent.

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### Job Posting

**Job ID:** 11432  
**Location:** Vancouver - Point Grey Campus  
**Employment Group:** CUPE 2950 (Cler/Secr/Library)  
**Job Category:** CUPE 2950 Administrative Suppt  
**Classification Title:** Administrative Support 3 (Gr6)      **Business Title:** Administrative Assistant  
**Department:** Education, Dean's Office  
**Salary:** \$39,168.00 (Annual)  
**Full/Part Time:** Full-Time  
**Desired Start Date:** 2011-10-24      **Ongoing:** Yes  
**Job End Date:**  
**Funding Type:** Budget Funded  
**Other:**  
**Date Closed:** 2011-10-13      **Available Openings:** 1

### Job Summary

This position provides general administrative support to the Dean's Office and confidential secretarial support to two Associate Deans (Senior Associate Dean, International & Administration, and Associate Dean, Strategic Development). Main duties include: coordinates the two Associate Deans' calendars, supports related meetings, events & projects, acts as the first point of contact for the Dean's Office by receiving visitors, answering phone calls and responding to enquiries as appropriate, assists with organizing Dean's Office events activities; acts as phone and directory administrator; oversees booking of meeting space; maintains supplies for the Dean's Office and other related duties.

### Organizational Status

The position reports to the Director, Finance & Administration. Workflow and specific assignments are received from the Dean's Office senior leadership team. Works closely with other staff in the Dean's Office, and interacts constantly with faculty, staff, students and the public.

### Work Performed

1. Performs reception duties for the Dean's Office by receiving visitors, answering incoming phone calls, responding to inquiries and providing information to students, staff and the general public in a professional and courteous manner. Refers inquiries to the appropriate person(s) as needed.
2. Acts as an Administrative Assistant to Senior Associate Dean (SAD), International & Administration, providing confidential secretarial support. Duties include managing his her calendar, setting up meetings, preparing appropriate materials for such meetings, compiling agenda, taking and transcribing minutes for meetings that the SAD chairs or as required; making travel arrangements, keeping the SAD informed of a wide variety of administrative details, and maintaining and updating files that relate to the SAD position and his her research work.
3. Provides administrative support to Associate Dean, Strategic Development, and Project Manager on strategic planning activities including scheduling, preparing materials, minute-taking and transcribing, and catering, if required.
4. Provides general administrative support to the Dean's Office. Duties include:



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- 1) Manages the "Office of the Dean" email account by responding to and or re-directing the messages as needed, and composing correspondence of routine nature for board distribution via this email account as required.
  - 2) Works with Admin Support 5 to coordinate the Dean's Office and or the Faculty-wide events activities.
  - 3) Acts as phone administrator for the Dean's Office as well as the Faculty. Submits and follows up on voice service requests.
  - 4) Acts as directory administrator for the Faculty. Prepares and distributes the internal monthly Staff Directory; maintains and updates the UBC On-Line Directory as needed.
  - 5) Orders and maintains stationery and coffee supplies for the Dean's Office. Ensures supply levels are maintained at the appropriate operational level and storage area is kept tidy. Updates the coffee rota on a regular basis.
  - 6) Oversees booking and maintenance of the meeting office space in Scarfe Building.
  - 7) Forwards complaints about building conditions (plumbing, light, heat and elevators) to Plant Operations Trouble Call Desk.
  - 8) Receives and distributes mails, fax messages and courier packages.
  - 9) Serves as a resource person for the Dean's Office photocopier including trouble-shooting operational problems, placing service calls, ordering consumables, and replenishing paper, etc..
  - 10) Updates the Faculty's bulletin boards and webpage contents as required.
5. Acts as back-up to Admin Support 5;
6. Performs other administrative duties related to the qualifications and requirements of this job level as needed.

### **Supervision Received**

This position works under general supervision of the Director of Finance & Administration. Receives work assignments and directions from the Dean's Office senior leadership team. Day-to-day work is performed independently.

### **Supervision Given**

N A

### **Consequence of Error/Judgement**

The incumbent contributes to the public image of the Faculty of Education, and ensures that visual, verbal and written communication is professional in appearance and demeanor. Must respect confidentiality of information handled. Failure to exercise appropriate judgement could have negative impact on the internal and external relationships with the Dean's Office and the Faculty.

### **Qualifications**

High School graduation and 1 year post-secondary education. Training in office practices and procedures. 4 years relevant experience or the equivalent combination of education and experience. Advanced computer skills required (MS Word, Excel, Outlook, Internet, knowledge of Access & HTML an asset). General knowledge of UBC administrative policies and procedures preferred. Ability to communicate effectively verbally and in writing. Ability to take and transcribe accurate meeting minutes. Ability to create and accurately maintain record and filing systems. Ability to compose correspondence, reports, presentations, and other written materials using clear concise business English. Effective prioritization skills, ability to work effectively under



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pressure and with multiple interruptions to meet deadlines. Ability to multitask and effectively manage time. Ability to respond appropriately to inquiries in person, on phone, and in writing, and make appropriate referrals with superior customer services skills. Ability to deal with a diversity of people in a calm, courteous, and effective manner. Ability to work effectively independently and in a team environment. Ability to exercise tact and discretion. Ability to maintain accuracy and attention to detail.

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### Job Posting

**Job ID:** 11217 (Repost)  
**Location:** Vancouver - Point Grey Campus  
**Employment Group:** CUPE 2950 (Cler/Secr/Library)  
**Job Category:** CUPE 2950 Clinical  
**Classification Title:** Clinic Receptionist (Gr4) **Business Title:** Clinic Receptionist (Gr4)  
**Department:** Pacific Parkinson's Rsrch Ctr  
**Salary:** \$37,308.00 (Annual)  
**Full/Part Time:** Full-Time  
**Desired Start Date:** 2011-09-15  
**Job End Date:** 2012-09-14 **Possibility of Extension:** Yes  
**Funding Type:** Grant Funded  
**Other:**  
**Date Closed:** 2011-10-12 **Available Openings:** 1

### Job Summary

To provide receptionist duties for the Movement Disorders Clinic.

### Organizational Status

Reports to the administrator. Collaborates with other faculty, research fellows, nurses, technicians, physiotherapist, social worker and students.

### Work Performed

Answers telephone and in-person queries from current and prospective patients, and provides information about programs and services

- . Books patient appointments, confirming and rescheduling as required
- . Receives patients and registers them in a computerized medical system
- . Retrieves, prepares, and archives patient charts and computer records
- . Updates patient demographic information in electronic and paper files
- . Processes payments by entering billing information, and receiving, recording, and depositing payment
- . Prepares MSP Billings and maintains related records
- . Completes paper and electronic forms
- . Schedules tests (e.g., EMG, CT, MRI), prepares laboratory and test requisitions, and retrieves results
- . Ensures that waiting room and examining rooms are tidy and adequately stocked with supplies
- . Orders clinical and office supplies
- . Types documents such as patient consult reports, legal reports, and medical correspondence
- . Maintains service statistics
- . Sorts mail and faxes
- . Photocopies and files
- . Ensures resource material in waiting room is updated and complete

### Supervision Received

May be required to train new residents and students on electronic medical records system



# The University of British Columbia

## Staff Job Postings

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### **Supervision Given**

None

### **Consequence of Error/Judgement**

The nature of the work requires a very pleasant personality to deal with patients as this is the first contact for patients, impressions are made that reflect the clinic at large. Scheduling errors may result in patients showing up on the wrong days and subsequently would not be able to be seen. Documentation errors could result in medical legal implications

### **Qualifications**

High School graduation and completion of a Medical or Dental Office Assistant program (including terminology). Advanced training in office procedures and practices preferred. Be proficient in the use of electronic medical records and electronic billing on Plexia software. 1 years relevant experience or the equivalent combination of education and experience. Ability to maintain accuracy and attention to detail. Ability to communicate in a clear, attentive, and polite manner. Ability to deal with a diversity of people in a calm, courteous, and effective manner. Ability to identify and correct missing and incomplete data. Ability to work effectively independently and in a team environment. Ability to gather, record, and organize information. Proficient in the use of electronic medical software - Plexia

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## Job Posting

**Job ID:** 11417  
**Location:** Vancouver - Point Grey Campus  
**Employment Group:** CUPE 2950 (Cler/Secr/Library)  
**Job Category:** CUPE 2950 Financial  
**Classification Title:** Financial Proc. Spec 4 (Gr5)      **Business Title:** Financial Proc. Spec 4 (Gr5)  
**Department:** Botany  
**Salary:** \$37,956.00 (Annual)  
**Full/Part Time:** Full-Time  
**Desired Start Date:** 2011-11-02      **Ongoing:** Yes  
**Job End Date:**  
**Funding Type:** Budget Funded  
**Other:**  
**Date Closed:** 2011-10-11      **Available Openings:** 1

### Job Summary

Provides financial, administrative and accounting support to the Administrative Coordinator of the Department of Botany, as well as financial assistance to faculty, staff and students. When necessary assists with general questions and office duties as required in the Botany Office.

### Organizational Status

Works under the supervision of the Administrative Coordinator.

### Work Performed

Processes a variety of forms (staff, student and faculty appointment forms; requisitions for payment, journal vouchers, travel requisitions and purchase requisitions);

Responsible for online and manual processing of department accounts payable receivable functions; requisitions for payment, travel claims, journal vouchers, cash receipts, purchase orders and donations on FMS online, all of which requires checking, correcting, recording and assembling of data;

Assesses the accuracy of applicable taxes on invoices, and self-assesses such taxes where necessary;

Coordinates and maintains hourly payroll;

Ensures that all employees are paid on-time, appropriately and correctly;

Responsible for the preparation of various types of letters, as directed and required by the Administrative Office.

Coordinates reconciliation of departmental P-Card accounts, ensuring cardholders submit statements with backup documentation on a timely basis; acts as the departmental P-Card coordinator.

Responsible for the maintenance of the P-Card filing system: that all filing requirements of the P-Card program meet accounting standards and all statements are reconciled with summary sheets, containing the appropriate documentation and signatures of



# The University of British Columbia

## Staff Job Postings

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approval.

Investigates and corrects posting errors on monthly GL reports; sorts, distributes and files monthly ledgers;

For financial and other related matters: liaises with Financial Services, Human Resources, Faculty Relations, Supply Management, Dean's Office and any others as required.

Participates in and records minutes for Safety Committee meetings, collects lab safety reports, keeps track of safety issues and reports during safety meetings;

Maintains all safety records and participates in annual lab safety inspections with the Botany Safety Committee.

Organizes and files most departmental financial, personnel and administrative records;

Provides other clerical support as required including: sorting and filing financial transaction documentation; delivering paperwork to other departments on campus as required;

Responds to staff, student and faculty inquires, both in person and via email, and takes appropriate action as required.

Collects and deposits cost recovery money as necessary;

Acts as the Petty Cash Custodian;

Performs other related duties and special projects as required.

### **Supervision Received**

Reports to the Administrative Coordinator. Works independently under general supervision. Receives detailed instructions during orientation and thereafter only on new or unusual problems. Technical problems and matters involving policy are referred to Administrative Coordinator.

### **Supervision Given**

Not required to supervise. May be required to explain or train staff, faculty or students on financial procedures.

### **Consequence of Error/Judgement**

Failure to complete work in a timely and accurate manner would result in delayed paychecks, payments to vendors and reimbursement to faculty, staff and students. Accuracy and efficiency are key to the operation of this office.

### **Qualifications**

High School graduation and two-year post-secondary diploma in accounting. . 3 years relevant experience or the equivalent combination of education and experience. Two years of relevant UBC experience preferred, including but not limited to, FMS online training, and certification, HRMS and Purchase Card training. Ability to effectively perform accounts payable and accounts receivable related duties. Ability to accurately prepare bank deposits. Ability to enter, retrieve, correct, and interpret data in financial management system and provide recommendations. Ability to analyze and reconcile accounts. Knowledge of University policies and procedures, with particular emphasis on financial and internal audit policies and procedures. Ability to respond appropriately to inquiries in person, on phone, and in writing, and make appropriate referrals Ability to maintain accuracy and attention to detail. Ability to exercise sound judgment and make thoughtful, informed, and thorough decisions. Ability to analyze problems, identify key information and issues, and effectively resolve. Ability to communicate effectively verbally and in writing. Ability to prioritize and meet deadlines. Computer experience in Word, Excel, Outlook Ability to perform word processing



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at 50 words per minute.

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## Job Posting

**Job ID:** 11418  
**Location:** Vancouver - Point Grey Campus  
**Employment Group:** CUPE 2950 (Cler/Secr/Library)  
**Job Category:** CUPE 2950 Financial  
**Classification Title:** Financial Proc. Spec 4 (Gr5)      **Business Title:** Financial and Administrative Assistant  
**Department:** History  
**Salary:** \$37,956.00 (Annual)  
**Full/Part Time:** Full-Time  
**Desired Start Date:** 2011-10-31      **Ongoing:** Yes  
**Job End Date:**  
**Funding Type:** Budget Funded  
**Other:**  
**Date Closed:** 2011-10-11      **Available Openings:** 1

### Job Summary

The Financial and Administrative Assistant has responsibility for the day-to-day financial and administrative activities of the Department of History. Provides assistance with the GPOF, research and conference budgets. Provides guidance to researchers in the management and expenditures of grants

### Organizational Status

Reports to the Administrator, who is responsible for managing the Department of History. The Financial and Administrative Assistant has regular and ongoing interaction with the departments of Finance, Research Accounting, Supply Management, Human Resources, Faculty of Arts Dean's Office, and outside suppliers. Oversees 1 or more students in the office

### Work Performed

#### Financial

- Assist in the management of the GPOF budget, research accounts, as well as conference budgets and expenditures, approx. 105 accounts
- Developing and maintaining financial records and systems.
- Prepares analyses and monthly reconciliation of GPOF, research and endowment accounts.
- Follows up on discrepancies in monthly ledgers and accounts.
- Maintains records for revenue generation and cost recovery associated with the Department.
- Department Coordinator of UBC Purchase Card Program. Reconciles account to receipts.
- Ensures that year-end adjustments are completed.
- Provides assistance to Principal Investigators regarding research accounts and expenditures.
- Prepares Smart Forms - requisition for payment, honouraria, and travel.
- Prepares paper forms when required for the above.
- Acts as Department Petty Cash Custodian.

#### Administration Operations

- Update administrative and financial policies, practices and procedures to be observed in the Department and ensure compliance



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with UBC policies and procedures. Administering office policies and overseeing website updates.

- Advise faculty on financial information when required.
- Provide cost comparisons of equipment, supplies and furnishings through UBC systems and approved suppliers.
- Assist Administrator with various confidential duties, some being of a confidential nature. (Filing, preparing and typing correspondence, preparing spreadsheets).
- Assist with website updating in the absence of assigned staff member.
- Processing desk copy orders and coursepacks for all instructors
- Assists department members that are holding conferences (arranging flights, catering, registration, etc)
- Processing student add drop forms on Student Information System Centre (SISC)
- In the absence of the Administrator will provide assistance to Department Head in various duties

### Human Resources

- Completing student appointment forms.
- Process student and hourly payroll through UBC.

Performing other related duties as needed.

### Supervision Received

The Administrator will provide direction and oversee performance. The incumbent will however, be expected to work under very limited supervision and exercise considerable judgment and initiative in duties and responsibilities.

### Supervision Given

Oversees work-study student(s) in the main office

### Consequence of Error/Judgement

Poor decisions may be damaging to the Department reputation of and cause financial loss to the Department, and UBC.

### Qualifications

High School graduation and two-year post-secondary diploma in accounting. . 3 years relevant experience or the equivalent combination of education and experience. Minimum of three years of related experience or the equivalent combination of education and experience. Experience in budgeting and financial systems is required. Experience overseeing work-study students would be an asset. Knowledge of University systems, policies and procedures and research funding is preferred.

Competencies: Knowledge of advanced functions in Microsoft Word and Microsoft Excel; good working knowledge of PageMaker and of Power Point. Ability to communicate effectively verbally and in writing. Ability to analyze problems, identify key information and issues, and effectively resolve. Ability to work effectively independently and in a team environment. Ability to deal with people in a courteous, calm manner, and deal with stressful situations Ability to maintain accuracy and attention to detail. Ability to prioritize and work effectively under pressure to meet deadlines. Ability to be thorough, accurate, and have a high level of attention to detail. Ability to effectively manage multiple tasks and priorities. Ability to apply generally accepted accounting principles in an appropriate manner.

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## Job Posting

**Job ID:** 11431  
**Location:** Vancouver - Point Grey Campus  
**Employment Group:** CUPE 2950 (Cler/Secr/Library)  
**Job Category:** CUPE 2950 Human Resources  
**Classification Title:** HR Admin Clerk 2 (Gr3)                      **Business Title:** HR Clerk  
**Department:** Pathology  
**Salary:** \$36,672.00 (Annual)  
**Full/Part Time:** Full-Time  
**Desired Start Date:** 2011-10-11                      **Ongoing:** Yes  
**Job End Date:**  
**Funding Type:** Budget Funded  
**Other:**  
**Date Closed:** 2011-10-12                      **Available Openings:** 1

### Job Summary

This position provides HR and administrative support to the Administration Office, Department of Pathology and Laboratory Medicine.

### Organizational Status

The position reports to the HR Manager in the Department of Pathology.

### Work Performed

#### HR Duties

- Responsible for coordination of full cycle appointment and termination activities for all students within the Department using the UBC Faculty of Medicine's STAR system and HRMS. This includes setting up user roles and creating appointment forms in STAR for new appointments and deleting roles for those that are terminated. Responsible for troubleshooting and following up on all student appointments through the various departments, such as Payroll and with Administrators at different hospital sites within the Department. HRMS will also be utilized in the creation of early ID assignments for new hires and in determining the status of appointments.
- Responsible for running and maintenance of 3 month ending reports, ensuring all student appointments are extended without a break in pay or over-payments and maintaining database by entering, updating and retrieving data.
- Responsible for processing all staff appointment and termination forms within the Department as per the direction of the HR Admin Assistant. Responsible for notifying appropriate personnel within the Department when staff are terminated.
- Assisting with STAR reports: data entering and confirming information with physical files.
- Conducting safety training for new staff within the Admin Office.
- Distributing hourly payroll time-sheets to PIs Administrators.
- Filing of personnel files for Faculty, Staff & Students.
- Mailing out Collective Agreements Handbooks to new employees.
- Mailing out orientation packages to new employees.
- Emailing the next upcoming "Faculty and Staff Orientation Session" for new Faculty and Staff.
- Assisting with Associate Memberships within the Department.
- Setting up key requests and arranging for hospital photo ID.
- Creating new files & pulling terminated files.





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## Staff Job Postings

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- Emailing appropriate staff to add remove terminated employees from Path Website.
- Compiling teaching evaluation results for faculty members.
- Assisting preparations of promotion meeting packages for Committees and the Dean's Office.
- Updating Safety Manual as requested.
- Assisting with special projects.

### Admin Duties

- Basic receptionist work.
- Distributing mail.
- Deliverance of mail to payroll and DEOF.
- Responsible for updating the departmental email distribution lists.
- Remove Add employees to Distribution Lists & update e-mail addresses.
- UBC Directory STAR Phone Lists updates.
- Voice Administrator duties (i.e. cancelling phones; moving phones; handling requests updates from UBC IT-Voice Services).
- Maintenance requests.
- Calling housekeeping for clean-up or bathroom supplies.
- Assisting with Pathology Day activities and other special events within the Department.
- Other office duties as required.

### Supervision Received

- Works under general supervision.
- Work is performed in accordance with established procedures and well-defined standard practices.
- Performs routine duties independently.

### Supervision Given

None

### Consequence of Error/Judgement

Incorrect input in the database could produce errors on the system, which would result in jeopardizing the integrity of the system. Data provided to personal files would not be completely reliable resulting in appointment errors and staff and students not being paid.

### Qualifications

High School graduation and one year of related training. . 2 years relevant experience or the equivalent combination of education and experience. Experience in working with STAR database and HRMS preferred. HR experience and education relevant courses specialized in HR is preferred. UBC experience is preferred. Experience in a medical environment is an asset. Basic knowledge of HR best practices and employment standards is required. Ability to maintain accuracy and attention to detail--extremely important. Ability to exercise tact and discretion when dealing with sensitive and or confidential matters. Ability to create and accurately maintain record and filing systems. Ability to prioritize and work effectively under pressure to meet deadlines. Ability to communicate effectively verbally and in writing. Ability to work effectively independently and in a team environment. Ability to deal with a diversity of people in a calm, courteous, and effective manner. Ability to effectively use office software at an intermediate level. (e.g., Outlook, MS Word, MS Excel)

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## Staff Job Postings

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with diverse communities. Canadians and permanent residents of Canada will be given priority.



**Job Posting**

**Job ID:** 11389  
**Location:** Vancouver - Point Grey Campus  
**Employment Group:** CUPE 2950 (Cler/Secr/Library)  
**Job Category:** CUPE 2950 Program Assist  
**Classification Title:** Sr Program Asst-Gen (Gr8) **Business Title:** Sr Program Asst-Gen (Gr8)  
**Department:** External Prog & Learning Tech  
**Salary:** \$41,736.00 (Annual)  
**Full/Part Time:** Full-Time  
**Desired Start Date:** 2011-10-24 **Ongoing:** Yes  
**Job End Date:**  
**Funding Type:** Self Funded  
**Other:**  
**Date Closed:** 2011-10-10 **Available Openings:** 1

**Job Summary**

Works independently under broad supervision of the Director in the development and administration of cohort graduate programs, undergraduate and graduate courses and certificate courses.

**Organizational Status**

Reports to the Director, Business Development. The selected candidate will work closely with faculty, instructors, program graduate advisors, school district personnel and other departments and agencies on and off campus.

**Work Performed**

1. Major Responsibilities: Assists the Director in developing and organizing programs, courses, institutes and conferences. Demonstrates responsible exercise of independent judgment and pro-active relation building with other departments and external agencies. Multi-tasking and relationship building are key functions associated with this senior level role in the self-funded environment of EPLT.

- Evaluates student applications and transcripts for the programs and courses; forwards applications to appropriate faculty advisors for review; prepares acceptance and rejection letters and registers accepted student applicants; obtains class lists, transcripts and other student information on the SIS system.
- Special focus on advising prospective students on preparing their applications based on accumulated experience of handling complex cohort programs that may include on-line, face-to-face or hybrid instruction across several areas of specialization.
- Performs critical financial functions associated with verifying and recommending relevant expenditures by instructors and students, location rental arrangements.

2. Other Responsibilities:

- Maintains and updates student data base, updates personal information and student progress. Inputs grades and generates progress reports for faculty members. Develops operational timetables and work assignments.
- Collaborates in the development, production and dissemination of EPLT program and course promotional materials including brochures, flyers and posters under the guidance of the Director.
- Gives public presentations regarding EPLT programs as needed.



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- Coordinates licenses for special teaching applications, visa information support for international students and instructors.
  - Prepares reports utilizing Access or other EPLT data bases.
  - Corresponds effectively with internal and external agencies.
  - Participates in recruitment of instructors, student assistants and guest speakers to schedule the events, preparing promotional material and other administrative duties.
  - Supports recruitment of instructors and student teaching assistants by leveraging knowledge of UBC policies, collective
  - Supports recruitment of instructors and student teaching assistants by leveraging knowledge of UBC policies, collective contract agreements and other agreements with departments as well as external Universities agencies.
  - Coordinates workflow within programs (eg: ensuring appropriate courses instructors have been identified, student requirements have been met, deadlines are adhered to, etc).
  - Assesses efficiency of work processes and making recommendations for improvements to workflow, systems and protocols.
  - Identifies upcoming program deliverables.
  - Participates in preparing and monitoring budgets, and notifying appropriate individuals of potential over-expenditures.
  - Coordinates scheduling of courses programs.
  - Coordinates arrangements for course program offerings including physical locations, specific requirements, materials, etc.
  - Participates in decision to offer program based on identified need and cost benefit analysis.
  - Provides administrative support for the cohort graduate programs, undergraduate and graduate courses and certificate courses.
3. Develops, maintains, and applies working knowledge of a wide range of University policies including, but not limited to, those pertaining to student admission, tuition, student transfers, and Faculty of Education graduate programs.
4. Exercises independent judgment to determine and ensure timely response to internal and external requests for information. Demonstrate ability to process reliable and sufficient data to make reliable decisions and suggestions.

The job is performed in typical office settings and demands extensive keyboarding, strong attention to details while performing repetitive tasks with accuracy and consistency. This may cause moderate fatigue.

### **Supervision Received**

Works under a broad, policy based supervision of the Director EPLT and is encouraged to lead a pro-active role in EPLT.

### **Supervision Given**

None.

### **Consequence of Error/Judgement**



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As an outreach unit in the Faculty of Education, the consequence of staff error could negatively impact the reputation of the Faculty for quality and reliability and affect the enrollment of students. Difficulties in exercise of judgment, due-diligence and communication will be detrimental to the EPLT unit.

### **Qualifications**

High School graduation and two years post-secondary education. . 4 years relevant experience or the equivalent combination of education and experience. Excellent written and oral communication skills. Ability to work effectively independently and in a team environment Demonstrated time management skills including organizing workload, priority setting, multitasking and timely execution of tasks. Working knowledge of computer applications for word processing as well as Internet browsers and email applications. Effective organizational skills. Ability to maintain accuracy and attention to detail.

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### Job Posting

**Job ID:** 11368  
**Location:** Vancouver - Point Grey Campus  
**Employment Group:** CUPE 2950 (Cler/Secr/Library)  
**Job Category:** CUPE 2950 Program Assist  
**Classification Title:** Sr Program Asst-Gen (Gr9) **Business Title:** Sr Program Asst-Gen (Gr9)  
**Department:** Language & Literacy Education  
**Salary:** \$ 23.95 (Hourly)  
**Full/Part Time:** Part-Time  
**Desired Start Date:** 2011-11-01 **Ongoing:** Yes  
**Job End Date:**  
**Funding Type:** Budget Funded  
**Other:**  
**Date Closed:** 2011-10-10 **Available Openings:** 1

### Job Summary

Works independently (in French and English) under broad supervision of the Academic Director of Modern Languages Education (MLED) in the development, coordination and administration of the French Language Appraisal (FLA) within the MLED Program in the Department of Language & Literacy Education. Responsible for the training and supervision of the FLA markers as well as the oversight of verification, analysis, tabulation and reporting of test results to the Teacher Education Admissions Office. Assists the Academic Director of MLED and the B.Ed. (French) Coordinator in the recruiting of students, sending out various forms of correspondence (in both French and English), updating of scheduling and web information, and liaising with personnel involved in the French Teacher Education Program and the Modern Languages Graduate Program.

### Organizational Status

Reports to the Academic Director of Modern Language Education and liaises with the B.Ed. (French) Coordinator and the Administrative Manager. Within UBC, works with a wide range of faculty, staff and students in the Teacher Education Office, Dean's Office, the Faculty of Arts as well as outside the UBC community.

### Work Performed

- Coordinates and distributes the day to day work of the FLA markers;
- Participates in hiring by giving input and recommendations to the Academic Director and the Administrative Manager;
- Trains and oversees staff (FLA Markers) on work procedures; monitors performance and provides feedback to Academic Director; works with the Academic Director and Administrative Manager on resolving personnel issues;
- Responds to oral and written inquiries in both French and English regarding the FLA and the MLED Program (both undergraduate and graduate levels);
- Coordinates the registration of the FLA, maintaining students files and advises students as per their results;
- Coordinates and oversees the administration of the FLA invigilation on and off campus; administers the dictation and oversees the written component of the FLA;
- Compiles and reports FLA results, liaises with the Admissions Officer in the Teacher Education;
- Coordinates and manages both recruitment sessions for students entering the BEd or MEd programs and orientation sessions, workshops, meetings and conferences for the Academic Director and BEd (French) Program Coordinator;
- Communicates in French and English with potential BEd, MEd and MA students wishing to apply to MLED, redirects to Academic Director or B.Ed Program Coordinator as necessary;



- Assists Academic Director and B.Ed. Program Coordinator in marketing and promoting French programs;
- Responsible for calculating, compiling and submitting student enrolment numbers and French instructional percentages to the Ministry of Education-French Bursary Programs;
- Responsible for maintaining the FLA and MLED databases and websites and prepares reports utilizing Access;
- Corresponds effectively in French and English (oral and written) with internal and external agencies;
- Exercises independent judgment to determine and ensure timely response to internal and external requests for information in both French and English (oral and written);
- Responsible for producing and distributing information in both French and English;
- Other related responsibilities as required.

### **Supervision Received**

This position functions with regular direction from the Academic Director, Modern Language Education, Coordinator of the BEd (French) Program and Administrative Manager. Work is performed in accordance with broadly established procedures and practices requiring initiative to plan and complete recurring assignments independently, and judgment to determine which of many methods are applicable in any given situation.

### **Supervision Given**

Supervises up to 8 Markers.

### **Consequence of Error/Judgement**

Must exercise tact and diplomacy in interacting with students, staff, alumni and faculty from UBC, representatives of community organizations and other external stakeholders, as well as individual community members. The Department has a high profile in the academic community and engages program participants in situations that may be new. All staff must be aware of the need to minimize risk to participants and maximize the perceived and actual sensitivity of the program and the university to community issues. As the department is handling confidential information, must understand and respect the principle of confidentiality. Errors in judgment or the disclosure of confidential information could have very public consequences, affecting the reputation of the Department and or resulting in embarrassment to the University of British Columbia and its senior administration.

### **Qualifications**

High School graduation and two years post-secondary education. . 4 years relevant experience or the equivalent combination of education and experience. Computer experience required (Word, Excel, Access, PowerPoint, Outlook and Internet). Excellent written and oral communication skills (fluently bilingual in French and English, oral and written). The ability to exercise tact and handle confidential information is of the utmost importance. Ability to plan and ensure efficient records management procedures and practices are followed. Ability to be thorough, accurate, and have a high level of attention to detail. Ability to work independently and in a team environment and to bring energy, motivation and enthusiasm to the job. Ability to prioritize and work effectively under pressure to meet deadlines. Ability to accurately proofread and edit written materials in both French and English. Ability to use initiative, interpretation, and or ingenuity to develop, implement, and evaluate innovative procedures, practices, standards, specifications, services or projects. Ability to work flexible hours (occasional weekends).

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### Job Posting

**Job ID:** 11462  
**Location:** Vancouver - Point Grey Campus  
**Employment Group:** CUPE 2950 (Cler/Secr/Library)  
**Job Category:** CUPE 2950 Public Serv Library  
**Classification Title:** Pub Svc Library Asst 2 (Gr4)      **Business Title:** Pub Svc Library Asst 2 (Gr4)  
**Department:** Library - Borrower Services  
**Salary:** \$ 20.45 (Hourly)  
**Full/Part Time:** Part-Time  
**Desired Start Date:** 2011-10-31  
**Job End Date:** 2012-04-30  
**Funding Type:** Budget Funded  
**Other:** Sessional  
**Date Closed:** 2011-10-17      **Available Openings:** 1

2 weekday Shifts 5:00pm - 10:15pm and 1 Sunday shift 6:15pm - 10:15pm - Total of 13.5 hours weekly. (Hours subject to change)

#### Job Summary

Performs Circulation, Stacks Maintenance, Equipment Maintenance, Public Service, Office Service, Mail Room assistance and Safety and Security functions in Borrower Services, Koerner Library.

#### Organizational Status

Works under the direct supervision of the Circulation Supervisor and the general direction of the Circulation Manager. Works cooperatively with branch staff when assigned circulation shifts at other library branches. Evenings and weekends, works in tandem and cooperatively with an accompanying Library Assistant to coordinate and supervise the work of evening junior Library Assistants and Library Student Assistants and to ensure building, user, and collection safety and security. Works closely with the public.

#### Work Performed

##### DUTIES:

1. Charges and discharges library materials, creates brief item records, suspends and reinstates borrowers, adds and changes barcodes, performs renewal and trace requests, approves extension of Reserve loans, retrieves items held at the circulation desk for users and couriers, clears the hold shelf, and acts as the initial contact for overdue inquiries.
2. Issues and renews all categories of library cards by ascertaining eligibility of applicant, verifying applicant's identity according to institutional standards, matching applicant to an appropriate library card category, determining if payment is required, and creating or amending the borrower's library record. Responds to all library card and borrower record problems by resolving the issue or referring the patrons appropriately. Responds to student library record issues by verifying status on SISC. Responds to faculty and staff library record problems by verifying status on HRMS.
3. Operates the Circulation Desk cash register and debit machine accepting payments for library fines and other services, processing credit debit card transactions and journal voucher payments, and answering general queries about invoices; takes readings from cash register and debit machine and ensures cash floats are deposited in safe at closing.
4. Provides information, direction, and reception services in person, by telephone, and by written or electronic messaging. Answers questions regarding general library policies and procedures including Reserve, Extension, Video Bookings, Interlibrary Loans and Document Lending services. Assists patrons with routine catalogue searches, and refers library users to other resources or appropriate branches.
5. Functions as primary contact person for evening and weekend Library branch staff seeking circulation system assistance by providing basic diagnosis and troubleshooting of circulation systems problems and reporting circulation problems to Library





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## Staff Job Postings

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Systems as necessary.

6. Provides special access assistance to disabled users, couriers, and University personnel.
7. Assists borrowers with copiers, printers, change machines, copy card vending machines, workstations, and video equipment; ensures photocopiers and other equipment are maintained by performing duties such as adding toner, releasing paper jams, and ordering required supplies.
8. Provides assistance to others units: discharges and sorts materials for Stack Maintenance; searches missing items, files appeal forms and accepts phone payments for Overdues, assists with routine tasks in the Mail Room, and files paperwork, shelves and shelf reads for Reserves.
9. Records and reports work statistics. Compiles unit statistical data.
10. Monitors security systems and building alarms. Deals with borrowers who have activated the security gates at the Circulation Desk; responds to all Library problems and or emergencies (e.g., fire alarms, drills, or power outages, etc.) that may occur when working as the sole or as one of two evening and weekend staff members; receives reports of thefts and incidents in the Library; contacts Plant Operations to deal with Trouble Calls; contacts Patrol and RCMP when dealing with difficult patrons or building security problems; contacts 911 when dealing with health emergencies.
11. Performs the evening security checks between Borrower Services and the branch libraries where branch library staff are working alone and investigates when contact is not forthcoming.
12. Assists with opening and closing the library.
13. Performs other related duties.

### **Supervision Received**

Reports directly to the Circulation Desk Supervisor and Circulation Manager, Borrower Services, Koerner Library. Receives general supervision from Stacks Maintenance, Reserves and Overdues Units supervisors.

### **Supervision Given**

Explains work procedures and assists in the training of new or inexperienced staff and or Student Assistants. Oversees the work of Library Assistants and Student Assistants during evenings and or weekends.

### **Consequence of Error/Judgement**

Works within established policies and procedures. Guidelines include the Library's policies on patron behaviour, Circulation Manual, UBC Eligible Borrowers and Loan Regulations, and divisional directives. Independent action may be required as one of only two desk staff members on duty during evening and weekend shifts. Must occasionally make difficult decisions based on best personal assessment of the situation at hand. Opportunity to exercise good judgement and diplomacy in responding to public service situations. Consequence of inappropriate judgement are adverse patron relations requiring the intervention by the Circulation Desk Supervisor or the Circulation Manager to deal with repercussions. Error of judgment in emergencies could result in delays or an escalation of the situation. Failure to secure the library could leave the building, the collection and its users vulnerable.

Exercises good judgment by assessing potential problem situations or circumstances in the Library.

Implements the Library's policies on unacceptable behaviour in an authoritative, courteous, tactful, and consistent manner.

Communicates effectively with Library users, staff and operational contacts.

### **Qualifications**

High School graduation and two year Library Technician diploma. . 2 years relevant experience or the equivalent combination of education and experience. Knowledge of Library policies, procedures and circulation services. Knowledge and experience with on-line searching protocols and bibliographic records. Ability to understand and apply policies, procedures, and instructions. Ability to effectively use email, word processing, spreadsheet and library database applications at an intermediate level. (MS Office and Voyager preferred) Ability to operate job-related equipment (normal range of library equipment). Ability to communicate effectively verbally and in writing. Ability to develop and maintain cooperative and productive working relationships. Ability to provide quality service to customers in a courteous, patient manner. Ability to effectively resolve client complaints in a calm, non-confrontational manner, and by exercising sound judgment. Ability to effectively manage multiple tasks and priorities. Ability



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to maintain accuracy and attention to detail. Ability to exercise tact and discretion. Ability to work effectively independently and in a team environment. Physical ability to perform the duties of the job. Ability to lift up to 20 kgs of boxed materials and to push fully loaded book trucks. Ability to work evenings and weekends as required.

UBC hires on the basis of merit and is committed to employment equity. All qualified persons are encouraged to apply. We especially welcome applications from members of visible minority groups, women, Aboriginal persons, persons with disabilities, persons of minority sexual orientations and gender identities, and others with the skills and knowledge to engage productively with diverse communities. Canadians and permanent residents of Canada will be given priority.



## Job Posting

**Job ID:** 11446  
**Location:** Vancouver - Point Grey Campus  
**Employment Group:** CUPE 2950 (Cler/Secr/Library)  
**Job Category:** CUPE 2950 Reception  
**Classification Title:** Front Counter 1 (Gr1) **Business Title:** Front Counter 1 (Gr1)  
**Department:** Beaty Biodiversity Museum  
**Salary:** \$ 16.16 (Hourly)  
**Full/Part Time:** Part-Time  
**Desired Start Date:** 2011-10-14  
**Job End Date:** 2012-01-13  
**Funding Type:** Self Funded  
**Other:**  
**Date Closed:** 2011-10-13 **Available Openings:** 2

### Job Summary

This position is the first contact for visitors to the Beaty Biodiversity Museum. The incumbent takes in admission fees and or membership cards for entry; oversees cash procedures; provides information to museum visitors; staffs the Museum retail store; assists with membership program; receives and coordinates tour bookings; maintains events schedule; responds to general inquiries; maintains awareness of Museum security; assists with event bookings and rentals; takes on assigned duties as required.

Must be able to work flexible hours, including evenings and weekends on an on-call basis.

### Organizational Status

Reports to the Administrator; deals with all Museum staff and visitors which include students, staff, faculty, volunteers, invited guests and the general public.

### Work Performed

Greets visitors to the Museum and receives admission in accordance with an established rate schedule.  
Assists with the Museum retail store.  
Assists with events, including setup and take down.  
Maintains registration lists for lectures, seminars and other Museum events as requested.  
Responds to general inquiries in person, via email, by phone or letter.  
Maintains awareness of Museum security and reports breaches of security or unusual incidences to appropriate authorities.  
Completes opening and closing cash-out procedures.  
Generates cash reports as requested.  
Performs other administrative duties as necessary.

### Supervision Received

Works under the supervision of the Administrator. Receives detailed instructions on the assignment of new duties thereafter only on new or unusual problems. All financial transactions are monitored on a continuing basis.

### Supervision Given



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None.

### **Consequence of Error/Judgement**

Inability to handle cash accurately would result in inaccurate financial assessments and potential revenue loss. Inability to schedule bookings could result in conflict. Lack of customer service skills would impact the overall experience of the Museum visitor.

### **Qualifications**

High School graduation. . 1 years relevant experience or the equivalent combination of education and experience. Ability to effectively use office and email applications at a basic level. (e.g., MS Word, MS Excel, Outlook, etc.). Ability to communicate effectively verbally and in writing. Ability to accurately process cash credit card transactions. Familiarity with UBC (general awareness of facilities services available on campus). Knowledge of the Beaty Biodiversity Museum preferred. Ability to deal with a diversity of people in a calm, courteous, and effective manner. Ability to effectively resolve client complaints in a calm, non-confrontational manner, and by exercising sound judgment. Ability to analyze problems, identify key information and issues, and effectively resolve them.

UBC hires on the basis of merit and is committed to employment equity. All qualified persons are encouraged to apply. We especially welcome applications from members of visible minority groups, women, Aboriginal persons, persons with disabilities, persons of minority sexual orientations and gender identities, and others with the skills and knowledge to engage productively with diverse communities. Canadians and permanent residents of Canada will be given priority.



### Job Posting

**Job ID:** 11381  
**Location:** Vancouver - Point Grey Campus  
**Employment Group:** CUPE 2950 (Cler/Secr/Library)  
**Job Category:** CUPE 2950 Student Info Support  
**Classification Title:** Student Info Support 4 (Gr7)      **Business Title:** Student Info Support 4 (Gr7)  
**Department:** Undergraduate Admissions  
**Salary:** \$40,440.00 (Annual)  
**Full/Part Time:** Full-Time  
**Desired Start Date:** 2011-10-31  
**Job End Date:** 2012-08-31  
**Funding Type:** Budget Funded  
**Other:** Leave Replacement  
**Date Closed:** 2011-10-17      **Available Openings:** 1

### Job Summary

The Admissions Coordinator is responsible for the set of activities required to produce complete undergraduate admissions applications that are ready for evaluation, and undertakes relatively straightforward evaluations (Admissions Advisors undertake the more complex evaluations). She also performs activities to facilitate the admissions process and support applicants, including providing complex information to applicants and or their parents, many of whom are not familiar with the admissions process. The Admissions Coordinator also performs activities related to the control of documents and electronic records used in the admissions process. The documents and electronic records arrive in the Admissions office from a wide variety of sources including hard copy mail (which will be converted into electronic image files), EDI and other data files, faxes, e-mails, etc.

### Organizational Status

The Undergraduate Admissions office undertakes admissions on behalf of more than 30 undergraduate academic programs on both the Vancouver and Okanagan campuses. This involves communicating admission requirements to prospective students; processing applications for admission; compiling the information required to assess admissibility and advising students as they progress through the admission process; assessing admissibility; and communicating the outcome of admissions decisions to applicants. The Undergraduate Admissions office receives more than 35,000 applications each year from high school and post-secondary transfer students from BC (about 60% of applicants), the rest of Canada (about 20% of applicants) and countries around the world (about 20% of applicants). In addition to application information, students submit a number of other documents (including transcripts and other credentials) which must be assessed for applicability and authenticity.

Processing and evaluating applications for admission requires simultaneously interpreting and applying policies and procedures (and resolving conflicts and inconsistencies) in four different dimensions: 1) the academic institutions and curricula in which the applicant has previously studied, 2) the applicant's biographical characteristics (particularly as they may affect the admission process), 3) the admission processes and requirements of the UBC programs to which she is applying, which vary by year of entry, and 4) the relative priority or any special instructions assigned to applications from different applicant groups, programs and or sessions. Exercising judgment and applying policy and procedural instructions are therefore inherent to Admissions work. Processing of applications which are straightforward and which permit the consistent application of concrete rules has been automated, which means that the only applications processed by Admissions staff are those that do not fall neatly into categories or for which the application of straightforward rules is not possible.

The Admissions staff is organized into teams, each of which focuses on a particular segment of the prospective student applicant



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pool. Team members work collaboratively to deliver the most effective application process possible for the applicant group with which they are concerned. Teams are encouraged by Admissions management to establish their own workflow and priorities, to the extent that this is compatible with larger departmental and University objectives.

Works as part of the Undergraduate Admissions team, and reports to the Manager of Applicant Services. Regularly liaises with faculty and staff from across campus as well as staff from other units within Enrolment Services, prospective students, applicants, students, and the general public.

### Work Performed

Undergraduate Application processing and admission:

- Serves as a member of the Admissions Team and one or more smaller "sub-teams" within Admissions dedicated to particular applicant groups, with the overall goal of assisting in achieving enrolment goals for the university.
- Establishes sub-team work priorities, business processes and procedures to maximize effectiveness. This is done in collaboration with sub-team coworkers and is under the overall guidance of Admissions management.
- Updates applications: Evaluates whether transcripts, test scores and other documents satisfy UBC Admissions document requirements and advises applicants accordingly; this involves authentication of transcripts (and other official documents) to determine whether they are official or fraudulent as well as analysis of the documents to determine whether they contain the information required to make an admission decision (for instance, the number, type and value of particular courses the student has taken and whether they are equivalent to admission requirements and pre-requisites for the UBC programs to which the student is applying). Updates applicants' SISC-based application files accordingly.
- Acknowledges applications: interprets incoming electronic application files for completeness and advises applicants of required information to complete the application process; resolves inconsistencies in application files. Processing of routine application with no errors or ambiguities is largely automated and is generally not the responsibility of these staff; communication is often with young adult applicants (or their parents) who are unfamiliar with Canadian post-secondary admissions processes and requirements and whose first language may not be English - this requires the ability to clearly communicate complex admission requirements and processes.
- Evaluation: Makes admission decisions for some applicant groups. Consults with Admissions Advisor or member of Admissions management team regarding particularly unusual or sensitive cases.
- Assesses transfer credit.
- Undertakes background research on course offerings at a variety of institutions; this work is undertaken in support of acknowledging and updating when more information is needed to determine what transcripts and other information should be requested from the student and how the work the student has done at another institution compares with UBC's admission requirements. Interprets and applies results of research to particular files or situations.
- Keeps procedures up-to-date and writes new procedures; procedures are stored on a wiki that is used by all Admissions staff
- Searches SISC for previously entered but "un-matched" transcripts, test scores and other information and, if a match is found, updates applicants' SISC files
- Creates clear and concise transfer credit articulation rules, including formulas (this is subjected to management oversight only if errors are detected); coordinates transfer credit articulation process.

Document Control:

- Sorts all incoming documentation (transcripts, test results, reference letters, immigration documents, correspondence from departments, recommendations for admission, correspondence from students and prospective students etc.) according to category, priority and document process; uses discretion in identifying incoming documentation that should be "fast-tracked" or handled outside of normal procedures
- Scans incoming hard-copy documentation, attaches the electronic images to the appropriate applicant files in SISC and routes to appropriate workflow queues
- Maintains accurate and up-to-date statistics of incoming documentation and ensures documents flow through admissions process in a timely way
- Identifies bottlenecks and other issues affecting the smooth and efficient processing of incoming documentation. Advises the Manager of Applicant Services and other Admissions staff and proposes solutions where possible
- Undertakes periodic purging of outdated documents from storage according to established procedures



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- Fulfills requests for documentation under the Freedom of Information and Protection of Privacy Act
- Logs, files and distributes irreplaceable documents
- Files hard-copy documentation as appropriate; high accuracy is critical
- Locates misplaced documentation and, where this is not possible, contacts issuing institutions for replacements
- Sorts outgoing documentation according to urgency, category, and how and where document must be dispatched.
- Answers inquiries regarding receipt and tracking of documents, and scope and application of applicable policies. Advises departments about document status when necessary.

### Systems work and data analysis:

- Identifies problems with the SISC, AS, SSC, CRM and other relevant systems and forwards to appropriate staff (e.g., Admissions Business Analyst or Student Systems staff), with relevant documentation including required functionality and possible solutions (where appropriate)
- Participates in testing of new or modified information systems (e.g., changes to the online application for admission)
- Undertakes searches and analysis of applicant data according to established procedures and develops new procedures where appropriate

### Enquiries:

- Answers questions from prospective students, applicants, students, the public, and UBC faculty and staff related to admissions, including questions about undergraduate admission requirements or the admission process and specific questions about particular applications
- Explains evaluation decisions that she or he has made to the affected student and or his or her parents or allies
- Answers basic questions related to financial awards, housing and students records; refers more complex questions to appropriate Enrolment Services staff
- Identifies difficult or particularly promising admission cases and brings to the attention of the appropriate Admissions or Recruiting staff. Collects all relevant information before referring case. Proposes solutions strategies to resolve the situation whenever possible.
- Responds to e-mail and phone requests from on-line applicants regarding application procedures and provides assistance to applicants who are using online application, referring enquiries to IT Services or other Enrolment Services staff where appropriate

### Data Entry and Docket Control:

- Enters course and grade information from transcripts to applicant SISC files. High accuracy is critical.
- Enters all data from paper applications for admission into SISC. Checks paper applications for completeness. Follows up for missing information and enters missing information when received. High accuracy is critical.
- Determines whether applicant has ever applied attended previously by searching Student Information System according to established procedures.

Performs other related duties as required. Works in a shared office with individual modular workstation. Workspace has overhead fluorescent lighting, and task lighting. Normal office environment, equipped with PC and telephone.

### Supervision Received

Reports to and works under the general direction of the Manager of Applicant Services. Receives occasional guidance from Admissions Officers.

Works with minimal supervision. Receives detailed instructions on new assignments and is provided with comprehensive and accurate reference materials. Has authority and is expected to act within established policies and procedures. New or unusual matters, technical problems, and any issues which fall outside established policies and procedures are referred to senior staff but staff in this position are expected to fully investigate and document these matters and propose solutions whenever possible.

### Supervision Given



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Assists with the training of new staff, including providing one-on-one training in procedures and development and periodic updating of training and reference materials. Occasionally may oversee the work of student assistants or new staff as required.

### **Consequence of Error/Judgement**

Exercises judgement to establish sub-team work priorities, business processes and procedures to maximize effectiveness. Evaluates whether transcripts, test scores and other documents satisfy UBC Admissions document requirements and advises applicants accordingly. Interprets incoming electronic application files for completeness and advises applicants of required information to complete the application process; resolves inconsistencies in application files. Makes admission decisions for some applicant groups. Undertakes background research on course offerings at a variety of institutions and interprets and applies results of research to particular files or situations. Creates clear and concise transfer credit articulation rules, including formulas. Uses discretion in identifying incoming documentation that should be "fast-tracked" or handled outside of normal procedures. Advises the Manager of Applicant Services and other Admissions staff of bottlenecks and other issues affecting the smooth and efficient processing of incoming documentation and proposes solutions where possible. Identifies problems with the SISC, AS, SSC, CRM and other relevant systems and forwards to appropriate staff (e.g., Admissions Business Analyst or Student Systems staff), with relevant documentation including required functionality and possible solutions (where appropriate). Identifies difficult or particularly promising admission cases and brings to the attention of the appropriate Admissions or Recruiting staff. Collects all relevant information before referring case. Proposes solutions strategies to resolve the situation whenever possible.

Admissions staff are responsible for guiding students through the admission process which is often complex and lengthy. Provision of inaccurate information can create unwelcome obligations for UBC with respect to the application and evaluation processes, damage UBC's reputation, and discourage qualified applicants from attending UBC. Provision of incorrect information before a student applies may cause a student not to apply or conversely to choose to apply despite not having any chance of being admitted, leading to disappointment and frustration on the part of the student and his/her parents. Similarly, provision of incorrect information during the Admissions process can lead applicants to form inappropriate expectations about whether they will or will not be admitted. Provision of incorrect information concerning admission and or document requirements can result in avoidable delays in application processing and therefore admissions decisions. Because Admissions staff communicate admissions policies and procedures to other UBC staff, inaccurate information provided by an Admissions staff person may be disseminated across campus and outside UBC.

Interactions with applicants and students, other UBC staff including faculty representatives, staff at other academic institutions and the public are largely unsupervised, and tact and professionalism is required at all times. Negative interactions can result in damage to UBC's reputation and discourage qualified applicants from attending UBC. Judgement is required when an issue needs to be referred to another staff person or another office. Inappropriate decisions can result in someone feeling as if they have been "given the run-around" and generally poor service by UBC.

The Admissions Coordinator is expected to exercise judgement and discretion when possible and, when the advice or guidance of a more senior staff person is required, the Admissions Coordinator is expected to provide all relevant information as well as possible solutions when appropriate.

The improper release of confidential information can create liabilities for UBC with respect to its duties under the Freedom of Information and Protection of Privacy Act, damage UBC's reputation, and discourage qualified applicants from attending UBC.

### **Qualifications**

High School graduation and two year post-secondary diploma. With training in office procedures and practices and or basic accounting preferably at the university level. 4 years relevant experience or the equivalent combination of education and experience. Or three years of relevant UBC experience. Knowledge of the Undergraduate Admissions process and UBC's undergraduate programme offerings preferred. General knowledge of curricula, articulation, transcripts and grading systems for high schools and post-secondary institutions. General knowledge of the structure and organizations of higher education in Canada (other





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post-secondary institutions, educational systems of BC and the other provinces, key organizations like the BC Council on Admissions and Transfer) Ability to participate actively in team meetings and staff meetings and ability to work well and effectively in teams. Ability to make presentations and speak in public an asset. Demonstrated ability to efficiently and effectively solve problems. Proven multi-tasking skills; ability to work under pressure, to handle heavy volumes during peak periods, to meet demanding deadlines, and to work accurately with frequent interruption. Strong attention to detail. Ability to prioritize; strong organizational skills and time management skills. Knowledge of standard academic terminology, and an understanding of undergraduate education. Ability to read and comprehend from a variety of resources. Ability to answer wide variety of questions in clear and concise language. Strong intercultural communication skills. Ability to effectively deal with upset or irate clients. Ability to exercise tact and discretion. Ability to use good judgement. Excellent knowledge of word processing, spreadsheet, e-mail software and Internet navigation tools. Able to work competently with University systems such as the Student Information System (SIS), Student Information System Centre (SISC) and Admissions System (AS). Minimum typing speed: 50 w.p.m.

UBC hires on the basis of merit and is committed to employment equity. All qualified persons are encouraged to apply. We especially welcome applications from members of visible minority groups, women, Aboriginal persons, persons with disabilities, persons of minority sexual orientations and gender identities, and others with the skills and knowledge to engage productively with diverse communities. Canadians and permanent residents of Canada will be given priority.



### Job Posting

**Job ID:** 11449  
**Location:** Vancouver - Point Grey Campus  
**Employment Group:** CUPE 2950 (Cler/Secr/Library)  
**Job Category:** CUPE 2950 Student Info Support  
**Classification Title:** Student Info Support 4 (Gr7)      **Business Title:** Student Info Support 4 (Gr7)  
**Department:** Undergraduate Admissions  
**Salary:** \$40,440.00 (Annual)  
**Full/Part Time:** Full-Time  
**Desired Start Date:** 2011-10-31  
**Job End Date:** 2012-08-31  
**Funding Type:** Budget Funded  
**Other:** Leave Replacement  
**Date Closed:** 2011-10-17      **Available Openings:** 1

### Job Summary

The Admissions Coordinator is responsible for the set of activities required to produce complete undergraduate admissions applications that are ready for evaluation, and undertakes relatively straightforward evaluations (Admissions Advisors undertake the more complex evaluations). She also performs activities to facilitate the admissions process and support applicants, including providing complex information to applicants and or their parents, many of whom are not familiar with the admissions process. The Admissions Coordinator also performs activities related to the control of documents and electronic records used in the admissions process. The documents and electronic records arrive in the Admissions office from a wide variety of sources including hard copy mail (which will be converted into electronic image files), EDI and other data files, faxes, e-mails, etc.

Works in a shared office with individual modular workstation. Workspace has overhead fluorescent lighting, and task lighting. Normal office environment, equipped with PC and telephone.

### Organizational Status

The Undergraduate Admissions office undertakes admissions on behalf of more than 30 undergraduate academic programs on both the Vancouver and Okanagan campuses. This involves communicating admission requirements to prospective students; processing applications for admission; compiling the information required to assess admissibility and advising students as they progress through the admission process; assessing admissibility; and communicating the outcome of admissions decisions to applicants. The Undergraduate Admissions office receives more than 35,000 applications each year from high school and post-secondary transfer students from BC (about 60% of applicants), the rest of Canada (about 20% of applicants) and countries around the world (about 20% of applicants). In addition to application information, students submit a number of other documents (including transcripts and other credentials) which must be assessed for applicability and authenticity.

Processing and evaluating applications for admission requires simultaneously interpreting and applying policies and procedures (and resolving conflicts and inconsistencies) in four different dimensions: 1) the academic institutions and curricula in which the applicant has previously studied, 2) the applicant's biographical characteristics (particularly as they may affect the admission process), 3) the admission processes and requirements of the UBC programs to which she is applying, which vary by year of entry, and 4) the relative priority or any special instructions assigned to applications from different applicant groups, programs and or sessions. Exercising judgment and applying policy and procedural instructions are therefore inherent to Admissions work. Processing of applications which are straightforward and which permit the consistent application of concrete rules has been automated, which means that the only applications processed by Admissions staff are those that do not fall neatly into categories



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or for which the application of straightforward rules is not possible.

The Admissions staff is organized into teams, each of which focuses on a particular segment of the prospective student applicant pool. Team members work collaboratively to deliver the most effective application process possible for the applicant group with which they are concerned. Teams are encouraged by Admissions management to establish their own workflow and priorities, to the extent that this is compatible with larger departmental and University objectives.

Works as part of the Undergraduate Admissions team, and reports to the Manager of Applicant Services. Regularly liaises with faculty and staff from across campus as well as staff from other units within Enrolment Services, prospective students, applicants, students, and the general public.

### Work Performed

Undergraduate Application processing and admission

- Serves as a member of the Admissions Team and one or more smaller "sub-teams" within Admissions dedicated to particular applicant groups, with the overall goal of assisting in achieving enrolment goals for the university.
- Establishes sub-team work priorities, business processes and procedures to maximize effectiveness. This is done in collaboration with sub-team coworkers and is under the overall guidance of Admissions management.
- Updates applications: Evaluates whether transcripts, test scores and other documents satisfy UBC Admissions document requirements and advises applicants accordingly; this involves authentication of transcripts (and other official documents) to determine whether they are official or fraudulent as well as analysis of the documents to determine whether they contain the information required to make an admission decision (for instance, the number, type and value of particular courses the student has taken and whether they are equivalent to admission requirements and pre-requisites for the UBC programs to which the student is applying). Updates applicants' SISC-based application files accordingly.
- Acknowledges applications: interprets incoming electronic application files for completeness and advises applicants of required information to complete the application process; resolves inconsistencies in application files. Processing of routine application with no errors or ambiguities is largely automated and is generally not the responsibility of these staff; communication is often with young adult applicants (or their parents) who are unfamiliar with Canadian post-secondary admissions processes and requirements and whose first language may not be English - this requires the ability to clearly communicate complex admission requirements and processes.
- Evaluation: Makes admission decisions for some applicant groups. Consults with Admissions Advisor or member of Admissions management team regarding particularly unusual or sensitive cases.
- Assesses transfer credit.
- Undertakes background research on course offerings at a variety of institutions; this work is undertaken in support of acknowledging and updating when more information is needed to determine what transcripts and other information should be requested from the student and how the work the student has done at another institution compares with UBC's admission requirements. Interprets and applies results of research to particular files or situations.
- Keeps procedures up-to-date and writes new procedures; procedures are stored on a wiki that is used by all Admissions staff
- Searches SISC for previously entered but "un-matched" transcripts, test scores and other information and, if a match is found, updates applicants' SISC files
- Creates clear and concise transfer credit articulation rules, including formulas (this is subjected to management oversight only if errors are detected); coordinates transfer credit articulation process.

Document Control

- Sorts all incoming documentation (transcripts, test results, reference letters, immigration documents, correspondence from departments, recommendations for admission, correspondence from students and prospective students etc.) according to category, priority and document process; uses discretion in identifying incoming documentation that should be "fast-tracked" or handled outside of normal procedures
- Scans incoming hard-copy documentation, attaches the electronic images to the appropriate applicant files in SISC and routes to appropriate workflow queues
- Maintains accurate and up-to-date statistics of incoming documentation and ensures documents flow through admissions process in a timely way



- Identifies bottlenecks and other issues affecting the smooth and efficient processing of incoming documentation. Advises the Manager of Applicant Services and other Admissions staff and proposes solutions where possible
- Undertakes periodic purging of outdated documents from storage according to established procedures
- Fulfills requests for documentation under the Freedom of Information and Protection of Privacy Act
- Logs, files and distributes irreplaceable documents
- Files hard-copy documentation as appropriate; high accuracy is critical
- Locates misplaced documentation and, where this is not possible, contacts issuing institutions for replacements
- Sorts outgoing documentation according to urgency, category, and how and where document must be dispatched.
- Answers inquiries regarding receipt and tracking of documents, and scope and application of applicable policies. Advises departments about document status when necessary.

### Systems work and data analysis

- Identifies problems with the SISC, AS, SSC, CRM and other relevant systems and forwards to appropriate staff (e.g., Admissions Business Analyst or Student Systems staff), with relevant documentation including required functionality and possible solutions (where appropriate)
- Participates in testing of new or modified information systems (e.g., changes to the online application for admission)
- Undertakes searches and analysis of applicant data according to established procedures and develops new procedures where appropriate

### Enquiries

- Answers questions from prospective students, applicants, students, the public, and UBC faculty and staff related to admissions, including questions about undergraduate admission requirements or the admission process and specific questions about particular applications
- Explains evaluation decisions that she or he has made to the affected student and or his or her parents or allies
- Answers basic questions related to financial awards, housing and students records; refers more complex questions to appropriate Enrolment Services staff

- Identifies difficult or particularly promising admission cases and brings to the attention of the appropriate Admissions or Recruiting staff. Collects all relevant information before referring case. Proposes solutions strategies to resolve the situation whenever possible.
- Responds to e-mail and phone requests from on-line applicants regarding application procedures and provides assistance to applicants who are using online application, referring enquiries to IT Services or other Enrolment Services staff where appropriate

### Data Entry and Docket Control

- Enters course and grade information from transcripts to applicant SISC files. High accuracy is critical.
- Enters all data from paper applications for admission into SISC. Checks paper applications for completeness. Follows up for missing information and enters missing information when received. High accuracy is critical.
- Determines whether applicant has ever applied attended previously by searching Student Information System according to established procedures.

Performs other related duties as required

### Supervision Received

Reports to and works under the general direction of the Manager of Applicant Services. Receives occasional guidance from Admissions Officers.

Works with minimal supervision. Receives detailed instructions on new assignments and is provided with comprehensive and accurate reference materials. Has authority and is expected to act within established policies and procedures. New or unusual matters, technical problems, and any issues which fall outside established policies and procedures are referred to senior staff but staff in this position are expected to fully investigate and document these matters and propose solutions whenever possible



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### **Supervision Given**

Assists with the training of new staff, including providing one-on-one training in procedures and development and periodic updating of training and reference materials. Occasionally may oversee the work of student assistants or new staff as required.

### **Consequence of Error/Judgement**

Exercises judgement to establish sub-team work priorities, business processes and procedures to maximize effectiveness. Evaluates whether transcripts, test scores and other documents satisfy UBC Admissions document requirements and advises applicants accordingly. Interprets incoming electronic application files for completeness and advises applicants of required information to complete the application process; resolves inconsistencies in application files. Makes admission decisions for some applicant groups. Undertakes background research on course offerings at a variety of institutions and interprets and applies results of research to particular files or situations. Creates clear and concise transfer credit articulation rules, including formulas. Uses discretion in identifying incoming documentation that should be "fast-tracked" or handled outside of normal procedures. Advises the Manager of Applicant Services and other Admissions staff of bottlenecks and other issues affecting the smooth and efficient processing of incoming documentation and proposes solutions where possible. Identifies problems with the SISC, AS, SSC, CRM and other relevant systems and forwards to appropriate staff (e.g., Admissions Business Analyst or Student Systems staff), with relevant documentation including required functionality and possible solutions (where appropriate). Identifies difficult or particularly promising admission cases and brings to the attention of the appropriate Admissions or Recruiting staff. Collects all relevant information before referring case. Proposes solutions strategies to resolve the situation whenever possible.

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Interactions with applicants and students, other UBC staff including faculty representatives, staff at other academic institutions and the public are largely unsupervised, and tact and professionalism is required at all times. Negative interactions can result in damage to UBC's reputation and discourage qualified applicants from attending UBC. Judgement is required when an issue needs to be referred to another staff person or another office. Inappropriate decisions can result in someone feeling as if they have been "given the run-around" and generally poor service by UBC.

The Admissions Coordinator is expected to exercise judgement and discretion when possible and, when the advice or guidance of a more senior staff person is required, the Admissions Coordinator is expected to provide all relevant information as well as possible solutions when appropriate.

The improper release of confidential information can create liabilities for UBC with respect to its duties under the Freedom of Information and Protection of Privacy Act, damage UBC's reputation, and discourage qualified applicants from attending UBC.

### **Qualifications**

High School graduation and two year post-secondary diploma. Training in office procedures and practices and/or basic accounting preferably at the university level. 4 years relevant experience or the equivalent combination of education and experience. Knowledge of the Undergraduate Admissions process and UBC's undergraduate programme offerings preferred. General knowledge of



curricula, articulation, transcripts and grading systems for high schools and post-secondary institutions. General knowledge of the structure and organizations of higher education in Canada (other post-secondary institutions, educational systems of BC and the other provinces, key organizations like the BC Council on Admissions and Transfer). Ability to participate actively in team meetings and staff meetings and ability to work well and effectively in teams. Ability to make presentations and speak in public an asset. Demonstrated ability to efficiently and effectively solve problems. Proven multi-tasking skills; ability to work under pressure, to handle heavy volumes during peak periods, to meet demanding deadlines, and to work accurately with frequent interruption. Strong attention to detail. Ability to prioritize; strong organizational skills and time management skills. Knowledge of standard academic terminology, and an understanding of undergraduate education. Ability to read and comprehend from a variety of resources. Ability to answer wide variety of questions in clear and concise language. Strong intercultural communication skills . Ability to effectively deal with upset or irate clients. Ability to exercise tact and discretion. Ability to use good judgement. Excellent knowledge of word processing, spreadsheet, e-mail software and Internet navigation tools. Able to work competently with University systems such as the Student Information System (SIS), Student Information System Centre (SISC) and Admissions System (AS). Minimum typing speed: 50 w.p.m.

UBC hires on the basis of merit and is committed to employment equity. All qualified persons are encouraged to apply. We especially welcome applications from members of visible minority groups, women, Aboriginal persons, persons with disabilities, persons of minority sexual orientations and gender identities, and others with the skills and knowledge to engage productively with diverse communities. Canadians and permanent residents of Canada will be given priority.



### Job Posting

**Job ID:** 11382 (Repost)  
**Location:** Vancouver - Point Grey Campus  
**Employment Group:** CUPE 2950 (Cler/Secr/Library)  
**Job Category:** CUPE 2950 Student Info Support  
**Classification Title:** Student Info Support 4 (Gr7)      **Business Title:** Student Info Support 4 (Gr7)  
**Department:** Undergraduate Admissions  
**Salary:** \$40,440.00 (Annual)  
**Full/Part Time:** Full-Time  
**Desired Start Date:** 2011-10-31      **Ongoing:** Yes  
**Job End Date:**  
**Funding Type:** Budget Funded  
**Other:**  
**Date Closed:** 2011-10-17      **Available Openings:** 1

### Job Summary

The Admissions Coordinator is responsible for the set of activities required to produce complete undergraduate admissions applications that are ready for evaluation, and undertakes relatively straightforward evaluations (Admissions Advisors undertake the more complex evaluations). She also performs activities to facilitate the admissions process and support applicants, including providing complex information to applicants and or their parents, many of whom are not familiar with the admissions process. The Admissions Coordinator also performs activities related to the control of documents and electronic records used in the admissions process. The documents and electronic records arrive in the Admissions office from a wide variety of sources including hard copy mail (which will be converted into electronic image files), EDI and other data files, faxes, e-mails, etc.

Works in a shared office with individual modular workstation. Workspace has overhead fluorescent lighting, and task lighting. Normal office environment, equipped with PC and telephone.

### Organizational Status

Works as part of the Undergraduate Admissions team, and reports to the Manager of Applicant Services. Regularly liaises with faculty and staff from across campus as well as staff from other units within Enrolment Services, prospective students, applicants, students, and the general public.

The Undergraduate Admissions office undertakes admissions on behalf of more than 30 undergraduate academic programs on both the Vancouver and Okanagan campuses. This involves communicating admission requirements to prospective students; processing applications for admission; compiling the information required to assess admissibility and advising students as they progress through the admission process; assessing admissibility; and communicating the outcome of admissions decisions to applicants. The Undergraduate Admissions office receives more than 35,000 applications each year from high school and post-secondary transfer students from BC (about 60% of applicants), the rest of Canada (about 20% of applicants) and countries around the world (about 20% of applicants). In addition to application information, students submit a number of other documents (including transcripts and other credentials) which must be assessed for applicability and authenticity.

Processing and evaluating applications for admission requires simultaneously interpreting and applying policies and procedures (and resolving conflicts and inconsistencies) in four different dimensions: 1) the academic institutions and curricula in which the applicant has previously studied, 2) the applicant's biographical characteristics (particularly as they may affect the admission process), 3) the admission processes and requirements of the UBC programs to which she is applying, which vary by year



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of entry, and 4) the relative priority or any special instructions assigned to applications from different applicant groups, programs and or sessions. Exercising judgment and applying policy and procedural instructions are therefore inherent to Admissions work. Processing of applications which are straightforward and which permit the consistent application of concrete rules has been automated, which means that the only applications processed by Admissions staff are those that do not fall neatly into categories or for which the application of straightforward rules is not possible.

The Admissions staff is organized into teams, each of which focuses on a particular segment of the prospective student applicant pool. Team members work collaboratively to deliver the most effective application process possible for the applicant group with which they are concerned. Teams are encouraged by Admissions management to establish their own workflow and priorities, to the extent that this is compatible with larger departmental and University objectives.

### Work Performed

Undergraduate Application processing and admission

- Serves as a member of the Admissions Team and one or more smaller "sub-teams" within Admissions dedicated to particular applicant groups, with the overall goal of assisting in achieving enrolment goals for the university.
- Establishes sub-team work priorities, business processes and procedures to maximize effectiveness. This is done in collaboration with sub-team coworkers and is under the overall guidance of Admissions management.
- Updates applications: Evaluates whether transcripts, test scores and other documents satisfy UBC Admissions document requirements and advises applicants accordingly; this involves authentication of transcripts (and other official documents) to determine whether they are official or fraudulent as well as analysis of the documents to determine whether they contain the information required to make an admission decision (for instance, the number, type and value of particular courses the student has taken and whether they are equivalent to admission requirements and pre-requisites for the UBC programs to which the student is applying). Updates applicants' SISC-based application files accordingly.
- Acknowledges applications: interprets incoming electronic application files for completeness and advises applicants of required information to complete the application process; resolves inconsistencies in application files. Processing of routine application with no errors or ambiguities is largely automated and is generally not the responsibility of these staff; communication is often with young adult applicants (or their parents) who are unfamiliar with Canadian post-secondary admissions processes and requirements and whose first language may not be English - this requires the ability to clearly communicate complex admission requirements and processes.
- Evaluation: Makes admission decisions for some applicant groups. Consults with Admissions Advisor or member of Admissions management team regarding particularly unusual or sensitive cases.
- Assesses transfer credit.
- Undertakes background research on course offerings at a variety of institutions; this work is undertaken in support of acknowledging and updating when more information is needed to determine what transcripts and other information should be requested from the student and how the work the student has done at another institution compares with UBC's admission requirements. Interprets and applies results of research to particular files or situations.
- Keeps procedures up-to-date and writes new procedures; procedures are stored on a wiki that is used by all Admissions staff
- Searches SISC for previously entered but "un-matched" transcripts, test scores and other information and, if a match is found, updates applicants' SISC files
- Creates clear and concise transfer credit articulation rules, including formulas (this is subjected to management oversight only if errors are detected); coordinates transfer credit articulation process.

Document Control

- Sorts all incoming documentation (transcripts, test results, reference letters, immigration documents, correspondence from departments, recommendations for admission, correspondence from students and prospective students etc.) according to category, priority and document process; uses discretion in identifying incoming documentation that should be "fast-tracked" or handled outside of normal procedures
- Scans incoming hard-copy documentation, attaches the electronic images to the appropriate applicant files in SISC and routes to appropriate workflow queues
- Maintains accurate and up-to-date statistics of incoming documentation and ensures documents flow through admissions process in a timely way





- Identifies bottlenecks and other issues affecting the smooth and efficient processing of incoming documentation. Advises the Manager of Applicant Services and other Admissions staff and proposes solutions where possible
- Undertakes periodic purging of outdated documents from storage according to established procedures
- Fulfills requests for documentation under the Freedom of Information and Protection of Privacy Act
- Logs, files and distributes irreplaceable documents
- Files hard-copy documentation as appropriate; high accuracy is critical
- Locates misplaced documentation and, where this is not possible, contacts issuing institutions for replacements
- Sorts outgoing documentation according to urgency, category, and how and where document must be dispatched.
- Answers inquiries regarding receipt and tracking of documents, and scope and application of applicable policies. Advises departments about document status when necessary.

### Systems work and data analysis

- Identifies problems with the SISC, AS, SSC, CRM and other relevant systems and forwards to appropriate staff (e.g., Admissions Business Analyst or Student Systems staff), with relevant documentation including required functionality and possible solutions (where appropriate)
- Participates in testing of new or modified information systems (e.g., changes to the online application for admission)
- Undertakes searches and analysis of applicant data according to established procedures and develops new procedures where appropriate

### Enquiries

- Answers questions from prospective students, applicants, students, the public, and UBC faculty and staff related to admissions, including questions about undergraduate admission requirements or the admission process and specific questions about particular applications
- Explains evaluation decisions that she or he has made to the affected student and or his or her parents or allies
- Answers basic questions related to financial awards, housing and students records; refers more complex questions to appropriate Enrolment Services staff

- Identifies difficult or particularly promising admission cases and brings to the attention of the appropriate Admissions or Recruiting staff. Collects all relevant information before referring case. Proposes solutions strategies to resolve the situation whenever possible.
- Responds to e-mail and phone requests from on-line applicants regarding application procedures and provides assistance to applicants who are using online application, referring enquiries to IT Services or other Enrolment Services staff where appropriate

### Data Entry and Docket Control

- Enters course and grade information from transcripts to applicant SISC files. High accuracy is critical.
- Enters all data from paper applications for admission into SISC. Checks paper applications for completeness. Follows up for missing information and enters missing information when received. High accuracy is critical.
- Determines whether applicant has ever applied attended previously by searching Student Information System according to established procedures.

Performs other related duties as required

### Supervision Received

Reports to and works under the general direction of the Manager of Applicant Services. Receives occasional guidance from Admissions Officers.

Works with minimal supervision. Receives detailed instructions on new assignments and is provided with comprehensive and accurate reference materials. Has authority and is expected to act within established policies and procedures. New or unusual matters, technical problems, and any issues which fall outside established policies and procedures are referred to senior staff but staff in this position are expected to fully investigate and document these matters and propose solutions whenever possible



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### **Supervision Given**

Assists with the training of new staff, including providing one-on-one training in procedures and development and periodic updating of training and reference materials. Occasionally may oversee the work of student assistants or new staff as required.

### **Consequence of Error/Judgement**

Exercises judgement to establish sub-team work priorities, business processes and procedures to maximize effectiveness. Evaluates whether transcripts, test scores and other documents satisfy UBC Admissions document requirements and advises applicants accordingly. Interprets incoming electronic application files for completeness and advises applicants of required information to complete the application process; resolves inconsistencies in application files. Makes admission decisions for some applicant groups. Undertakes background research on course offerings at a variety of institutions and interprets and applies results of research to particular files or situations. Creates clear and concise transfer credit articulation rules, including formulas. Uses discretion in identifying incoming documentation that should be "fast-tracked" or handled outside of normal procedures. Advises the Manager of Applicant Services and other Admissions staff of bottlenecks and other issues affecting the smooth and efficient processing of incoming documentation and proposes solutions where possible. Identifies problems with the SISC, AS, SSC, CRM and other relevant systems and forwards to appropriate staff (e.g., Admissions Business Analyst or Student Systems staff), with relevant documentation including required functionality and possible solutions (where appropriate). Identifies difficult or particularly promising admission cases and brings to the attention of the appropriate Admissions or Recruiting staff. Collects all relevant information before referring case. Proposes solutions strategies to resolve the situation whenever possible.

Admissions staff are responsible for guiding students through the admission process which is often complex and lengthy. Provision of inaccurate information can create unwelcome obligations for UBC with respect to the application and evaluation processes, damage UBC's reputation, and discourage qualified applicants from attending UBC. Provision of incorrect information before a student applies may cause a student not to apply or conversely to choose to apply despite not having any chance of being admitted, leading to disappointment and frustration on the part of the student and his/her parents. Similarly, provision of incorrect information during the Admissions process can lead applicants to form inappropriate expectations about whether they will or will not be admitted. Provision of incorrect information concerning admission and/or document requirements can result in avoidable delays in application processing and therefore admissions decisions. Because Admissions staff communicate admissions policies and procedures to other UBC staff, inaccurate information provided by an Admissions staff person may be disseminated across campus and outside UBC.

Interactions with applicants and students, other UBC staff including faculty representatives, staff at other academic institutions and the public are largely unsupervised, and tact and professionalism is required at all times. Negative interactions can result in damage to UBC's reputation and discourage qualified applicants from attending UBC. Judgement is required when an issue needs to be referred to another staff person or another office. Inappropriate decisions can result in someone feeling as if they have been "given the run-around" and generally poor service by UBC.

The Admissions Coordinator is expected to exercise judgement and discretion when possible and, when the advice or guidance of a more senior staff person is required, the Admissions Coordinator is expected to provide all relevant information as well as possible solutions when appropriate.

The improper release of confidential information can create liabilities for UBC with respect to its duties under the Freedom of Information and Protection of Privacy Act, damage UBC's reputation, and discourage qualified applicants from attending UBC.

### **Qualifications**

High School graduation and two year post-secondary diploma. With training in office procedures and practices and/or basic accounting preferably at the university level, or equivalent education and experience. 4 years relevant experience or the equivalent combination of education and experience. Knowledge of the Undergraduate Admissions process and UBC's undergraduate



programme offerings preferred. General knowledge of curricula, articulation, transcripts and grading systems for high schools and post-secondary institutions. General knowledge of the structure and organizations of higher education in Canada (other post-secondary institutions, educational systems of BC and the other provinces, key organizations like the BC Council on Admissions and Transfer) Ability to participate actively in team meetings and staff meetings and ability to work well and effectively in teams. Ability to make presentations and speak in public an asset. Demonstrated ability to efficiently and effectively solve problems . Proven multi-tasking skills; ability to work under pressure, to handle heavy volumes during peak periods, to meet demanding deadlines, and to work accurately with frequent interruption . Strong attention to detail. Ability to prioritize; strong organizational skills and time management skills. Knowledge of standard academic terminology, and an understanding of undergraduate education. Ability to read and comprehend from a variety of resources. Ability to answer wide variety of questions in clear and concise language. Strong intercultural communication skills . Ability to effectively deal with upset or irate clients . Ability to exercise tact and discretion. Ability to use good judgement. Excellent knowledge of word processing, spreadsheet, e-mail software and Internet navigation tools. Able to work competently with University systems such as the Student Information System (SIS), Student Information System Centre (SISC) and Admissions System (AS). Minimum typing speed: 50 w.p.m.

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## Job Posting

**Job ID:** 11445  
**Location:** Vancouver - Point Grey Campus  
**Employment Group:** Excluded M&P  
**Job Category:** Administration  
**Classification Title:** Coordinator **Business Title:** Leader, Administrative Manager  
**Department:** Human Resources  
**Salary:** \$43,809.00 - \$52,592.00 (Annual)  
**Full/Part Time:** Full-Time  
**Desired Start Date:** 2011-10-19 **Ongoing:** Yes  
**Job End Date:**  
**Funding Type:** Budget Funded  
**Other:**  
**Date Closed:** 2011-10-13 **Available Openings:** 1

### Job Summary

The Administrative Manager works with the Associate Vice President (AVP), HR in leading the effective administration of the HR department as well as managing a variety of events and special projects on behalf of the department by working closely with the Director HR, Total Compensation and the Director HR, Integrated Strategies

The position manages the AVP, HR's schedule of commitments, and leads a wide range of administrative, financial (other than budget and related responsibilities), and facilities matters.

### Organizational Status

Reports formally to the AVP, HR and takes direction from the Director, HR, Total Compensation and the Director, HR, Integrated Strategies. Provides direction to the Service Centre team and temporary staff.

### Work Performed

#### Human Resource Management

-Leads the service function of the HR Service Centre team that have a matrixed reporting relationship to three units within Human Resources, ensuring that the team is well positioned to provide advice to existing and prospective staff and faculty on a wide range of HR matters. Works with staff to set priorities, and reallocates workflows to support shifting priorities.

-Ensures that shared functions are scheduled in a manner that ensures optimally effective service levels.

-Implements performance management system for the administrative team, including annual objectives and performance evaluations.

-Works with Directors to provide support on human resource management matters such as the merit pay process, and orientation and training for new staff.

-Oversees maintenance of confidential staff records, including salary and absence tracking for all staff, and oversees and monitors absence levels for HR, providing monthly reports to the AVP, HR and Directors.

#### Financial Management



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-Responsible for completion of HR's financial commitments, working with other HR staff members with financial responsibilities (e.g., Organizational Development & Learning, and HR at UBC's Okanagan campus), and the staff member shared between Finance and HR with budget and financial planning responsibility. Identifies and refers issues to the appropriate person(s).

Project Support & Event Management

-Leads development of social opportunities within HR such as the annual picnic, fun committee and seasonal celebration.

-Works with the Director, HR, Total Compensation on various projects.

-Works with the Director, HR, Integrated Strategies on various initiatives within Focus on People: Workplace Practices at UBC. This includes participating on committees, supporting the work of the Executive Steering Committee and taking responsibility for aspects of projects and initiatives as assigned.

-Coordinates HR's responsibilities for University level events at the Vancouver campus such as the Welcome Back Staff BBQ, Staff 25-year club and Seasonal Concert.

Facilities Management

-Oversees networking and telecommunications services including needs assessments, gap analysis, billing, troubleshooting, installation, cellular phones and data lines.

-Administers departmental space and facilities including advising on planning and negotiating space for the Department. Oversees office moves, repairs, renovations, and office furnishings. Oversees office equipment, records management, security, and maintenance and service contracts.

-Assesses effectiveness of work processes, and revamps systems and protocols as needed to meet changing work needs. Leads the transition of the department to a more sustainable and efficient records management system.

-Identifies and recommends more effective ways to utilize space.

-Oversees safety related programs, issues and concerns for the Department.

Leadership Support

-Manages AVP, HR's calendar, books multi-person meetings and responds to incoming requests. Determines appropriate action to take when responding to requests.

-Provides administrative support to Director, HR - Total Compensation as required.

-Recommends departmental policies and procedures to AVP, HR and develops, implements and monitors them.

-Oversees compilation and distribution of Board of Governors' reports for HR. Oversees development of Board bring-forward list for HR.

-Liaises with other academic and administrative units as required.

-Performs other duties as required.

### **Supervision Received**

The positions reports to the AVP Human Resources. The position takes general direction from the Director HR, Total Compensation



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and Director HR, Integrated Strategies.

The incumbent performs duties independently with work subject to periodic review and consultation by the AVP, HR and or the appropriate Director, HR, to ensure that the work performed meets established objectives.

### **Supervision Given**

In addition to directing the work of administrative staff, the Administrative Manager resolves and or assists with other staff concerns and issues, and acts as a resource to HR Directors on matters such as attendance management and HR policies and procedures. This position manages administrative staff utilized on a temporary basis from Staff Finders or outside agencies.

### **Consequence of Error/Judgement**

This position is responsible for the Department's administrative activities. The consequence of a wrong decision, poor judgment or advice, lack of action, or inadequate financial management or cost recovery could result in significant financial losses to the Department and the University.

### **Qualifications**

Undergraduate degree in a relevant discipline. University degree is business administration or related discipline. Minimum of two years experience or the equivalent combination of education and experience. Experience in financial and human resource management. Knowledge of University policy and procedures, financial record and human resource systems, collective agreements, and human resource policies, procedures and practices preferred. Familiarity with human resource management terminology and issues preferred. Knowledge of office software applications. Ability to manage a variety of projects with competing deadlines. Ability to exercise leadership, a high degree of judgment, initiative and discretion in matters in all areas of responsibility. Effective oral and written communication, problem solving, organizational, team building and supervisory abilities.

UBC hires on the basis of merit and is committed to employment equity. All qualified persons are encouraged to apply. We especially welcome applications from members of visible minority groups, women, Aboriginal persons, persons with disabilities, persons of minority sexual orientations and gender identities, and others with the skills and knowledge to engage productively with diverse communities. Canadians and permanent residents of Canada will be given priority.



## Job Posting

**Job ID:** 11294  
**Location:** Vancouver - Point Grey Campus  
**Employment Group:** Excluded M&P  
**Job Category:** Human Resources  
**Classification Title:** Human Resources Advisor      **Business Title:** Human Resources Advisor  
**Department:** Human Resources  
**Salary:** \$64,369.00 - \$77,274.00 (Annual)  
**Full/Part Time:** Full-Time  
**Desired Start Date:** 2011-10-01      **Ongoing:** Yes  
**Job End Date:**  
**Funding Type:** Budget Funded  
**Other:**  
**Date Closed:** 2011-10-16      **Available Openings:** 2

### Job Summary

To provide advice and counsel and makes recommendations on all human resources management issues to ensure best practices are established within each unit. To provide leadership with respect to the Focus on People Workplace Practices Initiative. To participate on the Focus on People Integration Team by partnering with units to identify and implement strategies. To develop relationships and partner with clients by providing human resources expertise into their strategic business plans. This is done by participating in the review of organizational structures, performance and change management issues and conflict resolution opportunities. To provide guidance and direction in handling employee relations issues including contract interpretation and grievance handling to Step 2, progressive discipline, investigations, terminations, return to work and accommodation initiatives.

### Organizational Status

Reports to the Manager, Human Resources Advisory Services. Provides consultation to Supervisors, Department Managers, Directors, Department Heads, Vice-Presidents. Works with Employee Relations Managers, Organizational Training & Development Practitioners, Return to Work Coordinators, Pension Administrators and Benefit Administrators. Provides direction to Human Resources Associates and Administrative Secretaries.

### Work Performed

Consult with and coach clients on all human resources management issues pertaining to staff employees so as to ensure human resource best practices are established within all units. To ensure business partnerships are developed and maintained by regularly visiting units on site and meeting with functional department leaders.

Provide leadership and participate in the Focus on People Integration Team so as to support units in their identified strategies.

Develop and maintain partnerships with client departments so as to provide advice into their strategic business plans by participating in the review of organizational structures, performance and change management issues and conflict resolution opportunities.

Provides interpretation and advice regarding collective agreements, contracts, government legislation and University policies, procedures, practices and guidelines.



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Resolve various case issues, grievances and disputes by researching, documenting processes, participating in discussions, recommending solutions and negotiating settlements as applicable. Provide thorough overview of case with recommendations directly to Employee Relations Manager. Consult with Employee Relations Managers prior to advising on appropriate disciplinary action.

Collaborates with Return to Work Coordinators in Health, Safety and Environment to develop action plans for returning employees to the workplace. Oversees accommodation process identified with Human Resources Associate.

Participate in the development, community roll-out and maintenance of attendance management programs. Deliver training sessions and provide guidance and support to address specific attendance management issues.

Identify unit development needs, collaborate with advisory services team members to determine training requirements community wide, participate in program development and deliver training sessions in support of University initiatives.

Using a coach approach, advise units on career development, recruitment practices, succession planning, compensation and performance management and other human resource practices.

Oversees the work of Human Resource Associates and Administrative Secretaries, Advisory Services.

Chairs and or participates regular Employer Council Meetings Administrative Managers Meetings in order to provide a forum for discussion of human resource issues and provide new and revised human resource practices.

Regularly participates in HR Managers Networks Meetings and presents topics at Round Tables and or participates in Round Table discussions.

Answer a wide range of general employment related enquiries from internal and external community.

Participate in a wide range of various projects and committees.

Performs other related duties as required.

### **Supervision Received**

Reports to the Manager, Human Resources Advisory Services.

### **Supervision Given**

Oversees the work of Human Resources Associates and provides guidance in matters of professional practices. Directs and oversees the work of Administrative Secretaries.

### **Consequence of Error/Judgement**

Implications of decisions or advice may result in legal and or financial liability, restrictions on operations, damage to credibility, and poor relations with unions and employees.

### **Qualifications**

Undergraduate degree in a relevant discipline. . Minimum of five to seven years of related experience or the equivalent combination of education and experience. Minimum five to seven years of related human resources experience including generalist experience. Experience in administration of collective agreements and labour relations in a complex unionized environment. Knowledge of current Human Resource Management practices. Knowledge of provincial and federal legislation governing employers Human Resource practices. Knowledge and experience in using a coaching model to influence and advise clients. Knowledge of the electronic recruiting systems an asset. Ability to communicate effectively verbally and in writing. Effective presentation,





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leadership, organizational, analytical and problem-solving skills. Ability to establish and maintain supportive working relationships with clients and team members. Ability to develop and implement strategies to meet the needs of clients. Ability to travel to on and off-site departmental unit locations.

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## Job Posting

**Job ID:** 11419  
**Location:** Vancouver - Point Grey Campus  
**Employment Group:** Management&Professional (AAPS)  
**Job Category:** Accounting  
**Classification Title:** Accounting, Level A **Business Title:** Budget Manager  
**Department:** Family Practice  
**Salary:** \$47,315.00 - \$56,799.00 (Annual)  
**Full/Part Time:** Full-Time  
**Desired Start Date:** 2011-10-10  
**Job End Date:** 2012-10-08  
**Funding Type:** Budget Funded  
**Other:**  
**Date Closed:** 2011-10-11 **Available Openings:** 1

This position is expected to be filled by promotion reassignment and is included here to inform you of its vacancy at the University.

### Job Summary

The Department of Family Practice is dedicated to the education of physicians and midwives who will be effective providers of patient-centred care in the context of family and community. The Department will provide leadership in the stimulation and facilitation of academic and community-based research and education that addresses the needs of communities.

The Department of Family Practice is comprised of: a medical school serving undergraduates, postgraduates and RIII (Third Year) residents; a midwifery program; a research office; and, the following eight Special Interest Focused Programs (SIFPs, formerly known as divisions): Aboriginal People's Health, Collaboration for Maternal and Newborn Health, Community Geriatrics, Inner City Medicine, Global Health, Palliative Care, Collaborative Centre for Prison Health Education and Sports Medicine. In addition, the Department of Family Practice supports several clinic teaching sites in the Lower Mainland.

This Budget Manager is responsible for implementing and coordinating the day to day financial operations of select programs, special interest focus groups and research projects held within the Department of Family Practice. The incumbent is responsible for implementing practices to improve the quality and efficiency of the Unit's financial services, including department policies and procedures on financial practices.

### Organizational Status

The Budget manager report to the Director(s), Administrator(s) and PI(s) of the accounts that they will manage, as well as the Finance Manager of the Department of Family Practice. The Budget Manager is a participating member of the Department of Family Practice Finance Management team and regularly interacts with other managers and directors throughout the University.

### Work Performed

Supports the Directors, Administrators and PIs of various programs, units and research accounts held within the Department of Family Practice in the area of financial management.

Supervises financial clerks responsible for processing and preparing financial requisitions, honorariums, etc.

Develops and implements budgets in accordance to the direction of the Dept Heads, Unit Directors and PIs, and the funding guidelines of the particular account.

Prepares comprehensive financial reports and budget forecasts



Prepares and finalizes year-end financial statements  
Develops budget controls  
Liaises with internal and external contacts regarding grants and contracts  
Makes recommendations regarding financial processes and procedures  
Interprets and monitors financial policies and procedures established by UBC and the granting agencies that affect the use of grant funds, and determines if payments to contractors are in compliance with Revenue Canada and the University's regulations.  
Implements new financial processes and internal controls to improve efficiency of financial workflow within the finance unit.  
Provides financial advice to program Directors, Administrators and faculty  
Liaises with Financial Officers in UILO, Financial Services, Research Services, Supply Management and other central University agencies.  
Communicates, as required, with outside funding agencies (e.g. CIHR, NSERC, Michael Smith), or other contracted parties.  
Provides financial information to internal and external auditors.  
Oversees contractual agreements between granting agencies and researchers  
Produces variance reports and advises units and the Finance Manager of impending problems inconsistencies  
Consults with Finance Manager on unusual expenditures  
Prepares and reviews annual financial reports for grants and contracts

### **Supervision Received**

Reports administratively to the Finance Manager. Reports to the Program Director, Administrator or PI of the various accounts that he she is responsible for managing.  
Receives supervision in the area of financial management from the Finance Manager.

### **Supervision Given**

Oversees the work of finance support personnel, including training, instruction of processes, overseeing accuracy and taking part in human resource issues. Consults with Finance Manager as required.

### **Consequence of Error/Judgement**

Work is expected to be at a high level of accuracy. Effective management of all financial processes is critical to the success of the Department of Family Practice and its ability to deliver its programs. Errors could affect the financial position of the Department and its education programs, research units and of the individual faculty members, harming relationships with industrial partners and government funding organizations. Errors in judgment would have serious affects on the Department's ability to carry out its mission and function. Failure to provide timely and accurate accounts reports would make it impossible to effectively manage the department and its projects. Work requires diplomacy, confidentiality, and an understanding of multi-disciplinary research projects and political climates.

### **Qualifications**

Undergraduate degree in a relevant discipline and Completion of one year in an accredited accounting program (CGA or CMA or CA).  
. Minimum of two years experience or the equivalent combination of education and experience. Ability to use Outlook, MS Word, MS Excel at an intermediate level. Ability to maintain accuracy and attention to detail. Ability to analyze and interpret data, determine implications, and provide recommendations Ability to prepare financial reports. Ability to apply generally accepted accounting principles in an appropriate manner. Ability to work effectively with minimal supervision. Ability to work in a team environment.

UBC hires on the basis of merit and is committed to employment equity. All qualified persons are encouraged to apply. We especially welcome applications from members of visible minority groups, women, Aboriginal persons, persons with disabilities, persons of minority sexual orientations and gender identities, and others with the skills and knowledge to engage productively



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with diverse communities. Canadians and permanent residents of Canada will be given priority.



### Job Posting

**Job ID:** 11438  
**Location:** Vancouver - Point Grey Campus  
**Employment Group:** Management&Professional (AAPS)  
**Job Category:** Administration  
**Classification Title:** Administration, Level E      **Business Title:** Director of Finance  
**Department:** Office of the Comptroller  
**Salary:** \$73,448.00 - \$91,809.00 (Annual)  
**Full/Part Time:** Full-Time  
**Desired Start Date:** 2012-03-05      **Ongoing:** Yes  
**Job End Date:**  
**Funding Type:** Budget Funded  
**Other:**  
**Date Closed:** 2011-10-13      **Available Openings:** 1

This position is expected to be filled by promotion reassignment and is included here to inform you of its vacancy at the University.

### Job Summary

A senior leadership position in the Budget Office, the Director of Finance provides comprehensive strategic financial management for the Faculties of Forestry and Land and Food Systems (LFS). This position has Faculty-wide impact in the two Faculties, contributes to their strategic direction, plans and objectives by identifying issues and opportunities, evaluating organizational impact and introducing innovative initiatives to move the strategic plans forward. At the same time, the Director is a conduit for influence and information sharing between the Budget Office, and the subject Faculties. The Director provides leadership and direction in establishing innovative practices and programs. Further provides authoritative advice on financial issues, and to a lesser extent, human resources and operational issues. Must be aware of both the external and internal political and economic environment within which the University functions and foster relationships with key contacts.

### Organizational Status

This position reports directly to the Comptroller, and establishes a close working relationship with the Deans. From a practical point of view, the Director will take day to day direction from the Deans while keeping the Comptroller informed during bi-weekly review meetings.. Has regular contact with Senior Management in central service offices, e.g. VP-Academic & Provost Office, Financial Services, Budget Office, Research Services, UILO, Faculty Relations, Treasury, Legal Affairs, Campus Security, etc., as well as with senior management in other faculties. Internally represents the Faculties in financial and or other administrative matters, while at the same time supporting the Budget Office.

### Work Performed

- Reporting to the Comptroller, the Director is Faculties' senior financial officer overseeing their full suite of financial functions.
- Monitors the overall financial effectiveness and efficiency of all units reporting to Deans, and institutes changes as necessary.
- Coordinates and oversees development of policies and procedures related to financial management within the Faculties.
- Develops short and long-range financial plans to optimize Faculties' financial effectiveness.
- Holds signing authority on all Faculty accounts.
- Responsible for managing the allocation of one time funding within the Faculties.
- Acts as liaison between the Faculties and the Comptroller's Office in all financial matters.



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- Provides strategic direction and guidance to the Department Heads within the Faculties, the Dean's Office Manager, the Departmental Administrators the Research Forest Managers and similar units in both Faculties.
- Facilitates the Faculties' applications for Start-up Funds, Academic Equipment Funds, Teaching and Learning Enhancement Funds, Minor Capital Funds etc.
- Identifies cost recovery and cost sharing opportunities.

### Human Resources

- Works closely with H.R. staff in both faculties to assist in resolving issues, and supporting organizational planning

### Strategic Planning and Direction

- Acts as a member of the Senior Management Teams of both faculties, participating in all budget, research, strategic and staffing decision-making
- Researches and identifies issues for the Deans and Senior Management and coordinates the resolution of these issues.
- Executes, or participates in, the delivery of plans to resolve the issues identified by Senior Management.
- Works in close partnership with the Deans on special projects and projects of a sensitive, confidential nature by researching background materials, then strategizing and presenting Forestry's position.
- Writes reports on behalf of the Deans and Senior Management as required to respond to University or external requirements.

### Other

- Serves as liaison between many central University departments and Faculty units, providing regular dissemination of information
- Keeps abreast of all issues pertaining to research administration at the University, including participation on various committees and providing input to the office of the VP Research on matters that concern the Faculties.

### Supervision Received

The Director works independently under broad directives from the Comptroller and day to day direction from the Deans. Keeps the Comptroller and Deans informed and up-to-date on the Faculties' financial position and administrative issues. Discusses with the Deans and acts upon issues of Faculty-wide impact. Performance is reviewed by the Comptroller in consultation with the Deans in terms of the achievement of long term goals.

### Supervision Given

Manages the Finance Manager in each Faculty.

### Consequence of Error/Judgement

As a key executive position in the Budget Office and Faculties, this position must exercise good judgment and ensure due process has been followed in all areas. Errors of judgment or procedure in financial or other matters could lead to serious financial issues for the University. Any lapse in judgment in any area of responsibility could seriously undermine the Faculties' credibility. Errors in long term strategic planning could have a lasting negative impact.

### Qualifications

Undergraduate degree in a relevant discipline. Master's degree preferred. Completion of a recognized accounting designation (CA, CGA, CMA) or an equivalent combination of education, training and experience from which comparable knowledge and abilities can be acquired. A minimum of 8 years of experience or the equivalent combination of education and experience. Plus, a minimum of eight years' related accounting, financial planning and administrative experience. Experience in financial planning systems development, budgeting and control. Management level experience in strategic planning, facilitative leadership, business process improvement



and systems re-engineering. Thorough knowledge of financial, human resources and administrative management, and budgeting systems.

Ability to deal with a diversity of people in a calm, courteous, and effective manner. Effective financial and management skills; Strategic planning skills; Ability to identify, as well as creatively solve problems and take initiative to improve processes; Proven financial planning and modeling; Ability to work creatively; resourcefully and effectively; Proven ability to work effectively and productively with senior academic administrative and professional staff in VP's Offices; other Faculties and central service units; Exhibited ability to serve in a major leadership role where recommendations have significant policy impact; Effective oral and written skills; Proven negotiation and attention to detail skills; Ability to think strategically and implement actions to move complex issues forward; Ability to lead and motivate a team, providing mentoring, monitoring and feedback; Ability to obtain and convey information effectively and with discretion to individuals from all levels of the University and the external community; Proven judgment and decision-making skills; Proven ability to work independently in problem solving and managing multiple projects.

UBC hires on the basis of merit and is committed to employment equity. All qualified persons are encouraged to apply. We especially welcome applications from members of visible minority groups, women, Aboriginal persons, persons with disabilities, persons of minority sexual orientations and gender identities, and others with the skills and knowledge to engage productively with diverse communities. Canadians and permanent residents of Canada will be given priority.



### Job Posting

**Job ID:** 11435  
**Location:** Kelowna - UBC Okanagan  
**Employment Group:** Management&Professional (AAPS)  
**Job Category:** Information Systems & Tech  
**Classification Title:** Info.Sytems&Technlgy, Level B      **Business Title:** Support Analyst I - Client Services  
**Department:** UBCO - IT Services  
**Salary:** \$51,099.00 - \$61,343.00 (Annual)  
**Full/Part Time:** Full-Time  
**Desired Start Date:** 2011-10-17      **Ongoing:** Yes  
**Job End Date:**  
**Funding Type:** Budget Funded  
**Other:**  
**Date Closed:** 2011-10-13      **Available Openings:** 1

### Job Summary

The Support Analyst I - Client Services provides technical advice and support in use, configuration and selection of software, hardware and network systems and various end user devices. This position provides client services support in a timely, efficient manner in accordance with all service level agreements.

This position is a shift-based position, working either a 7:30am to 3:30pm shift, or 11:30am to 7:30pm shift as needed.

### Organizational Status

The Support Analyst I - Client Services provides support for faculty, staff and students for the entire UBC Okanagan campus.

The Support Analyst I - Client Services reports to the Senior Manager, IT Client Services. The Support Analyst I - Client Services requires extensive contact with faculty, staff and students. This position is also occasionally required to interact with members of the general public. The Support Analyst I - Client Services provides the initial point of contact for IT, Media and Classroom Services clients. This position accepts tasks from the IT Service Coordinators and works closely with other Support Analysts, AV Analysts, Network Analysts, Business Analysts and Systems Administrators. This position works in cooperation with various UBC Vancouver IT departments.

### Work Performed

This position:

- Troubleshoots wired networking issues from both endpoints and network switches.
- Troubleshoots wireless endpoints and ensures that wireless encryption and security standards are met for client devices.
- Modifies network user ports to ensure that they are located on the appropriate virtual network.
- Provides troubleshooting for network user accounts in accordance with established security policies.
- May deploy new laptops, desktops, mobile devices, peripherals, software and A V equipment for the entire UBC Okanagan campus.
- Follows established procedures for equipment deployment and remote desktop support, providing feedback and recommendations on improvements as necessary.
- Resolves issues related to hardware, software, operating systems or A V equipment.
- Identifies recurring hardware and or software issues and brings them to the attention of the IT Service Coordinators.
- Provides campus-wide problem resolution for callers to the campus IT, Media and Classroom Services helpdesk phone line.





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- Provides in person support for walk-up customers at the IT, Media and Classroom Services service counter.
- Works with IT Service Coordinator to establish work request priorities.
- Provides training to staff and faculty on hardware, software and A V equipment.
- Troubleshoots and resolves A V issues in classrooms.
- Deploys, tracks, and retires information technology.
- May be required to provide training on support procedures to other IT, Media and Classroom Services staff.
- Demonstrates excellent customer service by diagnosing client needs and determining effective solutions.
- Assists in maintaining the security of the department's IT resources.

### Core Duties:

Provides advice on information technology improvements, services, policies and procedures.

May design basic record and report formats.

Develops training materials and provides training for users in use and configuration of software, hardware, network systems and peripheral equipment

Assists users, both remotely and in-person, to diagnose and resolve problems, escalates when necessary, and documents problem status and action taken.

Performs preventive maintenance tasks, troubleshoots and repairs on a variety of computer systems and peripheral equipment.

Deploys new hardware, software, networking and security updates.

Maintains an inventory of equipment, service contracts, warranty and maintenance agreements.

Modifies and debugs applicable existing software application modules using disciplined software development processes, quality standards and procedures.

Prepares and maintains documentation in accordance with prescribed standards.

Maintains appropriate professional designations and up-to-date knowledge of current information technology techniques and tools.

Performs other related duties as required.

### Supervision Received

Works under the general direction of the Senior Manager, IT Client Services. Must be able to work independently and carry out work to completion. Keeps Senior Manager, IT Client Services and IT Service Coordinators informed of the status of work in progress. Works to deadlines and tasks on projects. Work is reviewed in terms of achievement of desired results.

### Supervision Given

This position works as a member of a support team. This position may supervise the work of junior IT professionals and may be required to train staff on software and hardware used by IT, Media and Classroom Services staff as well as clients.

### Consequence of Error/Judgement

Errors in the implementation and support of client systems could cost the University many thousands of dollars in lost productivity in teaching, learning and research time, and could impact the timely delivery of services to clients [e.g. students, faculty, staff and the general public].



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### Qualifications

Undergraduate degree in a relevant discipline. . Minimum of two years experience or the equivalent combination of education and experience.

The Support Analyst I - Client Services is expected to have extensive knowledge of the Microsoft Windows XP 7 and Mac OSX operating system environments including standard office productivity applications, antivirus and VPN technologies. Knowledge of Linux and or a Novell Netware environment is an asset. In addition, the Support Analyst I - Client Services is expected to have a comprehensive understanding of hardware diagnosis and replacement, including desktops, laptops, monitors, printers and other peripherals. Appropriate professional certifications such as MCSE, MCP, A+, Network+, Security+ are preferred. This position also involves extensive customer interaction in person, as well as via phone and email, excellent written and verbal English communication skills are critical.

Collaboration - Actively solicits ideas and opinions from others to efficiently and effectively accomplish specific objectives targeted at defined business outcomes. Openly encourages other team members to voice their ideas and concerns. Shows respect for differences and diversity, and disagrees without personalizing issues. Utilizes strengths of team members to achieve optimal performance.

Communication for Results - Conducts discussions with and writes memoranda to all levels of colleagues and peer groups in ways that support troubleshooting and problem solving. Seeks and shares relevant information, opinions, and judgments. Handles conflict empathetically. Explains the context of interrelated situations, asks probing questions, and solicits multiple sources of advice prior to taking action when appropriate.

Problem Solving - Applies problem-solving methodologies and tools to diagnose and solve operational and interpersonal problems. Determines the potential causes of the problem and devises testing methodologies for validation. Shows empathy and objectivity toward individuals involved in the issue. Analyzes multiple alternatives, risks, and benefits for a range of potential solutions. Recommends resource requirements and collaborates with impacted stakeholders.

Accountability - Sets objectives that meet organizational needs. Provides recommendations to individuals and teams on ways to improve performance and meet defined objectives. Monitors and provides feedback on individual and team performance against defined standards.

Analytical Thinking - Coordinates the information gathering and reporting process. Reviews trends and compares to expectations. Conducts research to define problems and prepares responses to anticipated questions. Prioritizes multiple issues and opportunities. Identifies relationships and linkages within several information sources. Anticipates issues that are not readily apparent on the surface. Identifies root causes and effects. Defines priorities within performance objectives. Reports and identifies areas that need guidance in order to resolve complex issues. Anticipates the possible outcome of potential solutions.

Information Systems Knowledge - Resolves escalated problems of technical support. Identifies root causes. Sets up and integrates new and enhanced information systems. Identifies customer needs and determines the appropriate approach to apply and ensure resolution. Solicits the input of appropriate technical experts and managers as required.

UBC hires on the basis of merit and is committed to employment equity. All qualified persons are encouraged to apply. We especially welcome applications from members of visible minority groups, women, Aboriginal persons, persons with disabilities, persons of minority sexual orientations and gender identities, and others with the skills and knowledge to engage productively with diverse communities. Canadians and permanent residents of Canada will be given priority.



## Job Posting

<b>Job ID:</b>	11425		
<b>Location:</b>	Vancouver - Point Grey Campus		
<b>Employment Group:</b>	Management&Professional (AAPS)		
<b>Job Category:</b>	Information Systems & Tech		
<b>Classification Title:</b>	Info.Sytems&Technlgy, Level D	<b>Business Title:</b>	Network Analyst
<b>Department:</b>	UBC IT - UBCNETwrk& Inf Facil.		
<b>Salary:</b>	\$64,369.00 - \$77,274.00 (Annual)		
<b>Full/Part Time:</b>	Full-Time		
<b>Desired Start Date:</b>	2011-10-17	<b>Ongoing:</b>	Yes
<b>Job End Date:</b>			
<b>Funding Type:</b>	Budget Funded		
<b>Other:</b>			
<b>Date Closed:</b>	2011-10-11	<b>Available Openings:</b>	1

### Job Summary

This position is responsible for provision of second and third level technical and administrative support for the Network Management Centre (NMC). As a member of the NMC team, this position participates in the creation and support of the UBC data networking environment in alignment with the University and UBC IT's mission and customer business needs.

The Network Management Centre manages the UBC network and connections to external national and international networks. The NMC also manages the BCNET backbone, the Provincial Regional Network. BCNET provides Internet access for the University including access to CANARIE and international research networks. The Network Management Centre provides planning, design, engineering, analysis, support, configuration, troubleshooting, security, and implementation of the UBC voice, data, wireless, and video communication systems, including all UBC campus sites, and BCNET. This position is responsible for the orderly growth of these communication networks and ensures their reliable operation.

### Organizational Status

Reports to the Manager, Network Management Centre.

The position requires daily interaction with teams, both formal and ad-hoc, consisting of personnel from within UBC IT, from other campus IT units, IT units at other universities and institutions, the research community, and from communities of customers.

### Work Performed

The Network Analyst position is responsible for:

Overseeing the UBC campus and BCNET backbone networks and for second and third level problem determination and correction of problems including the data networks for Ethernet wireline services, VOIP services, Network Security services, Virtualization, and Wireless network services. Initiates further action as is required to resolve network problems through notification to service personnel and technical staff. Responsible for deciding on an appropriate course of action to resolve a problem, including the assignment of responsibility to technical staff.

Collaborating with peers and team members to identify, analyze, recommend and implement appropriate system enhancements that will improve the Network Management Centre information and network management systems. Responsible for ongoing configuration and



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maintenance of network management systems.

Identifying problems and resolutions with vendor equipment or software suppliers. Maintains a technical liaison relationship with vendors.

Providing network status notification, producing network operator and customer documentation, and providing network operator and customer training.

Providing advice to and consulting with UBC IT Managers on network issues and provides technical opinions on the viability or suitability of techniques and methodology to meet project and or service goals and objectives.

Participating in network engineering, designing, and planning of the UBC campus and BCNET backbone networks. Includes providing technical assistance and expertise to IT units to meet requirements and business needs.

Performing backup duties to other personnel in the Network Management Centre. Is capable of handling all aspects of NMC functions during the absence of other personnel.

Maintaining technical expertise through active continuing education, research, and participation in network related activities.

May be required to be available on a Best Efforts basis, oncall, or standby outside of business hours to provide technical support for critical systems

Teleworking is supported by UBC IT and is an available option for flexible work options in appropriate circumstances.

Works in an office space provided by UBC IT.

### **Supervision Received**

Works under the general direction of the Manager, Network Management Centre. May work independently or as part of a team, either as team leader, technical lead, or as a team member, on assigned projects upon receiving general project guidelines.

### **Supervision Given**

As required, in order to ensure coordinated functioning of the Network Management Centre.

### **Consequence of Error/Judgement**

The actions of this position affect all academic faculties, departments on the UBC campus sites and clients on BCNET. This position deals directly with the availability, reliability and security of the campus network used for academic computing administrative computing.

High attention to detail is required, in addition to the need to maintain a broad knowledge of all aspects of networks and network operational procedures.

### **Qualifications**

Undergraduate degree in a relevant discipline. Bachelor's degree in Engineering, Computer Science or related field. A minimum of 5 years of experience, in-depth knowledge of applications and the business requirements supporting them or the equivalent combination of education and experience. Minimum seven years of relevant experience in local area and wide area network areas and network management operations. Relevant experience is required in at least one of the service areas: network security including firewall provisioning network virtualization, VOIP network service provisioning, or provisioning RF wireless networks.

Experience in network management systems, change management systems, trouble ticket systems, and network analysis systems is also



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required.

Demonstrated experience of productive and collaborative team interaction and involvement.

Experience in customer interaction and inquiries regarding network support, network operation, routing, IP address, the Domain Name Service, firewall configuration, VOIP network services, wireless network services, and other related network applications.

Demonstrated depth of understanding of local and wide area networks, network standards, protocols, routing hardware, routing configuration, switches, Ethernet data networking, and network security issues, including, but not limited to, TCP/IP, OSPF, VLANs, BGP, multicast, MultiLink Trunking, and VRRP. Demonstrated data network technology experience with Cisco, Juniper, and Nortel switching, routing, and security products. Additional knowledge of network virtualization would be considered an asset.

Demonstrated knowledge of network management systems, packet capture and decoding systems, and protocols such as SNMP.

Demonstrated knowledge of network support systems, including, but not limited to, syslog, DNS, DHCP, Radius, and TACACS.

Demonstrated knowledge of security devices such as firewalls, ACLs, Intrusion Detection and Prevention Systems.

Working knowledge of computer wireless networks including RF, interference, APs, and 802.11 protocols.

Working knowledge of telephony network services including Call Manager, dialing plans, and SIP.

Sound working knowledge of standard operating systems, Unix, Windows, or Mac OS X. Takes personal satisfaction from applying creativity to complex problems and satisfying customer needs. Excellent technical analysis and problem solving skills. Embraces the process of constant learning and self-improvement; is motivated to explore new technologies, and software, and to find and use an appropriate technology for a given task. Excellent oral and written communication skills; effective organizational and customer service skills. Demonstrated initiative, flexibility, and the ability to determine priorities, ability to effectively handle multiple tasks and accomplish goals within set time and financial limits without undue stress. Ability to communicate effectively and persuasively with team members, collaborators, and customers, with sensitivity to the level of technical communication appropriate to the task and audience. Encourages open debate and discussion. Ability to work effectively with individuals at all organizational levels and in a variety of work environments. Sound client relationship skills. Demonstrated documentation writing ability with an aptitude for computing and networking technology. Ability to work effectively under pressure and with a minimum of supervision.

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### Job Posting

**Job ID:** 11047 (Repost)  
**Location:** Vancouver - Point Grey Campus  
**Employment Group:** Management&Professional (AAPS)  
**Job Category:** Information Systems & Tech  
**Classification Title:** Info.Sytems&Technlgy, Level D      **Business Title:** Quality Assurance Analyst II  
**Department:** UBC IT - Business Analysts  
**Salary:** \$64,369.00 - \$77,274.00 (Annual)  
**Full/Part Time:** Full-Time  
**Desired Start Date:** 2011-08-22  
**Job End Date:** 2012-08-24  
**Funding Type:** Budget Funded  
**Other:**  
**Date Closed:** 2011-10-11      **Available Openings:** 1

### Job Summary

The Quality Assurance Analyst II provides specialist advice and analysis to ensure that all information systems programs and projects meet end-user requirements and organizational standards for usability, operability and performance. As a member of UBC IT, the Quality Assurance Analyst II is responsible for creating project quality plans, implementing quality initiatives, test execution and tool selection. Majority of work will be performed in a formal project or program team. Projects and programs typically have a high degree of complexity, influence, and impact as solutions are generally designed for the majority of constituents in the UBC community. Outside of project program assignments, the Quality Assurance Analyst II with other Quality Assurance Analysts will work on best practices improvements for the purpose of achieving a high level of quality in all project deliverables, ensuring that software quality exceeds industry norms for accuracy, reliability and scalability. This includes providing support and advice to other analysts and developers on quality assurance activities both within UBC IT and to the greater IT community at UBC.

### Organizational Status

- Reports to the Business Manager in the Project Management Office.
- Strategic direction is provided by both the Business Manager and Director of the Project Management Office.
- Day-to-day direction is given by a Project or Program Manager on assigned projects
- Quality assurance standards are set by Senior Quality Assurance Analyst(s)
- Works daily with a project team(s) typically made up of a project manager, developers, functional experts, business analysts and other project specialists
- Works closely with Senior Quality Assurance Analyst(s) and project program managers on cross-unit QA initiatives

### Work Performed

#### Specific Duties:

- Project assignments include but not limited to work on enterprise systems such as the Student Information System (SIS), HR (HRMS), Finance (FMIS), Identity and Access Management (IAM), Learning Management (LMS), UBC e-Payment, Email, Networks (wireless, telephony, Internet, etc), and Datawarehouses
- Project types include but not limited to software development, enterprise resource planning and commercial off the shelf implementation and infrastructure transformation



- Ensures QA approach is consistent with the overall technical and business architecture of the university and complies with UBC IT and university policies, as well as governmental legislation and other external entities' compliancy requirements on security, privacy, and accessibility
- Analyses the impacts of proposed changes to technology services and or performance for UBC IT and other UBC departments.
- Understands key technical environments to effectively identify integration, security, scalability, and performance requirements
- Build and maintain good working relationships with project teams, business analysts, UBC IT colleagues, and client stakeholders.

### Core Duties:

Provides specialist advice to and consults with appropriate IT personnel or others as appropriate on quality assurance issues and processes.

Analyzes and reviews system features and requirements (i.e. functional, integration, security, scalability and performance) and provides advice on options, risks and costs versus benefits.

Validates customized software, functional specifications and prototypes.

Implements and maintains monitoring and load testing systems.

Evaluates and recommends opportunities for test automation and creates automated testing scripts.

Evaluates and recommends performance testing and creates performance testing scripts.

Develops and maintains document templates for test plans and standards for QA testing

Provides quality assurance testing and validation services to ensure information systems programs and projects meet organizational standards and end-user requirements.

Creates test plans, scenarios and test cases, procures test data, executes tests, and documents results.

Identifies, analyzes and documents bugs using a bug tracking system, verifies fixes, and follows the QA Test Lifecycle process.

Participates in design reviews.

Maintains appropriate professional designations and up-to-date knowledge of current information technology techniques and tools.

Performs other related duties as required.

### Supervision Received

Reports directly to and receives direction from the Business Manager in the Project Management Office in UBC IT and daily direction of a Project or Program Manager on assigned projects. Must be able to work independently as well as contribute actively and collaborate openly as a team member.

### Supervision Given

In general, provides mentoring and coaching to new or less experienced business analysts, quality assurance analysts, and developers in the area of quality assurance. Also provides leadership and education to other staff in UBC IT and to the greater UBC community.

### Consequence of Error/Judgement



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UBC IT provides enterprise technology solutions to the university community. Decisions and actions taken by the Quality Assurance Analyst will have a direct impact on how efficiently and effectively the systems and processes will perform and function. Errors in judgment, poor analysis, or failure to act decisively could have a detrimental effect and adversely impact the university community, affecting up to tens of thousands of students, faculty and staff, and could cost hundreds of thousands of dollars in lost productivity, funding and revenue. Unreliable systems or failure to meet contractual obligations for performance and availability will damage the reputation of UBC IT and UBC.

### Qualifications

Undergraduate degree in a relevant discipline. Regular professional development in quality assurance analysis. Formal certification from a recognized professional organization or professional development provider is an asset. A minimum of 5 years of experience, in-depth knowledge of applications and the business requirements supporting them or the equivalent combination of education and experience. Minimum 5 years of experience in software application development. Must have demonstrated combination of knowledge and experience in the IT project lifecycle including project management, business analysis, development, quality assurance, change management and related disciplines. Experience in a higher ed environment is an asset. Experience with scalability and testing enterprise applications. Experience with the traceability, requirements and issue tracking systems. Experience with open source testing tools is an asset. Experience with Service Oriented Architecture (SOA) is an asset.

A proven go-to person for quality assurance knowledge and advice. Demonstrated ability to create and implement quality strategies for varying project sizes. Expert knowledge of performance, regression, unit and functional testing techniques

Proven knowledge and continuous learning of quality assurance analysis discipline and best practices. Demonstrated contributions to the continuous improvement of quality assurance analysis practices, methodology and implementation.

Knowledge of project management, quality assurance, change management disciplines and best practices; and development methodologies

Excellent organizational, planning, and prioritization skills. Ability to multi-task and address project demands in a fast-paced and changing environment.

Demonstrates the willingness, ability, and enthusiasm to learn new processes, methodologies or technologies. Good understanding of key trends and players in the IT industry and higher-education sector

Collaboration - Actively solicits ideas and opinions from others to efficiently and effectively accomplish specific objectives targeted at defined business outcomes. Openly encourages other team members to voice their ideas and concerns. Shows respect for differences and diversity, and disagrees without personalizing issues. Utilizes strengths of team members to achieve optimal performance.

Communication for Results - Conducts discussions with and writes memoranda to all levels of colleagues and peer groups in ways that support troubleshooting and problem solving. Seeks and shares relevant information, opinions, and judgments. Handles conflict empathetically. Explains the context of interrelated situations, asks probing questions, and solicits multiple sources of advice prior to taking action when appropriate.

Problem Solving - Applies problem-solving methodologies and tools to diagnose and solve operational and interpersonal problems. Determines the potential causes of the problem and devises testing methodologies for validation. Shows empathy and objectivity toward individuals involved in the issue. Analyzes multiple alternatives, risks, and benefits for a range of potential solutions. Recommends resource requirements and collaborates with impacted stakeholders.

Accountability - Sets objectives that meet organizational needs. Provides recommendations to individuals and teams on ways to improve performance and meet defined objectives. Monitors and provides feedback on individual and team performance against defined





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standards.

Analytical Thinking - Coordinates the information gathering and reporting process. Reviews trends and compares to expectations. Conducts research to define problems and prepares responses to anticipated questions. Prioritizes multiple issues and opportunities. Identifies relationships and linkages within several information sources. Anticipates issues that are not readily apparent on the surface. Identifies root causes and effects. Defines priorities within performance objectives. Reports and identifies areas that need guidance in order to resolve complex issues. Anticipates the possible outcome of potential solutions.

Thoroughness - Demonstrates operational agility. Uses organizational systems that result in multiple critical activities to be identified and completed on time. Renegotiates priorities as necessary. Puts systems in place and uses them to monitor and detect errors and problems. Tests and inspects outputs and applies quality checks prior to work submission.

UBC hires on the basis of merit and is committed to employment equity. All qualified persons are encouraged to apply. We especially welcome applications from members of visible minority groups, women, Aboriginal persons, persons with disabilities, persons of minority sexual orientations and gender identities, and others with the skills and knowledge to engage productively with diverse communities. Canadians and permanent residents of Canada will be given priority.



## Job Posting

**Job ID:** 11421  
**Location:** Vancouver - Point Grey Campus  
**Employment Group:** Management&Professional (AAPS)  
**Job Category:** Educational Programming  
**Classification Title:** Educ. Programming, Level A      **Business Title:** 2 + 2 Program Coordinator  
**Department:** Forestry, Dean's Office  
**Salary:** \$40,565.00 - \$48,697.00 (Annual)  
**Full/Part Time:** Full-Time  
**Desired Start Date:** 2011-10-16      **Ongoing:** Yes  
**Job End Date:**  
**Funding Type:** Self Funded  
**Other:**  
**Date Closed:** 2011-10-11      **Available Openings:** 1

### Job Summary

The Forestry 2+2 Program Coordinator will be responsible for managing transfer students from our Asian Partner Universities. Duties include helping students through the application process, advising them of their Program Director's assessment of their academics, and then to their graduation from UBC. The individual will work in partnership with UBC Admissions, Forestry Student Services, the English Language Institute and the Student Development Office.

The Forestry 2+2 Program Coordinator will be expected to assess the specific needs of this student group and implement programs and services to address those needs (i.e., organizing online and video lectures for students in the UBC 2+2 track at the partner universities,; facilitating students and faculty exchanges with partner Universities, organizing workshops and visits for and to the partner Universities). The position will also be the first point of contact for student support staff at the partner institutions and will be responsible for communicating any changes in UBC admissions requirements that will affect the student pool at the partner universities, as well as any other information that will be key for incoming students to be successful at UBC.

### Organizational Status

The Forestry 2+2 Coordinator reports directly to the Director of Asian Strategy. This position will also closely liaise with the Student Services Staff. For academic advising, this position will take direction from the Director of Student Services and the Program Directors.

### Work Performed

- Promotes the transfer programs to potential transfer students in the Partner Universities and provides interested students with the appropriate information in order to have them successfully apply to transfer to a UBC Forestry program;
- Helps create curricula for the online video lecturing and the delivery of such material to the partnering universities. Duties include assisting with teaching materials, assignments, and evaluation;
- Organises orientation programs within Forestry for new transfer students, while making sure that the students can take advantage of the orientation transition programs that are already being run by UBC as a whole (JumpStart, Gala, International Peer Program, UBC Learning Commons, etc.);
- Assists with teaching materials, assignments, exams, field trips and assessment of such activities;
- Advises the 2+2 transfer students from the application process all the way to graduating successfully from the Faculty of Forestry;



# The University of British Columbia

## Staff Job Postings

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- Helps provide cross-cultural counseling for the transfer students in the Forestry by tapping into the existing bodies on campus dedicated to cultural awareness;
- Facilitates communications with partner universities for feedback and further development;
- Promotes the student exchange programs - such as Go Global and international internship experiences;
- Promotes summer group studies to China - organises information sessions, works on the website and leaflets etc.;
- Leads student groups to China for up to four weeks of study, and works closely with partner universities;
- Assists in developing and promoting new exchange programs in collaboration with Go Global;
- Provides, maintains and updates communications to students, staff, faculty, parents and alumni on the web, and in print, about the 2+2 program and the services available to students, in order to facilitate every aspect of their academic life.;
- Assists with making appropriate arrangements for faculty member visits to and from the partnering universities;
- Organises training, workshops, seminars, conferences and tours for students in the 2+2 program, as well as for faculty members interested in teaching at one of our partner universities;
- Performs other duties as required.

### **Supervision Received**

Works under the direction of the Forestry Director of Asian Strategy while closely liaising with the Director of Student Services and the Program Directors. The incumbent will exercise resourcefulness in the coordination and delivery of programs for potential and current 2+2 students, as well as Forestry Students interested in exploring study opportunities in China through Go Global. This position is expected to function within clearly articulated priorities and objectives. Work is reviewed for quality and effectiveness of results.

### **Supervision Given**

Helps the Director of Asian Strategy supervise or advise student staff or volunteers in the coordination and delivery of programs with a 2+2 focus.

### **Consequence of Error/Judgement**

Errors in judgment may cause serious issues and identifiable deterioration to alumni, faculty, and student relations; reduce services; cause embarrassment to the University; increase event and program costs; and impact negatively the Faculty and University's reputation and accountability with partner universities, students and their families. Decisions have an impact on the development of relationships both within the University and in external communities. Decisions affect the credibility of the Faculty of Forestry programs and services and hence the success of the 2+2 program as a whole.

### **Qualifications**

Undergraduate degree in a relevant discipline. Bachelor's degree in Forestry, or related area, required or equivalent experience, Master's degree is preferred. Minimum of two years experience or the equivalent combination of education and experience. Two years of related experience working either professionally or as a student in a post-secondary environment in event management, program development or an equivalent combination of education, training and experience required. Oral and written fluency in Chinese (Mandarin). Required Skills:

- Demonstrated ability to work collaboratively with a variety of different stakeholders
- Highly motivated, creative person
- Proven ability to both lead and support teams of student staff and volunteers
- Proven ability to envision and implement innovative programs and initiatives
- Proven ability to organize events, lead promotional activities, and coordinate and support student development programs
- Excellent communication, both verbal and written, excellent interpersonal and problem-solving skills
- Ability to communicate effectively and respectfully in a cross-cultural environment
- Ability to plan ahead, anticipate problems, and meet deadlines efficiently
- Ability to lead others and to function as an effective team member
- Experience in designing and delivering training and developmental or skill-building workshops



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- Experience in a Windows-based environment, and willingness to learn to use new systems
- Ability to work flexible hours, including evenings and weekends

### Skills That Would Be An Asset:

- Familiarity with the Chinese educational System;
- Knowledge of current issues in Forestry, Conservation and Wood Products in B.C., Canada and internationally;
- Knowledge of community engagement and effective partnership building;
- Knowledge of the field of intercultural studies;
- Holds an "English as a Second Language Certificate"

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### Job Posting

**Job ID:** 11424  
**Location:** Vancouver - Point Grey Campus  
**Employment Group:** Management&Professional (AAPS)  
**Job Category:** Educational Programming  
**Classification Title:** Educ. Programming, Level C      **Business Title:** Course Developer  
**Department:** Intergrated Sciences Program  
**Salary:** \$59,602.00 - \$71,550.00 (Annual)  
**Full/Part Time:** Full-Time  
**Desired Start Date:** 2011-05-01  
**Job End Date:** 2011-08-01  
**Funding Type:** Budget Funded  
**Other:**  
**Date Closed:** 2011-10-11      **Available Openings:** 1

This position is expected to be filled by promotion reassignment and is included here to inform you of its vacancy at the University.

#### Job Summary

The Course Developer is responsible for developing a three credit intensive international interdisciplinary science field study course for upper level students in the Faculty of Science, with a focus on systems science and sustainability. This includes curriculum planning, creating course proposal and outline, researching, determining and creating appropriate course materials and tests for various international locations, collaborating with internal and international stakeholders, and budget preparation.

#### Organizational Status

Reports to the Director of Integrated Sciences and the Associate Dean, Curriculum and Learning for the Faculty of Science. Consults with faculty members at UBC and at potential international field site universities. Collaborates with Go Global and Centre for Teaching, Learning & Technology (CTLT). The incumbent receives administrative support from the Integrated Sciences program assistant.

#### Work Performed

Leads the course development process of an intensive international interdisciplinary field study course for upper level students to meet educational and program goals. Develops curriculum proposal, course outline, and budget and submits complete package to the Faculty of Science Curriculum committee for review.

Adjusts proposals with input from the Faculty of Science Curriculum committee to ensure UBC senate approval of the course.

Researches, determines, and creates appropriate teaching and learning material, including interactive activities and tests, that can be applied to the course when it is offered at different international locations.

Engages in ongoing communication with all stakeholders regarding the logistical and learning program elements. Consults with Go Global (student recruitment, travel preparation, etc.) and Centre for Teaching, Learning & Technology (re design of online course resource site) and international colleagues on field course plans.

Researches potential sites for course location and builds and maintains good working relationship with faculty and researchers at those locations.



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Develops field course itinerary (travel, accommodations, guest lectures, etc.)

### **Supervision Received**

Works independently under the general direction of the Director of Integrated Sciences.

### **Supervision Given**

No supervision given.

### **Consequence of Error/Judgement**

Errors may negatively affect student experience, may result in inefficient use of resources, and may damage UBC's relationships with international universities. Decisions impact on the credibility of the Integrated Sciences Program, the Faculty of Science and the University, and the health, safety and security of program participants.

### **Qualifications**

Master's degree in Education. PhD in the sciences preferred. Minimum of six years experience or the equivalent combination of education and experience. Experience with interdisciplinary science teaching. Knowledge of systems science and sustainability. Experience in course and curriculum design and development. Demonstrated experience in designing and leading university-level international field courses. Experience in international travel. Excellent communication skills, both verbal and written. Experience in international and intercultural education. Excellent planning, organization and time management skills. Knowledge of the UBC context and available support units and resources is preferred. Ability to make thoughtful, informed, and thorough decisions.

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## Job Posting

**Job ID:** 11443  
**Location:** Vancouver - Point Grey Campus  
**Employment Group:** Management&Professional (AAPS)  
**Job Category:** Human Resources  
**Classification Title:** Human Resources, Level A      **Business Title:** Compensation Associate  
**Department:** Human Resources  
**Salary:** \$43,809.00 - \$52,592.00 (Annual)  
**Full/Part Time:** Part-Time (50%)  
**Desired Start Date:** 2011-11-01      **Ongoing:** Yes  
**Job End Date:**  
**Funding Type:** Budget Funded  
**Other:**  
**Date Closed:** 2011-11-04      **Available Openings:** 1

### Job Summary

Working in partnership with stakeholders and employee groups, the Compensation section has responsibilities in job evaluation, salary costing and administration, market surveys, and reward and recognition initiatives. The section also has responsibilities in providing interpretation and administration of collective agreements and other agreements and handbooks governing job evaluation and salary administration.

The Compensation Associate has responsibilities in evaluating and classifying jobs; providing general advice to client departments regarding job evaluation and salary administration; developing and maintaining databases for data analyses and costing, conducting market research and surveys; participating in the development of job guidelines; and assisting with salary administration. The position will also be expected to participate in project initiatives.

### Organizational Status

Reports to the Manager, Compensation. Works closely with Compensation Consultants, Human Resources Advisors and Associates, Organizational Development and Learning practitioners, and members of the Benefits team on matters relating to organizational restructuring, salary administration, job evaluation, and collective bargaining. Interacts extensively with departmental administrators and counterparts in external organizations.

### Work Performed

Evaluates and classifies new and vacant positions for job postings by researching comparators and processing documents.

Advises employees and departments on the classification processes and engages in reviews of positions for reclassification.

Develops and maintains a variety of databases for statistical and tracking purposes. Supports the Compensation team in the development and maintenance of salary structures for all the employee groups.

Supports the Compensation Team in the development of survey questionnaires and conducts market research and conducts and completes surveys. Participates in compiling, analysing and presenting market data from surveys for various employee groups.

Develops and maintains databases for salary administration purposes. Articulates orally and in writing to employees and client



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departments regarding the interpretation of collective agreements and handbooks on salary administration matters. Provides general information and advice to client departments regarding salary administration.

Analyses a variety of statistics and prepares reports on staff matters for use by Human Resources staff, senior University Executive, and the Board of Governors.

Participates in the preparation of data analysis and costing for Public Sector Employer Council (PSEC). This involves retrieval, compilation and summarization of data in accordance with government regulations.

Participates in a variety of Compensation or HR projects to enhance and improve salary administration for employee groups.

Performs other duties as related to the job.

### **Supervision Received**

Works under the general direction of the Manager, Compensation and in accordance with established principles and methods. Works closely with and takes direction from the Compensation Consultants.

### **Supervision Given**

May be required to delegate and oversee the work of temporary clerical staff.

### **Consequence of Error/Judgement**

Exercises initiative and independence to meet unusual situations. Exercises judgment based upon a thorough knowledge of procedures, guidelines, agreements and regulations and make decisions based on them. Provision of accurate advice and information in a timely manner enhances the effective and efficient operation of the Compensation section and client departments.

### **Qualifications**

Undergraduate degree in a relevant discipline. . Minimum of two to three years of related experience or the equivalent combination of education and experience. Minimum of two to three years of related compensation experience in a complex, unionized environment, or the equivalent combination of education and experience. Good knowledge of current human resources management practices. Is flexible, confident and self-motivated. Excellent oral, written and organizational skills. Excellent technical and analytical skills and in utilizing PC software such as Windows MS Office including Word, Excel and PowerPoint. Ability to establish and maintain supportive working relationships with client departments. Ability to establish and maintain effective working relationships with union and association representatives. A team player. Ability to set priorities, work under pressure and meet deadlines.

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## Job Posting

**Job ID:** 11423  
**Location:** Vancouver - Point Grey Campus  
**Employment Group:** Management&Professional (AAPS)  
**Job Category:** Human Resources  
**Classification Title:** Human Resources, Level B  
**Business Title:** Member Services Specialist, Faculty Pension Plan  
**Department:** Pension Administration Office  
**Salary:**  
**Full/Part Time:** Full-Time  
**Desired Start Date:** 2011-12-01  
**Ongoing:** Yes  
**Job End Date:**  
**Funding Type:** Budget Funded  
**Other:**  
**Date Closed:** 2011-10-18  
**Available Openings:** 1

### Job Summary

The Faculty Pension Plan (FPP) is a defined contribution pension plan with over 5,000 members and an asset value of approximately \$1.4 billion.

The incumbent provides specific key services to individual members and groups belonging to the Faculty Pension Plan and Supplemental Plan. It includes the provision of consultation and guidance on a broad array of services from enrollment to termination or retirement from the Plan. Communications may be provided in written or verbal form and are frequently delivered through face to face meetings. The incumbent is the public face of the Faculty Pension Plan.

### Organizational Status

This position receives instruction and direction from the Senior Operations Manager. The position works closely with the Executive Director - Investments, Pension Administrator and Communications Coordinator.

May be required to act as the back up for the Pension Administrator.

### Work Performed

1. Has overall responsibility for delivering member communication and education strategies for all members of the Faculty Pension Plan and Supplemental Plan.
2. Researches and analyzes new education strategies in the pension industry to ensure the FPP is current with best practices. Provides recommendations on the design of new communication print and web content. Develops new member packages, including enrollment, termination and retirement, based on research.
3. Works closely with the Manager IT and Communications Coordinator to design and implement education software tools for members on the web site. Also assists in the upgrades to the in-house pension administration system to ensure that the system complies with legislative changes and also to provide enhanced information to staff and members of the Plan.
4. Designs and delivers presentations and conducts seminars for new members and retiring members on a regular basis.



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5. Performs various administrative tasks including; responding to member enquires, overseeing the preparation of mail packages, preparing estimates and assisting members with documentation.
6. Conducts individual meetings with members or their spouses to provide guidance relating to issues of retirement planning, retirement income and other retirement benefits as well as guidance on member death or marriage breakdown.
7. Works closely with the Executive Director - Investments to provide investment education for members so that they can make decisions regarding the investment choices available.
8. Responsible for providing information to members and members' spouses during critical times such as member death or marriage breakdowns.
9. Responsible for discussing the FPP with potential faculty and helping them understand their options regarding their current employer's plan.
10. Manages all aspects of members' voluntary contributions, including discussions with members, calculation and implementation.
11. Educates members and prospective members about the UBC Supplemental arrangement.
12. Establishes a close relationship with third party providers contracted by the FPP and University and advocates on behalf of members who experience issues with those providers.
13. Provides occasional back-up to the Pension Administrator; must become knowledgeable about the office systems and procedures.

Incumbent works in a semi-private cubicle and is exposed to frequent staff and clientele visits, and ambient noise usually generated in an office environment.

### **Supervision Received**

Receives direct supervision and guidance from the Senior Operations Manager through regular communication and through an annual work plan outlining goals and objectives to be met.

### **Supervision Given**

Does not provide supervision.

### **Consequence of Error/Judgement**

Good judgment to convey information in a credible, transparent, objective, and a non-prejudicial manner (put onus on members to choose select options). Inappropriate or inaccurate information places the FPP in a position of significant risk and possible liability.

Communicates in a sensitive, thoughtful empathetic manner when members or spouses relatives are faced with traumatic situations such as marriage family breakdown, divorce, illness and death. A callous, insensitive approach would jeopardize credibility of Pension Plan service and delivery.

Comport self by maintaining a high level of confidentiality regarding contents of member files or consultations with members. Lack of discretion can cause loss of confidence in the incumbent by members, negatively affect Plan management and possibly result in employment termination, and lawsuits against Plan management and staff.

### **Qualifications**



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Undergraduate degree in a relevant discipline. University graduation with a business-oriented degree. Additional course work and experience in retirement benefits, investments, human resources and pension administration is preferred. A financial planning designation would be considered a definite asset. Minimum of three years experience or the equivalent combination of education and experience. Extensive experience in the financial services industry, delivering retirement information to retail investors or pension members.

The incumbent requires a thorough knowledge of the Plan, options permitted, benefits, and legislation to accurately convey the multiplicity of choices available to members and beneficiaries of members. The incumbent must also keep up-to-date with changes to the Pension Standards Act, the Family Relations Act and Income Tax Act as they relate to pensions. Superior communication skills are a must. Ability to deliver information in a respectful and tactful way. Ability to exercise discretion in dealing with confidential matters. Excellent knowledge of pension legislation, Family Relations Act, Income Tax Act and the Faculty Pension Plan and be cognizant of income tax and pension legislation amendments to ensure communication packages are current. Ability to coordinate own work with others. Ability to plan and execute workflow to meet departmental requirements. Ability to write clear, concise business English. Ability to effectively use job-specific software at an advanced level (e.g., Microsoft Word, Excel, PowerPoint, HRMS). Effective interpersonal, organizational and customer service skills. Ability to be thorough, accurate, and have a high level of attention to detail. Ability to work effectively independently and in a team environment.

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## Job Posting

**Job ID:** 11458  
**Location:** Vancouver - Hospital Site  
**Employment Group:** Management&Professional (AAPS)  
**Job Category:** Research & Facilitation  
**Classification Title:** Research&Facilitation, Level A      **Business Title:** Research Coordinator  
**Department:** Psychiatry  
**Salary:** \$43,809.00 - \$52,592.00 (Annual)  
**Full/Part Time:** Full-Time  
**Desired Start Date:** 2011-10-16  
**Job End Date:** 2012-10-15      **Possibility of Extension:** Yes  
**Funding Type:** Grant Funded  
**Other:**  
**Date Closed:** 2011-10-17      **Available Openings:** 1

This position is expected to be filled by promotion reassignment and is included here to inform you of its vacancy at the University.

### Job Summary

This position will be involved with research programs evaluating Mindfulness-based Cognitive Therapy. Responsibilities will include coordination of ongoing research projects, overseeing daily operation of the lab and providing supervision to research personnel.

This position will also assist the PI in completing two CIHR Operating Grants; "Evaluating Cognitive Reactivity as a Cause for Depressive Relapse" and "A randomized controlled trial evaluation of brief, telephone supported CBT self help in primary care patients with depression." The Coordinator will assist PI in the implementation of study protocols and manage the lab staff in the process of screening and recruiting participants for the research study, data collection and analysis, ensuring completion of project goals and adherence to research timelines. It also involves managing ongoing grant applications, managing ethics submissions and overseeing the budgets.

### Organizational Status

The position reports to the PI and supervises junior research staff and volunteers.

### Work Performed

- Manages the staff in the processes of recruiting screening, scheduling and testing research participants
- Scheduling therapists and research staff for the provision of treatment to study participants
- Coordinates job interviews and research assistant staff selection
- Trains and supervises research assistants and volunteers
- Manages research budgets
- Prepares, composes, edits and proofs documents such as grant applications, contracts, academic proposals, and scientific communications
- Develops, submits and manages lab Research Ethics Board applications
- Collaborates with the PI to develop research protocols
- Conducts diagnostic semi-structured clinical interviews (SCID-I)
- Administers a variety of psychometric assessments to research participants
- Creates, manages and processes Excel and SPSS databases



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- Provides initial data analysis for publication and reporting purposes
- Liaises with various health care providers and administrators and coordinates the acquisition of information;
- Assists in the development of manuscripts for publication
- Prepares progress reports for granting agencies

### **Supervision Received**

Works under general direction from PI with minimal supervision. This position requires a great deal of independent work and decision making in ensuring the research work meets task objectives and standards.

### **Supervision Given**

This position will provide supervision to at least one research assistant and a work study employee, as well as research volunteers.

### **Consequence of Error/Judgement**

Failure to adhere to ethical standards when conducting research will compromise the safety of the research participants. Errors in judgment or analysis or inability to meet deadlines will directly impact the integrity of the research project. Inadequate budget management will impact long-term viability of the research.

### **Qualifications**

- Undergraduate degree in a relevant discipline. - Bachelor's degree in psychology or other mental health field preferred. Minimum of two years experience or the equivalent combination of education and experience. - Experience in clinical interviewing and in administering structured interviews (e.g. SCID-IV)
- Exposure to research ethics requirements
  - Excellent interviewing, interpersonal, organization and communication (verbal written) skills
  - Ability to work collaboratively with other team members, manage research staff and the ability to work alone with minimal supervision
  - Experience working with computer programs (e.g. Microsoft Office, Excel, Access, SPSS)
  - Ability to administer and score a variety of psychometric measures
  - Familiarity with quantitative data analyses is preferred
  - The ability to work with clients of diverse backgrounds is necessary

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### Job Posting

**Job ID:** 11448  
**Location:** Vancouver - Point Grey Campus  
**Employment Group:** Management&Professional (AAPS)  
**Job Category:** Research & Facilitation  
**Classification Title:** Research&Facilitation, Level A      **Business Title:** Assistant Licensing Specialist  
**Department:** Library - Technical Services  
**Salary:** \$43,809.00 - \$52,592.00 (Annual)  
**Full/Part Time:** Full-Time  
**Desired Start Date:** 2011-10-31  
**Job End Date:** 2012-10-30      **Possibility of Extension:** Yes  
**Funding Type:** Budget Funded  
**Other:**  
**Date Closed:** 2011-10-16      **Available Openings:** 1

### Job Summary

Responsible for providing support in building a sustainable licensing infrastructure that will be responsive to University Council directives. Assists in the development of model license language and definitions, requested license database enhancements, harvesting and reporting, and analyzing e-resource usage statistics, and tracking permissions and costs reporting for library electronic resources.

### Organizational Status

This position will report to the E-Resource and Access Librarian (ERAL) and take significant direction from the AUL for Collections. This position will be required to work closely and collaboratively with other library stakeholders in the following units: LSIT, Finance and Technical Services, as well as external stakeholders from University Counsel, at the UBC Bookstore and e-resource vendors in order to successfully fulfill position tasks.

### Work Performed

- Participates in data development, project planning, investigation of best practices and implementation of Library ERM system. Assists in the development of model license language and definitions. Analyze, advise and recommend web resource development to support e-resource discoverability in library discovery systems.
- Performs specific elements related to the development and modification of the license database. Tracks permissions and provides enhancements to e-resource permission and licensing database. Provides advice, on requirements based on investigation of best practices for licensing permissions. Assist ERAL in analyzing and streamlining workflows and infrastructure to facilitate licensing. Monitors and maintains licensing database and file management infrastructure.
- Manage and administer usage harvest tool, Scholarly Stats. Harvest, analyze and report e-resource usage patterns and turnaway data. Compile and provide ongoing and ad-hoc reports.
- Assess needs, advise and suggest web resource development for supporting development of e-resource discoverability. Informs and advises faculty and bookstore of tools and resources available: ie, ISBN search capability for e-books, inclusion of more searchable fields for e-resources, etc.



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- Liaises with UBC bookstore to advise AUL and ERAL upon library e-resource licensing acquisition and to meet requests for coursepack inclusion.
- Provides recommendations on methods to develop, and track e-resource costs, usage and license data in current library management systems.
- Assist ERAL in tactical license re-negotiation for current licenses that may include but is not limited to coursepack inclusion, e-reserves, course management inclusion, silent licenses.
- Maintain and update vendor contact lists.

### **Supervision Received**

This position is accountable to and receives daily supervision from the E-Resource and Access Librarian. Performance reviews are conducted by the E-Resource and Access Librarian.

### **Supervision Given**

Is not required to supervise. May be required to train library staff on licensing and e-resource usage tools.

### **Consequence of Error/Judgement**

Works independently with considerable latitude under broadly established procedures and practices. Exercises initiative to plan and prioritize work. Exercises judgment to determine work methods in order to complete assignments as work situations are broad in scope with limited opportunity for standardized solutions. Work is of an advanced technical and or analytical nature. Incomplete or inaccurate creation and interpretation of data can negatively impact services offered to users and relationships with vendors. Tasks require a great deal of attentiveness and consistency.

### **Qualifications**

Undergraduate degree in a relevant discipline. . Minimum of two years experience or the equivalent combination of education and experience. Comprehensive experience with collection development and or licensing electronic resources. Experience working in a consortial environment. Experience in an academic library preferred. Ability to understand and apply policies, procedures, and instructions. Ability to interpret and apply complex legislation, policies, regulations, and technical information. Ability to analyze and interpret data, determine implications, and provide recommendations Ability to develop and maintain cooperative and productive working relationships with a variety of persons, including non-technical and technical staff, other staff in other libraries, and vendor representatives. Ability to communicate effectively verbally and in writing. Ability to prioritize and work effectively under pressure to meet deadlines. Ability to work effectively independently and in a team environment. Ability to effectively use email, wordprocessing, spreadsheets at an advanced level (MS Office and WordPress preferred). Demonstrated ability to excel, to be highly motivated, to exercise initiative and willingness to put forth an extra effort in getting a task accomplished.

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## Job Posting

**Job ID:** 11477  
**Location:** Vancouver - Hospital Site  
**Employment Group:** Management&Professional (AAPS)  
**Job Category:** Research & Facilitation  
**Classification Title:** Research&Facilitation, Level A      **Business Title:** Research Coordinator  
**Department:** Obstetrics & Gynaecology  
**Salary:** \$43,809.00 - \$52,592.00 (Annual)  
**Full/Part Time:** Full-Time  
**Desired Start Date:** 2011-10-17  
**Job End Date:** 2012-10-31      **Possibility of Extension:** Yes  
**Funding Type:** Grant Funded  
**Other:**  
**Date Closed:** 2011-10-17      **Available Openings:** 1

### Job Summary

The primary focus of the Science Researcher is provide local coordination of multiple research projects within the General Division of Obstetrics and Gynaecology at St Paul's Hospital. The responsibilities include completion of the Case Report Forms (CRF's), chart review and electronic data entry for on-going studies. Exceptional organizational skills, as well as a high degree of motivation, enthusiasm, and initiative will enable the Research Coordinator are necessary.

### Organizational Status

Reports to the Principal Investigator and Research Program Manager as required. Works with the Principal Investigator, the research program manager, research nurses, statistical and computer consultants and clerical staff.

### Work Performed

- M Prepares and submits ethics applications
- Daily ward visits to identify and track eligible patients
- Completes case report forms specific to on-going studies.
- Ensures site maintains study patient logs, case report forms and other important project related files.
- With study investigator, develops and implements recruitment strategies, develops work plans and timelines for studies.
- Maintains appropriate regulatory documentation.
- Coordinates sample and data collection
- Screens, recruits and consents study participants
- Conducts study visits (administering interviews, conducting chart reviews, collecting samples as required)
- Interacts with study subjects
- Administers questionnaires and surveys;
- Extracts data
- Maintains study material organization
- Participates in study logistics
- Ensures that the studies are performed according to ethical guidelines and GCP
- With principal investigator, participates in project planning and execution;
- Attends meetings to define strategies for study execution and recruitment
- With input from the study investigator, prepares, composes, edits and proofs study communications;





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- Coordinates the acquisition of information from multiple sources and individuals;
- Other related duties as required

### **Supervision Received**

Most of the work will be done independently; however, the Principal Investigator(s) will supervise all projects.

### **Supervision Given**

Assigns and checks work of technicians, support staff or students as required.

### **Consequence of Error/Judgement**

The Science Researcher is required to conduct the research activities in an ethical manner. Any procedures or data recorded as part of a study must be reliable and accurate, reflecting the work performed. Strict confidentiality of all study participants must be adhered to. All activities involving participants are accountable to the Principle Investigator, the Department Head, and the Research Assistant's governing professional organization.

### **Qualifications**

Undergraduate degree in a relevant discipline. . . Minimum of two years experience or the equivalent combination of education and experience. Ability to conduct needs analyses, plan, organize, manage, monitor, complete, and evaluate projects within allocated time and resources Ability to communicate effectively verbally and in writing Ability to initiate and conduct research projects

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## Job Posting

**Job ID:** 11420  
**Location:** Kelowna - UBC Okanagan  
**Employment Group:** Management&Professional (AAPS)  
**Job Category:** Research & Facilitation  
**Classification Title:** Research&Facilitation, Level B      **Business Title:** Research Coordinator  
**Department:** UBCO - Nursing  
**Salary:** \$55,187.00 - \$66,252.00 (Annual)  
**Full/Part Time:** Full-Time  
**Desired Start Date:** 2011-11-01  
**Job End Date:** 2012-10-31      **Possibility of Extension:** Yes  
**Funding Type:** Budget Funded  
**Other:**  
**Date Closed:** 2011-10-11      **Available Openings:** 1

The location of this position will be in the School of Nursing at UBC Vancouver's campus.

### Job Summary

The purpose of the Research Coordinator is to support research teams in the conduct of a research projects focused on implementing and evaluating gender-specific tobacco reduction interventions. Research activities include the coordination and implementation of a multi-phase research project through to completion.

### Organizational Status

The Research Coordinator will report directly to the Principal Investigator or his her designate. Research assistants will report directly to the Research Coordinator. The Research Coordinator will also communicate with the investigative team. The position is unrelated to any other position within the immediate operating unit.

### Work Performed

1. Coordinates all activities related to the research project(s) and knowledge translation of the products of this research as outlined in the project proposal(s), and provides support to the Principal investigators and investigative team by:
  - Developing work plans with the research team, and implementing these plans.
  - Facilitating processes for communication and collaboration to support the interdisciplinary research team.
  - Working collaboratively with researchers and community partners.
  - Ensuring ethical standards of research are maintained.
  - Developing procedures to implement research protocols.
  - Monitoring workflow and data collection to ensure high quality data collection and management within project timelines.
  - Performing research recruitment and data collection, as appropriate.
  - Conducting descriptive analysis of data.
  - Writing reports for publication and presentations, and other knowledge translation activities.
  - Providing training for student research assistants in relation to data collection, data management and preparation of reports.
  - Supervising work completed by student research assistants.
  - Ensuring that data are appropriately archived.
  - Responding to inquiries from research participants and collaborators related to on-going research.
2. Works collaboratively with others to support meeting the objectives of the research project by:
  - Actively participating in investigator team meetings.



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## Staff Job Postings

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- Establishing effective communications with research team.
- Ensuring timely notification of the Principal Investigator of issues or problems.

3. Oversee general office management with respect to the assigned research project by:

- Ensuring adequate supplies are available.
- Participating with student research assistant staffing requirements (preparing draft job descriptions for student research assistants, screening applicants, participating in candidate selection, and checking work).
- Ensuring that project files are set up and maintained.
- Maintaining confidentiality of all records.

4. Performs other related duties as required.

### **Supervision Received**

The Research Coordinator position will work under general direction of the Principal Investigator and or his/her designate, in conjunction with the investigative team. It is imperative that the Research Coordinator work collaboratively and with minimal supervision. She will act independently in performing defined duties and will alert the Principal Investigator and or his/her designate to any unusual situations and problems as they arise or are anticipated.

### **Supervision Given**

The Research Coordinator will be responsible for supervising 1-2 student research assistants. He/she will assign and check work completed.

### **Consequence of Error/Judgement**

The work of the Research Coordinator will be monitored by the Principal Investigator and or his/her designate. Errors or incorrect decisions could compromise the quality of the research and result in delays in completing projects. The work of the Research Coordinator must be completed at a high level of accuracy and efficiency.

### **Qualifications**

Undergraduate degree in relevant discipline required, post-graduate degree in a relevant discipline in a Health or Social Sciences preferred. Minimum of three years of related experience including supervision, or an equivalent combination of education and experience. Extensive experience in working with multi-disciplinary, multi-site research teams. Experience with successfully managing multi-phase research projects in a multi-disciplinary environment through to completion. Knowledge of tobacco control and gender issues related to health behaviour required. Knowledge of and experience in working with researchers and young adults an asset. Knowledge of research methods applicable to health behaviour research. Knowledge of social media platforms, maintenance of websites, and development of on-line surveys. Computer and data analysis skills (including Word processing, EXCEL, NVivo, Reference Manager or Refworks; SPSS). Excellent oral and written communication skills. Effective interpersonal and organizational skills. Ability to exercise initiative and innovative thinking. Ability to manage, supervise and train research staff. Ability to maintain attention to detail. Ability to work both independently and within a team environment. Ability to adapt to changing priorities, to multi-task and to meet deadlines. Ability to travel.

UBC hires on the basis of merit and is committed to employment equity. All qualified persons are encouraged to apply. We especially welcome applications from members of visible minority groups, women, Aboriginal persons, persons with disabilities, persons of minority sexual orientations and gender identities, and others with the skills and knowledge to engage productively with diverse communities. Canadians and permanent residents of Canada will be given priority.



## Job Posting

**Job ID:** 11426  
**Location:** Vancouver - Point Grey Campus  
**Employment Group:** Management&Professional (AAPS)  
**Job Category:** Research & Facilitation  
**Classification Title:** Research&Facilitation, Level B      **Business Title:** Research Coordinator  
**Department:** Family Practice  
**Salary:** \$55,187.00 - \$66,252.00 (Annual)  
**Full/Part Time:** Part-Time (40%)  
**Desired Start Date:** 2011-10-16  
**Job End Date:** 2012-11-15  
**Funding Type:** Budget Funded  
**Other:**  
**Date Closed:** 2011-10-12      **Available Openings:** 1

This position is expected to be filled by promotion reassignment and is included here to inform you of its vacancy at the University.

### Job Summary

The individual will work closely with project investigators and researchers from Canada, New Zealand and Australia. The position exercises a degree of autonomy in research activities. This position is responsible for contributing to the development and implementation of the medical education component of this project as well as ensuring the linkage of the intervention with the health and health service outcomes evaluation initiatives.

This 0.4 FTE position will contribute research expertise regarding development, implementation and evaluation of the Canadian team's intervention.

### Organizational Status

The Canadian Institutes of Health Research (CIHR), the Health Research Council of New Zealand (HRC) and the National Health and Medical Research Council of Australia (NHMRC) in 2002 established a tripartite partnership, the International Collaborative Indigenous Health Research Partnership (ICIHRP) to jointly invest in research that would contribute to improved health outcomes and a reduction in health inequalities for Indigenous people in each of the partner countries. The latest ICIHRP theme is focused on "reducing the burden of disease and inequalities in health caused by chronic disease in Indigenous people". The newly funded multi-staged 5 year project entitled, Education for Equity: Exploring how health professional education can reduce disparities in chronic disease care and improve outcomes for Indigenous populations, is an ICIHRP funded collaboration that seeks to compare, build and share international capacity regarding the development of educational interventions for health professionals as a vehicle to achieving more equitable care and improved chronic disease outcomes for Indigenous populations. The primary focus for the Canadian team's intervention research is on the development, delivery and evaluation of a continuing medical education (CME) intervention designed to improve the quality of care delivered to Indigenous patients with diabetes.

### Work Performed

Nature of work:

Conceptualizing, recommending, designing, developing and implementing research plans and ethics protocols (in which overall goals are set by the PI and investigator team).

Developing procedures in consultation with project coordinator and PI and carrying out analysis.

Observing and recording results, makes adjustments to protocols as necessary and formulate new hypotheses or adjust current



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## Staff Job Postings

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research plans as necessary in light of new information.

Advising the PI and Canadian Investigator team regarding potential initiatives in incumbent's field of expertise.

Achieving background research such as searches, critical appraisal and summary of literature. Advise researchers on techniques and interpretation of results.

Analyze results using computer programs. Prepare results for presentation and publication. Present results, including contributing to, co-authoring, or authoring articles or reports.

Performs other related duties as required

### **Supervision Received**

This individual will report to the Canadian team's UBC leads, Dr Betty Calam and Leah Walker, and to the Principal Investigator (Dr. Lindsay Crowshoe) and will be supervised by the project's coordinator for day-to-day work.

### **Supervision Given**

N A

### **Consequence of Error/Judgement**

N A

### **Qualifications**

Undergraduate degree in a relevant discipline. . Minimum of three years experience or the equivalent combination of education and experience. Expertise in the field of medical education, adult education, social science and or health service research or an equivalent combination of education and experience. Computer experience required. Ability to communicate effectively verbally and in writing. Effective organizational and time managements skills. Ability to work effectively independently and in a team environment. Ability to lead research project and to make independent decisions. Ability to adapt to changing priorities.

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## Job Posting

**Job ID:** 11430  
**Location:** Vancouver - Point Grey Campus  
**Employment Group:** Management&Professional (AAPS)  
**Job Category:** Research & Facilitation  
**Classification Title:** Research&Facilitation, Level B      **Business Title:** Research Coordinator  
**Department:** Family Practice  
**Salary:** \$55,187.00 - \$66,252.00 (Annual)  
**Full/Part Time:** Part-Time (40%)  
**Desired Start Date:** 2011-10-04  
**Job End Date:** 2012-10-01  
**Funding Type:** Budget Funded  
**Other:** Leave Replacement  
**Date Closed:** 2011-10-12      **Available Openings:** 1

### Job Summary

The individual will work closely with project investigators and researchers from Canada, New Zealand and Australia. The position exercises a degree of autonomy in research activities. This position is responsible for contributing to the development and implementation of the medical education component of this project as well as ensuring the linkage of the intervention with the health and health service outcomes evaluation initiatives.

This 0.4 FTE position will contribute research expertise regarding development, implementation and evaluation of the Canadian team's intervention.

### Organizational Status

The Canadian Institutes of Health Research (CIHR), the Health Research Council of New Zealand (HRC) and the National Health and Medical Research Council of Australia (NHMRC) in 2002 established a tripartite partnership, the International Collaborative Indigenous Health Research Partnership (ICIHRP) to jointly invest in research that would contribute to improved health outcomes and a reduction in health inequalities for Indigenous people in each of the partner countries. The latest ICIHRP theme is focused on "reducing the burden of disease and inequalities in health caused by chronic disease in Indigenous people". The newly funded multi-staged 5 year project entitled, Education for Equity: Exploring how health professional education can reduce disparities in chronic disease care and improve outcomes for Indigenous populations, is an ICIHRP funded collaboration that seeks to compare, build and share international capacity regarding the development of educational interventions for health professionals as a vehicle to achieving more equitable care and improved chronic disease outcomes for Indigenous populations. The primary focus for the Canadian team's intervention research is on the development, delivery and evaluation of a continuing medical education (CME) intervention designed to improve the quality of care delivered to Indigenous patients with diabetes.

### Work Performed

Nature of work:

Conceptualizing, recommending, designing, developing and implementing research plans and ethics protocols (in which overall goals are set by the PI and investigator team).

Developing procedures in consultation with project coordinator and PI and carrying out analysis.

Observing and recording results, makes adjustments to protocols as necessary and formulate new hypotheses or adjust current research plans as necessary in light of new information.



Advising the PI and Canadian Investigator team regarding potential initiatives in incumbent's field of expertise.  
Achieving background research such as searches, critical appraisal and summary of literature. Advise researchers on techniques and interpretation of results.  
Analyze results using computer programs. Prepare results for presentation and publication. Present results, including contributing to, co-authoring, or authoring articles or reports.  
Performs other related duties as required

### **Supervision Received**

This individual will report to the Canadian team's UBC leads, Dr Betty Calam and Leah Walker, and to the Principal Investigator (Dr. Lindsay Crowshoe) and will be supervised by the project's coordinator for day-to-day work.

### **Supervision Given**

N A

### **Consequence of Error/Judgement**

N A

### **Qualifications**

Undergraduate degree in a relevant discipline. . Minimum of three years experience or the equivalent combination of education and experience. Expertise in the field of medical education, adult education, social science and or health service research or an equivalent combination of education and experience. Computer experience required. Ability to communicate effectively verbally and in writing. Effective organizational and time managements skills. Ability to work effectively independently and in a team environment. Ability to lead research project and to make independent decisions. Ability to adapt to changing priorities.

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## Job Posting

**Job ID:** 11370 (Repost)  
**Location:** Vancouver - Point Grey Campus  
**Employment Group:** Management&Professional (AAPS)  
**Job Category:** Research & Facilitation  
**Classification Title:** Research&Facilitation, Level B      **Business Title:** Assistant Manager- CDM Transgenics  
**Department:** Animal Care Services  
**Salary:** \$55,187.00 - \$66,252.00 (Annual)  
**Full/Part Time:** Full-Time  
**Desired Start Date:** 2012-02-16  
**Job End Date:** 2013-02-15  
**Funding Type:** Budget Funded  
**Other:**  
**Date Closed:** 2011-10-13      **Available Openings:** 1

### Job Summary

This position is with the Rederivation Facility with main work location at the Transgenic Core of the Centre for Disease Modeling (CDM).

To develop a full service transgenic mouse & rat production facility within the Transgenic Core at the Centre for Disease Modeling which produces genetically modified models of disease using complex laboratory techniques requiring significant training and experience. This will include all aspects of the development of transgenic, embryonic stem cell and genotyping programs and policies for the Transgenic Core at CDM, a full-service transgenic production facility which will serve researchers within UBC and collaborators worldwide and will support the BC Preclinical Research Consortium initiative. The incumbent will schedule, supervise and train a team of up to 6 technicians to ensure research projects and programs are successful and deliverables achieved, as well as providing training and instruction to scientists, fellows and students in transgenic techniques. The incumbent will also develop service descriptions and budget preparations according to an existing business model, as well as the development of protocols and programs to support new and emerging techniques in the fields of transgenesis and embryonic stem cell research.

Other major job duties will include performing pronuclear DNA and embryonic stem cell injections into one cell, 8 cell and blastocyst stage mouse and rat embryos to produce novel transgenic mice and rats as models of human disease; deriving novel mouse and rat embryonic stem cell lines; transfection; vector design & preparation; aggregation; genotyping techniques such as polymerase chain reaction and fluorescence activated cell sorting; cryopreservation and redervation procedures; in-vitro fertilization; intracytoplasmic sperm injection and production of mouse embryonic fibroblasts

This position supports the Preclinical Research Consortium.

### Organizational Status

This position reports directly to the Manager of the Rederivation Facility CDM Transgenics and will supervise a team of up to 6 technical staff. This position will also interact and work closely with the Breeding Core staff and Breeding Manager of the Centre for Disease Modeling, as well as UBC researchers, fellows, students and veterinarians.

### Work Performed

- 1.to develop, implement and manage a state-of-the-art full service transgenic production facility for UBC researchers at the Centre for Disease Modeling
- 2.to develop transgenic, embryonic stem cell and genotyping programs, protocols and policies according to the Canadian Council on





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### Animal Care guidelines

- 3.to develop service program descriptions and outlines
- 4.to develop protocols and programs to support new and emerging transgenesis techniques
- 5.to develop cost analysis programs and outlines based on a cost-recovery, fee-for-service model
- 6.budget forecasting and expenditure planning based on existing business model
- 7.scheduling and estimating timelines and cost structures for transgenic research projects
- 8.analyzing and troubleshooting transgenic and embryonic stem cell projects
- 9.hiring, training, supervising, scheduling and managing activities for a team of up to 6 staff
- 10.identifying funding opportunities and assisting with grant writing
- 11.liasing with researchers and their staff regarding transgenic projects
- 12.procuring and troubleshooting complex equipment and instrumentation using UBC purchasing guidelines and tender processes
- 13.managing and identifying appropriate complex transgenic, CRE & FLPE recominant breeding schemes in order to produce targetted mutation disease models
- 14.providing training in international transgenic and related techniques to staff, scientists, fellows and students
- 15.to perform and troubleshoot extremely complex protocols and technically demanding procedures in the areas of transgenesis, embryo manipulation, and embryonic stem cell research such as:
  - pronuclear and embryonic stem cell injections into mouse and rat embryos to produce human and other mammalian disease models
  - novel embryonic stem cell line derivation
  - production of mouse embryonic fibroblasts
  - microsurgery surgery
  - embryonic stem cell culture
  - genotyping techniques such as polymerase chain reaction and flourescence activated cell sorting
  - cryopreservation
  - rederivation
  - in-vitro fertilization
  - intracytoplasmic sperm injection
  - transfection
  - aggregation
  - vector design and preparation

### Supervision Received

This position works very closely with the research team, including the Facility Manager, however works with minimal direct supervision.

### Supervision Given

This position will supervise a team of up to 6 technical staff as well as students, trainees and maintenance staff.

### Consequence of Error/Judgement

Errors may affect the outcome of and ability to complete research projects and achieve deliverables. This may result in loss of or inability of UBC reseearchers to secure funding and may also affect the self-sustainability of the Transgenic Core. In addition, errors may adversely affect animal welfare, human health and safety and pose risk to the barrier at CDM.

### Qualifications

Undergraduate degree in a relevant discipline. Relevant Animal Health Technology or Science degree preferred. CALAS certification at the RLAT level or equivalent preferred, ability to attain CALAS certification at the RLAT level required. Minimum of three years experience or the equivalent combination of education and experience. Minimum of 3 years working in a transgenic mouse production facility. Demonstrated experience in: developing detailed fee for service outlines including deliverables and cost analyses; preparation, maintenance and analysis of databases; development, implementation and maintenance of



transgenic and embryonic stem cell programs and protocols; writing grant applications and identifying funding opportunities; development and implementation of new programs and services; procuring and troubleshooting equipment and instrumentation; supervisory experience required; knowledge & familiarity in utilizing international knockout consortiums such as EMMA, KOMP, EUCOMM & NORCOMM; familiarity with international transgenic and knockout techniques; experience with cre & flpe recombinase systems and associated breeding schemes

Experience with pronuclear microinjection and embryonic stem cell injection. Experience managing transgenic breeding colonies, experience with embryonic stem cell culture, es line derivation, embryo implant surgeries and vasectomies, PCR and other genotyping techniques; proven ability to troubleshoot technically demanding procedures and programs; familiarity in working in a barrier, transgenic mouse facility including familiarity with IVC caging. Ability to maintain accuracy and attention to detail

Must be able to coordinate the work of a team of technicians and enable them to function as a cohesive group.

Must display advanced organizational skills. Ability to communicate effectively verbally and in writing Ability to effectively use <job-specific software> at an intermediate level (e.g., Outlook, MS Word, MS Excel) Ability to work effectively independently and in a team environment Ability to initiate and conduct research projects Ability to develop research methodologies and techniques Ability to effectively recruit, train, supervise, and motivate employees Ability to coordinate and oversee work processes (e.g., multiple clinical trials and research projects) (e.g., dissemination of research project results) Ability to train Ability to design and deliver instructional programs and courses Fluency in multiple languages an asset

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## Job Posting

**Job ID:** 11427  
**Location:** Kelowna - UBC Okanagan  
**Employment Group:** Management&Professional (AAPS)  
**Job Category:** Development Office  
**Classification Title:** Development Office, Level B      **Business Title:** Development Coordinator - Logistics  
**Department:** UBCO - Development  
**Salary:** \$47,315.00 - \$56,799.00 (Annual)  
**Full/Part Time:** Full-Time  
**Desired Start Date:** 2011-10-17  
**Job End Date:** 2012-03-31  
**Funding Type:** Budget Funded  
**Other:**  
**Date Closed:** 2011-10-12      **Available Openings:** 1

### Job Summary

The Development Coordinator - Logistics supports the fundraising activities of the university through provision of logistical and operations support to fundraising activities.

### Organizational Status

Reports to: Director of Development, UBC Okanagan

Works with: UBC faculty and staff involved in fundraising

Contacts: Donors, faculties, staff, community groups and organization

Supervises: No supervisory responsibilities

### Work Performed

1. Supports fundraising staff by:

- Keeping donor database and all related activity accurately and quickly updated.
- Preparing all appropriate reports for fundraising staff and management related to donor database activity.
- Prepare briefing notes and draft notes in preparation for donor meetings.

2. Logistical support for major gift fundraising activity by:

- Scheduling meetings, travel reservations, creating and updating schedules.
- Identifying, researching and qualifying prospective donors and conducting meeting and cultivation coordination.

3. Supports management by:

- Preparing briefing notes, plans and reports for management.
- Analyzing research, drafting notes for review, developing plans for approach of prospects, and preparing subsequent updates based on outcome of meetings.

4. Performs other related duties by:



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- Preparing donor correspondence.
- Providing back up to the donation processing activities of the unit.
- Assisting fundraising staff in creating proposals.
- Ensuring multiple, overlapping deadlines are met.
- Liaising with key university donors to ensure positive relationship support.

### **Supervision Received**

Works under direction from manager to achieve objectives. Work is reviewed for achievement of objectives, soundness of judgment and quality of work. Supports up to 6 fundraising professionals with competing priorities.

### **Supervision Given**

No supervisory responsibilities.

### **Consequence of Error/Judgement**

Expected to function with a high degree of autonomy and independence, working under broad guidelines with minimal supervision. Maintains relationships with important university stakeholders. Required to update donor database with a high degree of accuracy. Maintains highest level of confidentiality.

### **Qualifications**

The ideal candidate will have a University degree or an equivalent combination of experience or education in a related discipline. Minimum of one year experience or the equivalent combination of education and experience. Minimum one to two years experience in fund development or related field. Experience working with a customer support database and providing database support and report generation. Knowledge of fundraising in a university environment. High level of attention to detail and accuracy of work. Highly effective computer skills, particularly with a customer database. Strong verbal and written communication skills. Strong organizational, analytical and interpersonal skills. Proven ability to interact effectively and positively with clients as well as departmental and university colleagues.

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## Job Posting

**Job ID:** 11429  
**Location:** Kelowna - UBC Okanagan  
**Employment Group:** Management&Professional (AAPS)  
**Job Category:** Development Office  
**Classification Title:** Development Office, Level D      **Business Title:** Development Officer  
**Department:** UBCO - Development  
**Salary:** \$55,187.00 - \$66,252.00 (Annual)  
**Full/Part Time:** Full-Time  
**Desired Start Date:** 2011-10-17      **Ongoing:** Yes  
**Job End Date:**  
**Funding Type:** Budget Funded  
**Other:**  
**Date Closed:** 2011-10-12      **Available Openings:** 1

### Job Summary

Responsible for administering fundraising programs, including research, developing strategy, preparing proposals, stewardship and moving fundraising accounts through the donor cycle and raising an average minimum of \$.75-1.5M annually; or responsible for supporting development related activities of senior university administration by managing complex relationship with multi-unit stakeholders. Participates in comprehensive plans for identifying, cultivating, soliciting, and stewarding major gift prospects and donors. Assists in developing strategies for closing gifts.

Annual targets to be set by workplan goals and objectives. If position has direct donor contact, metrics are included. If no direct donor contact, annual targets to be set by workplan goals and objectives.

### Organizational Status

Reports to: One of: Manager, Senior Associate Director, Director Assistant Dean, or Executive Director of Development.

Works with: UBC faculty and staff involved in fundraising.

Contacts: Donors and outside community groups and organizations.

Supervises: May supervise Development Coordinators, Development Associates and support staff.

### Work Performed

- Works in partnership with senior management to facilitate maximum private and public sector support for the unit;
- Develops and implements a comprehensive plan for identifying, cultivating, soliciting, and stewarding major gift prospects and donors;
- Develops and implements strategies for closing major gift solicitations and coordinates staffing for major gift solicitations;
- Develops and manages a portfolio of major gift prospects (75-125) making face-to-face visits (100-125 annually) for the purpose of discovery, cultivation and solicitation strategies for major gift prospects (a major gift is defined as a donation of \$25,000 or more); or is responsible for supporting development related activities of senior university administration by managing complex relationships with multi-unit stakeholders;
- Develops proposals and works with donors to generate gifts for priority projects, with an expectation to make solicitations



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(20-25 annually) at the major gift level; or administering fundraising programs, conducting research, developing strategies and preparing proposals;

- Ensures that appropriate donor recognition, acknowledgment and stewardship programs are in place;
- Generates donor prospect solicitation materials and correspondence;
- Performs other related duties as required.

### **Supervision Received**

Works independently with general direction from manager to achieve objectives. Difficult technical problems and matters non-conforming to UBC policy can be referred to manager.

### **Supervision Given**

May supervise Development Coordinators, Development Associates, and support staff.

### **Consequence of Error/Judgement**

The position is a critical point of contact for donors and university staff in relation to development activities. Incorrect interpretation or communication of university policy and procedures or lack of tact, diplomacy or sensitivity in dealing with major donors and senior administrators could potentially result in damaged relationships and credibility, leading to the potential loss of significant donations.

The position shares responsibility for ensuring proper interpretation and implementation of academic and fiscal policies. If inappropriate advice is given, policies are interpreted incorrectly, or erroneous financial information is provided, the University could be in direct violation of stewardship and trusteeship obligations to donors.

The nature of the work involves a high level of judgement and decision-making. The incumbent participates in decisions concerning the planning, organization and utilization of staff, providing input into staff selection and job performance reviews.

### **Qualifications**

Education: An undergraduate degree in an applicable discipline. A degree in commerce, marketing or economics would be an asset. Minimum of three years experience or the equivalent combination of education and experience. Experience: Three years' fundraising or related experience or an equivalent combination of education, training and experience. Requires UBC wide knowledge and understanding of priorities, projects and opportunities. Thorough knowledge of the university environment and academic structure is preferred. Ability to prioritize and work effectively under pressure to meet deadlines. Ability to exercise tact and discretion. Ability to communicate effectively verbally and in writing. Ability to foster community relationships and fundraising opportunities. Ability to analyze problems, identify key information and issues, and effectively resolve.

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**Job Posting**

**Job ID:** 11451  
**Location:** Vancouver - Point Grey Campus  
**Employment Group:** Management&Professional (AAPS)  
**Job Category:** Development Office  
**Classification Title:** Development Office, Level D3                      **Business Title:** Associate Director, Principal Gifts  
**Department:** Development Office  
**Salary:** \$64,369.00 - \$77,274.00 (Annual)  
**Full/Part Time:** Full-Time  
**Desired Start Date:** 2011-10-03    **Ongoing:** Yes  
**Job End Date:**  
**Funding Type:** Budget Funded  
**Other:**  
**Date Closed:** 2011-10-16    **Available Openings:** 1

This position is expected to be filled by promotion reassignment and is included here to inform you of its vacancy at the University.

**Job Summary**

This fundraiser position is responsible for generating strategic prospect contact at the major gift level. The Associate Director is responsible for managing a defined development program at an average \$1.5+ million level, or resource development activity at an average \$1+ million annually. Responsible for managing a minimum of 75-150 prospects, making 20-25 solicitations and raising a minimum average of \$1+ M annually.

The Associate Director works in partnerships with senior management to facilitate maximum private and public sector support; develops and implements comprehensive and complex plans for identifying, cultivating, soliciting and stewarding major gift prospects and donors and develops and manages a portfolio of major gift prospects and meets potential prospects on a one-on one basis. The position will ensure appropriate donor recognition, acknowledgement and stewardship programs are in place and oversees the generation of donor prospect solicitation materials and correspondence, and will have some administrative responsibilities.

**Organizational Status**

Reports to: Senior Associate Director

Works with: UBC faculty and staff involved in fundraising including the VP, Development and Alumni Engagement, AVP Development, the President of the University and other senior administrators as appropriate.

Contacts: Donors and outside community groups and organizations.

Supervises: Normally Associate Directors do not have direct supervisory responsibilities, but may mentor junior development staff.

**Work Performed**

- Works in partnership with senior management to facilitate maximum private and public sector support for the University, with a Faculty unit specific individual annual dollar goal;
- Develops and manages a portfolio of major gift prospects (75-150) making face-to-face visits (100-200 annually) for the purposes of discovery, cultivation and solicitation strategies for prospects at the major gift level (defined as \$25,000 and up).



Responsible for coordinating and attending face-to-face prospect donor meetings, with an expectation to meet annual benchmarks for these meetings;

- Develops and implements a comprehensive plan for identifying, cultivating, soliciting, and stewarding major gift prospects and donors. Responsible for management of a portfolio of relationships;
- Develops proposals and works with donors to generate gifts for priority projects. Develops and implements strategies for closing major gift solicitations, with an expectation to make solicitations (20-25 annually) at the major gift level;
- Ensures that appropriate donor recognition, acknowledgment and stewardship programs take place;
- Generates donor prospect solicitation materials and correspondence;
- Performs other related duties as required.

### **Supervision Received**

The incumbent works under general direction according to broad objectives.

Works independently with discretion relating to donor negotiations, policy administration and interpretation, and administrative responsibilities. Overall strategic planning on global fund-raising initiatives is executed in consultation with manager.

### **Supervision Given**

Normally Associate Directors do not have direct supervisory responsibilities, but may mentor junior development staff.

### **Consequence of Error/Judgement**

The position is a critical point of contact for donors and university staff in relation to development activities. The Associate Director is expected to make decisions and recommendations impacting a total development goal. Incorrect interpretation or communication of university policy and procedures or lack of tact, diplomacy or sensitivity in dealing with major donors and senior administrators could potentially result in damaged relationships and credibility, leading to the potential loss of these donations.

This position is also critical in advising and ensuring proper interpretation and implementation of academic and fiscal policies for fundraising, senior administrators, and development staff. The Associate Director is responsible for a portfolio of donors and prospects, as well as for an individual goal per annum. If inappropriate advice, incorrect interpretation or improper financial analysis were conveyed to major donors or senior university administrators, millions of dollars could be incorrectly administered or unavailable for disbursement. UBC could be in direct violation of stewardship and trusteeship obligations to donors and for funds received through bequests.

The incumbent participates in decisions concerning the planning, organization and utilization of staff, staff selection and job performance reviews.

### **Qualifications**

Undergraduate degree in a relevant discipline. Minimum of an undergraduate degree in an applicable discipline; and a graduate degree and or an undergraduate degree in commerce, marketing or economics is preferred. A minimum of 5 years of experience including experience in major-gift fundraising and strategy development or the equivalent combination of education and experience.

A minimum of five years' related experience or an equivalent combination of education, training and experience. Proven experience in Major-Gift fundraising and skilled in strategy development. Thorough knowledge of the university environment and academic structure is preferred. Experience working with a centralized fundraising system an asset. Ability to analyze and interpret data, determine implications, and provide recommendations Ability to exercise sound judgment. Ability to analyze problems, identify key information and issues, and effectively resolve. Ability to think conceptually. (i.e., use creative, conceptual, or inductive reasoning or thought processes to identify patterns in complex data, and identify key or underlying issues in complex situations) Ability to be thorough, accurate, and have a high level of attention to detail. Ability to prioritize and work effectively under pressure to meet deadlines. Ability to develop and implement strategic business plans. Ability to communicate effectively verbally and in writing. Ability to effectively recruit, train, supervise, and motivate





# The University of British Columbia

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employees. Computer experience required. MS Windows environment, Microsoft Office preferred. Experience working with a centralized fundraising system an asset. Proven ability to work with the University's senior-most donors to advance the University's mission. Strong interpersonal and negotiation skills required in liaising with major donors, corporate executives and senior university administration. Thorough knowledge of the university environment and academic structure is preferred.

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## Job Posting

**Job ID:** 11455  
**Location:** Vancouver - Point Grey Campus  
**Employment Group:** Management&Professional (AAPS)  
**Job Category:** Development Office  
**Classification Title:** Development Office, Level G      **Business Title:** Senior Director, Alumni Engagement  
**Department:** Alumni Relations  
**Salary:** \$87,264.00 - \$109,080.00 (Annual)  
**Full/Part Time:** Full-Time  
**Desired Start Date:** 2011-10-18      **Ongoing:** Yes  
**Job End Date:**  
**Funding Type:** Budget Funded  
**Other:**  
**Date Closed:** 2011-10-17      **Available Openings:** 1

This position is expected to be filled by promotion reassignment and is included here to inform you of its vacancy at the University.

### Job Summary

Responsible for providing the vision and leadership that results in outstanding Alumni experiences for the University. Responsibilities include: Developing, coordinating and executing plans for a comprehensive and highly-effective university wide program to increase alumni engagement every year while ensuring the goal of doubling alumni engagement during the campaign is achieved; shaping the constituency-based alumni relations program and working with key partners in setting alumni engagement goals; building university-wide alumni engagement programs and capacity to strategically complement constituency based efforts; overseeing and supporting the identification of opportunities for alumni to contribute to UBC as volunteers; developing a strategy to foster a culture of engagement among students and young alumni; establishing meaningful opportunities for young alumni to engage with UBC; and growing the effectiveness and capacity of the UBC Alumni Association.

### Organizational Status

Reports directly to the AVP Alumni Executive Director of the Alumni Association.

### Work Performed

- Serving as an integral member of the leadership team for Alumni Affairs and the management committee, providing leadership, support and direction across a wide range of areas, including policy setting and strategy development and implementation relating to staff, operations, budgets, organizational development, marketing, Board and university relations, etc., for the whole of the enterprise;
- Accountable to both the University as well as the Alumni Association with regards to all Alumni Engagement programs and initiatives;
- Responsible for the preparation, control and administration of the Alumni Engagement budget by continually evaluating the portfolio, refining as needed for maximum impact and cost-effectiveness and cogently making the case for required resources in the context of the larger alumni affairs and alumni association needs and monitoring return on investment in terms of progress toward goals;
- Developing, leading, directing, and executing strategic plans for a comprehensive and highly-effective university wide program to increase alumni engagement every year while ensuring the goal of doubling alumni engagement during the campaign is achieved and maintained;
- Developing, leading, directing, and executing plans for a comprehensive, measurable and meaningful series of initiatives in



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building university wide capacity to engage alumni;

- o Shaping and growing constituency-based alumni relations programs within Faculties.
- o Working with key decentralized stakeholders including Deans and Directors of Faculties across campus as well as partners centrally in the setting of alumni engagement goals
- Building university-wide alumni engagement programs and capacity to strategically complement constituency based efforts advocating for and nurturing strong alliances between alumni, Alumni Affairs, and partners all across campus;
- o Overseeing and supporting the identification of opportunities for alumni to contribute to UBC as volunteers. Responsible for ensuring positive experiences for alumni who volunteer
- Developing and implementing comprehensive strategies for stewardship of "alumni connectors" and further strategic alumni engagement working closely with Director of Alumni Engagement Campaign;
- Strategically aligning university-wide and constituency based programs and volunteer leaders;
- Fostering a culture of engagement among students and young alumni (increasing student alumni connections, engaging student leaders, raising awareness of the benefits of engagement among students and young alumni, and establishing meaningful opportunities for young alumni to engage with UBC);
- Representing UBC and Alumni Affairs to peer institutions, community groups, key alumni volunteers, and colleagues all across campus. This involves public speaking, travel, and interaction with senior faculty, staff, alumni volunteers, administrators, and student leaders;
- Cultivating and soliciting selected major national and international donors through effective stewardship of alumni contacts;
- Maintain a strong and seamless partnership with Senior Director, Operations and Planning and the Director of Alumni Engagement Campaign;
- Taking on special management projects as needs arise;
- Providing leadership and ensuring systems (technology, financial, management, etc.) are in place to ensure success;
- Remaining current with best practices in post-secondary education advancement;
- Performing other duties as required in support of Alumni Affairs, Alumni Association, and AVP ED.

### **Supervision Received**

Works highly independently. Reports to Associate Vice President, Alumni Executive Director of UBC Alumni Association. Establishes performance goals and expectations in consultation with same.

### **Supervision Given**

- Responsible for the overall leadership of the Campus Based Alumni program including 6 direct report and their teams.
- Responsible for the overall leadership of the Alumni Relations Unit including 3 direct report and their teams.
- Director of Alumni Engagement Campaign (dotted line)
- Authority to hire, discipline, and terminate staff.
- Reviews performance of subordinates and allocates work. Trains subordinates and resolves human resources issues.

### **Consequence of Error/Judgement**

The incumbent will greatly extend the reach of UBC's alumni relations through faculty unit partnerships and alumni relations programs throughout the lower mainland, across Canada, and internationally. Errors in judgment could have far-reaching and long-term financial and non-financial consequences. For example, the incumbent will ensure that diverse groups across the university skilfully build alumni relationships, contributing to alumni satisfaction and engagement, and the reputational lustre of these units and the institution as a whole.

### **Qualifications**

Undergraduate degree in a relevant discipline. A graduate degree and or an undergraduate degree in commerce, marketing or economics is preferred. 9 years relevant experience. Minimum of five years experience in a senior management position or the equivalent combination of education and experience. Thorough knowledge of the university environment and academic structure is preferred including significant alumni relations advancement experience. Ability to work independently while exercising good



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judgement at all times. Well-developed analytical and problem-solving skills are required, along with skills in conflict resolution. Strong conceptual abilities combined with high attention to detail. Ability to work simultaneously on a variety of complex projects with imposed deadlines. Ability to formulate strategic plans. Ability to communicate effectively verbally and in writing. Strong interpersonal and negotiation skills required in liaising with alumni, corporate executives and senior university administration. Proven ability to work with the University's engaged alumni to advance the University's mission. Tact, diplomacy, discretion and sound judgement required. The incumbent should have the ability to plan, coordinate and supervise the work of others, in order to execute a variety of complex projects with imposed deadlines. Computer experience required; MS Windows environment, Microsoft Office preferred. Experience working with a centralized fundraising system an asset.

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### Job Posting

**Job ID:** 11463  
**Location:** Vancouver - Point Grey Campus  
**Employment Group:** Management&Professional (AAPS)  
**Job Category:** Industry Liaison  
**Classification Title:** Industry Liaison, Level D      **Business Title:** Program Manager, GREAT  
**Department:** Industry Liaison Office  
**Salary:** \$67,383.00 - \$84,230.00 (Annual)  
**Full/Part Time:** Part-Time (60%)  
**Desired Start Date:** 2011-10-03  
**Job End Date:** 2014-09-30  
**Funding Type:** Budget Funded  
**Other:**  
**Date Closed:** 2011-10-17      **Available Openings:** 1

This position is expected to be filled by promotion reassignment and is included here to inform you of its vacancy at the University.

### Job Summary

Genomics Research Entrepreneurship to Accelerate Translation (GREAT) is a newly established program that is jointly created by the University-Industry Liaison Office (UILO) and the Sauder School of Business. GREAT is a nationally funded pilot program designed to accelerate the translation of genomics research for economic, environmental and societal benefit through the creation of a knowledge network of researchers, professional and communities from across British Columbia to develop and deliver entrepreneurial curriculum that extends traditional entrepreneurial training into the domain of natural resource-focused genomics research.

In cooperation with the Program Lead, the Program Manager will define the program vision and provide strategic and managerial leadership in all program components. The Program Manager will play a key role in the design and implementation of innovative and interdisciplinary entrepreneurial capacity development programs designed to increase the level of commercialization of genomics research at UBC. The position provides leadership in ensuring the GREAT program is well aligned with other programs at UBC including the entrepreneurship UBC program. The position serves as a program liaison with multiple internal and external stakeholders and as such, must maintain positive and productive relationships with an extensive and diverse group. The Program Manager will also maximize the quality and contributions of multiple subject experts. The position is also responsible for acting as the key contact with the genomics research projects, and community, government and industry stakeholders. The Program Manager will design and implement program content; internal and external communications; scheduling; budgeting; and, regular reporting to multiple advisory committees and the funding agencies.

The Program Manager is responsible for the ongoing management of the program including: acting as the key contact with the genomics research projects, subject experts, and community, government and industry stakeholders; coordinating program content development; program deployment; internal and external communications; scheduling; budgeting; and, quarterly reporting to the Advisory Committee and funders. Program content development will involve synthesizing input from multiple research partners and collaborators, and identifying and overseeing work of multiple subject matter experts.

### Organizational Status

The Program Manager reports to the Program Leader (Angus Livingstone, Managing Director UILO) and will be required to work closely with the interdisciplinary Stakeholder Advisory Panel, the Education Advisory Panel, the Program Steering Committee.

### Work Performed



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- In cooperation with the Program Lead, defines the program vision as well as designs and implements strategy.
- Designs innovative and effective capacity development programming in collaboration with the Program Lead, Advisory Panels and the Program Steering Committee.
- Monitors and evaluates program success and challenges and recommends program modifications to the Program Lead.
- Leads the development of program planning and reporting and ensures alignment with UBC objectives and funders' expectations.
- Prepares quarterly and annual reports on program activities and spending.
- Engages in the research valorization and knowledge mobilization community through authorship and co-authorship of publications, participation in conferences, networking and professional development.
- Identifies and recommends subject experts (researchers).
- Oversees contributions of subject experts and ensures quality and timeliness of outputs.
- Liaises with program funders and fulfills university reporting obligations.
- Establishes and maintains contact with the Advisory Panels, Steering Committee and broader network of stakeholders including subject matter experts, community leaders, government representatives and policy-makers.
- Plans and coordinates internal communications.
- Manages external communications including media releases, newsletters and website content.
- Raises the profile of the program.
- Seeks additional funding to supplement program operations and authors or co-authors award applications.
- Plans and facilitates network events including workshops and larger events.

### **Supervision Received**

The Program Manager works independently in identifying and meeting program objectives. The position reports to the Program Leader (Angus Livingstone, Managing Director UILO) and the project Steering Committee approve all program content.

### **Supervision Given**

The Program Manager is responsible for overseeing the work of multiple subject area experts and other contractors as needed. The Program Manager also oversees the work of support staff.

### **Consequence of Error/Judgement**

The GREAT program is a nationally funded pilot program designed to accelerate the translation of genomics research for economic, environmental and societal benefit. Error in judgment or ineffective communication with the research and or stakeholder community may lead to inefficiency of operation, unmet deadlines and could jeopardize the status of ongoing funding, opportunities for continuation and expansion of the program and damage the University's relationship with a the external communities and major research funders. The Program will also involve the allocation of awards and internship. Failure to follow appropriate protocols may leave the University liable.

### **Qualifications**

Post Graduate degree in a related discipline or University degree in Law and member of the BC Law Society. . the execution of contractual agreements or Minimum of 7 years or related experience in intellectual property or the equivalent combination of education and experience. Expertise in natural resource management and or genomics research and a proven track record excelling in interdisciplinary research environments. Familiarity with knowledge mobilization and knowledge translation processes. Excellent oral and written communication skills. Experience planning and managing large multi-year projects within allocated time and resources and working in collaboration with advisory boards and committees.

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especially welcome applications from members of visible minority groups, women, Aboriginal persons, persons with disabilities, persons of minority sexual orientations and gender identities, and others with the skills and knowledge to engage productively with diverse communities. Canadians and permanent residents of Canada will be given priority.



## Job Posting

**Job ID:** 11444  
**Location:** Kelowna - UBC Okanagan  
**Employment Group:** Management&Professional (AAPS)  
**Job Category:** Student Management  
**Classification Title:** Student Management, Level E      **Business Title:** Special Advisor, Aboriginal Relations Officer  
**Department:** UBCO - AVP Students  
**Salary:** \$59,602.00 - \$71,550.00 (Annual)  
**Full/Part Time:** Full-Time  
**Desired Start Date:** 2011-10-24      **Ongoing:** Yes  
**Job End Date:**  
**Funding Type:** Budget Funded  
**Other:**  
**Date Closed:** 2011-10-13      **Available Openings:** 1

This position is expected to be filled by promotion reassignment and is included here to inform you of its vacancy at the University.

### Job Summary

This position is responsible for establishing and implementing strategic goals and objectives for Aboriginal Relations Office. The services include access, support and development, as well as, developing and maintaining ongoing relationships between UBC Okanagan campus and Aboriginal institutions and communities.

### Organizational Status

Reports and works under the direction of the AVP Students. Works in a collaborative and collegial manner with deans administrators departments faculty members University wide and external collaborators, for example Aboriginal institutions and communities and other universities and governments. Maintains collegial relations with other AVP Students department administrators and staff.

### Work Performed

1. Outreach to the Aboriginal Community in the Interior on behalf of the Campus by:
  - Revitalizing our relationship with the Okanagan Native Association (ONA), the En'owkin Centre, and the local Bands and Aboriginal governing bodies such as the Union of BC Indians and the First Nations Education Council.
  - Providing outreach activities with Aboriginal middle and secondary school children; including camps and enriched educational activities on and off campus.
  - Acting as liaison with the Aboriginal Branch of the Ministry of Advanced Education to ensure we are well positioned to respond to their priorities and to make certain that they have a full understanding of our programs.
  - Collaborating with the office of the Director of Aboriginal Programs and Services.
2. Providing communications support to the AVP Students and the DVC and Principal on aboriginal issues and the aboriginal strategic plan on the Okanagan campus by:
  - Working as a member of the Aboriginal Strategic Plan Implementation committee and supporting their activities, initiatives and priorities.
  - Developing, implementing and integrating strategies for Aboriginal relations at the UBC Okanagan campus.
  - Drafting, collaborating, revising and implementing policies and procedures related to Aboriginal programs, services and relationships with Aboriginal and international institutions and communities.
  - Working closely with deans, departments, and faculty members University wide to advise, mentor and facilitate positive and





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productive programs, services and relationships with institutions and communities.

- Developing and presenting an annual plan and budget to the AVP Students.
- Providing campus wide development and advising administration on Aboriginal policy and direction.
- Interacting directly with Aboriginal institutions and communities for the purpose of discovery, cultivation and development of relationships with the UBC Okanagan campus.
- Developing and implementing strategies related to the development of positive and productive relationships with Aboriginal institutions and communities.
- Managing all of the day-to-day operational matters of the Aboriginal Relations Office and making executive decisions as required.
- Preparing reports and other information for the AVP Students and other senior University administrators.

3. Oversees and executes contractual agreements and management as the senior representative for Aboriginal Programs and Services at UBC Okanagan on behalf of the university.

4. Perform other related duties.

### **Supervision Received**

Under the administrative direction of the AVP Students, work is reviewed in terms of overall effectiveness of the strategic direction and overall goals of the Aboriginal Relations Office.

### **Supervision Given**

None.

### **Consequence of Error/Judgement**

Decisions have a critical impact on the organization directly affecting resources and external relationships and the attainment of objectives over the long term.

### **Qualifications**

An undergraduate degree in a relevant discipline and a minimum of seven years of relevant experience in post-secondary education or an equivalent combination of education, training and experience. Minimum of five years experience or the equivalent combination of education and experience. Experience working in and with Canadian institutions and communities. Knowledge of university environment and academic structure is preferred. Extensive understanding of UBC policies, procedures and processes is preferred. Effective oral and written communication, leadership, analytical, problem solving, conflict resolution and organizational skills. Ability to work both independently and within a team environment and to exercise judgment, tact and discretion. Ability to simultaneously manage a diverse range of complex projects and activities with imposed deadlines.

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## Job Posting

**Job ID:** 11461  
**Location:** Vancouver - Hospital Site  
**Employment Group:** Technicians & Research Assists  
**Job Category:** Research/Technical - Non Union  
**Classification Title:** Research Asst/Tech 2                      **Business Title:** Research Asst/Tech 2  
**Department:** Psychiatry  
**Salary:** \$ 19.55 - \$ 21.42 (Hourly)  
**Full/Part Time:** Part-Time  
**Desired Start Date:** 2012-01-01  
**Job End Date:** 2012-12-31                      **Possibility of Extension:** Yes  
**Funding Type:** Grant Funded  
**Other:**  
**Date Closed:** 2011-10-17                      **Available Openings:** 1

This position is expected to be filled by promotion reassignment and is included here to inform you of its vacancy at the University.

### Job Summary

To assist Principal Investigator with research, analysis and writing of Domestic Violence Annotated Bibliography Book Chapter.

### Organizational Status

This position works with the principal investigator and other research personnel in the lab.

### Work Performed

Responsible for sourcing research material to assist PI in writing and publication of research work  
Reviews and summarizes articles and book chapters and other related research material  
Assists in analysis and interpretation of the material

### Supervision Received

This position reports to the principal investigator.

### Supervision Given

None.

### Consequence of Error/Judgement

The successful applicant will be professional, reliable, and collaborative. Errors in reviewing and summarizing the literature could lead to erroneous conclusions and potential errors in publications based on this information.

### Qualifications

High School graduation. University degree in Psychology (or a related field) is preferred. Minimum of 2 years related experience or the equivalent combination of education and experience. Experience conducting literature reviews and summarizing and analyzing



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relevant material. Computer experience required (word processing, spreadsheet, internet and electronic mail applications).

Effective oral and written communication, interpersonal, and organizational skills.

Accuracy and attention to detail.

Ability to multi-task and prioritize work to meet deadlines.

Ability to work both independently and within a team environment.

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will be available for providing supervision when if necessary. The work is directed at facilitating projects run by graduate students, Bea Tam, postdoctoral fellows, and the principle investigator in the laboratory, and they will provide additional supervision and direction where necessary.

### **Qualifications**

High School graduation. . Minimum of 2 years related experience or the equivalent combination of education and experience.

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## Job Posting

**Job ID:** 11459  
**Location:** Vancouver - Point Grey Campus  
**Employment Group:** Technicians & Research Assists  
**Job Category:** Research/Technical - Non Union  
**Classification Title:** Research Asst/Tech 2                      **Business Title:** Research Asst/Tech 2  
**Department:** Nursing, School of  
**Salary:** \$ 19.55 - \$ 21.42 (Hourly)  
**Full/Part Time:** Part-Time  
**Desired Start Date:** 2011-10-01  
**Job End Date:** 2012-05-31  
**Funding Type:** Grant Funded  
**Other:**  
**Date Closed:** 2011-10-17                      **Available Openings:** 1

This position is expected to be filled by promotion reassignment and is included here to inform you of its vacancy at the University.

### Job Summary

The primary purpose of the Research Assistant position is to provide support to the Principal Investigator and members of an investigative team to undertake a systematic search and analysis of grey and empirical literature in the field of sexually transmitted infection prevention and control.

### Organizational Status

The Research Assistant will report directly to the Principal Investigator overseeing the project.

### Work Performed

- Participate in the articulation of the protocol (systematic search procedures, appropriate databases and search engines, documentation procedures) to undertake a systematic search of relevant grey and empirical literature. (Grey literature refers to reports, policies, and non-researched based literature that is relevant to the topic. Empirical literature refers to research-based literature such as articles that present research findings).
- Under supervision of the PI, conduct a systematic search of the relevant literature to identify and retrieve appropriate sources to be used in the analysis phase of the project.
- Maintain and update literature review database using Refworks.
- Assist in preparing summary report of literature retrieved to be used by members of the investigative team to inform their analysis of literature retrieved.
- Contribute to decision-making related to appropriate mediums to disseminate research analysis by identifying appropriate strategies (e.g., power point presentations, news briefs) for dissemination of review analysis based on target audiences identified by the PI including but not limited to peer-reviewed journals.
- Create and coordinate a detailed work plan that will itemize the activities required and appropriate time lines to accomplish his work and under the guidance of the PI create a task list for knowledge dissemination activities that can be used by investigative team members (e.g., PI and Co-I's).
- Organize and participate in meetings with the investigative teams
- Perform other related duties as required.

### Supervision Received



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The Research Assistant works under the direct supervision of the Principal Investigator in accordance with detailed oral or written instructions. The research assistant will be provided with an orientation to the project.

### **Supervision Given**

None

### **Consequence of Error/Judgement**

The Research Assistant must possess understanding of the policies and guidelines of CIHR and have comprehensive and experiential research procedural knowledge. Understanding of complex multidisciplinary team-work is essential. All problems will be reported directly to the Principal Investigator.

### **Qualifications**

High School graduation. University level education in Health or Social Sciences discipline, preferred. Minimum of 2 years related experience or the equivalent combination of education and experience. 3 years of relevant experience preferred. Excellent literature search and retrieval skills; Computer proficiency (using SPSS, MS Office, Refworks, use of library services, use of internet); Excellent writing skills; Excellent communication and interpersonal skills; Demonstrated experience of working and providing leadership with multidisciplinary teams; Demonstrated knowledge and experience with knowledge synthesis including literature synthesis, research interpretation and translation.

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## Job Posting

**Job ID:** 11437  
**Location:** Vancouver - Hospital Site  
**Employment Group:** Technicians & Research Assists  
**Job Category:** Research/Technical - Non Union  
**Classification Title:** Research Asst/Tech 3                      **Business Title:** Research Assistant  
**Department:** Vanc Coastal Health Resch Inst  
**Salary:** \$ 20.61 - \$ 22.48 (Hourly)  
**Full/Part Time:** Part-Time  
**Desired Start Date:** 2011-10-17  
**Job End Date:** 2011-12-16  
**Funding Type:** Grant Funded  
**Other:**  
**Date Closed:** 2011-10-13                      **Available Openings:** 1

### Job Summary

The research assistant will assist with clinical trial services provided by the Vancouver Coastal Health Research Institute's (VCHRI) Clinical Research Unit (CRU), located at the Gordon & Leslie Diamond Health Care Centre. Duties include consenting health care workers for a study during influenza vaccine clinics, data entry, and other research related activities..

### Organizational Status

The CRU assists investigators with the conduct of industry funded, grant funded or investigator initiated clinical trials. All research in the CRU is conducted with the highest standards of good clinical practice (GCP).

The CRU Manager will direct the research assistant in all research activities. The research assistant works with investigators, research coordinators and study subjects.

### Work Performed

- Recruit study subjects
- Consent study subjects
- Complete study questionnaires and assessments
- Complete electronic data entry of collected data
- Complete study report forms and maintain records in good order
- Log services and supplies used
- Perform quality assurance monitoring of equipment and space
- Conduct follow-up study telephone calls to subjects
- Book appointments and complete appointment reminder telephone calls to subjects
- Review medical charts for past medical history and current medications
- Collect blood samples
- Process blood samples (centrifuge & aliquot)
- Monitor subjects for adverse events to blood draw
- Other duties as assigned

This position is a part-time hourly position and the days, times of work, and hours of work may fluctuate based on the volume of





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work. However, this term position guarantees a minimum of 20 hours of work per week.

### **Supervision Received**

Directly supervised by the CRU Manager. The research assistant must be able to complete the various study tasks independently.

### **Supervision Given**

None.

### **Consequence of Error/Judgement**

The research assistant must complete consenting and data entry independently. He/she must perform duties according to GCP guidelines and be independently motivated, organized, and detailed oriented. Breaches in confidentiality, inattention to detail, and data entry errors could have significant affect on the integrity of the research, which could impact funding and the reputation of investigators.

### **Qualifications**

Undergraduate degree in a relevant discipline or Graduation from a technical college or institute. Venipuncture certificate or willingness to obtain certification. Current CPR Certification or willingness to be certified. Minimum of 3 years related experience or the equivalent combination of education and experience. Experience in research or clinical trials with knowledge of Good Clinical Practice Guidelines preferred. Ability to effectively use MS Word, Excel, Power Point and electronic communications. Ability to communicate effectively verbally and in writing. Ability to deal with a diversity of people in a calm, courteous, and effective manner. Ability to conduct interviews to obtain accurate, complete, and relevant information. Ability to prioritize and work effectively under pressure to meet deadlines. Ability to maintain accuracy and attention to detail. Ability to exercise initiative and maintain confidentiality. Ability to work effectively independently and in a team environment. Ability to work a flexible schedule. Ability to effectively use MS Word, Excel, Power Point and electronic communications. Ability to communicate effectively verbally and in writing. Ability to deal with a diversity of people in a calm, courteous, and effective manner. Ability to conduct interviews to obtain accurate, complete, and relevant information. Ability to prioritize and work effectively under pressure to meet deadlines. Ability to maintain accuracy and attention to detail. Ability to exercise initiative and maintain confidentiality. Ability to work effectively independently and in a team environment. Ability to work a flexible schedule.

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## Job Posting

**Job ID:** 11422  
**Location:** Vancouver - Point Grey Campus  
**Employment Group:** Technicians & Research Assists  
**Job Category:** Research/Technical - Non Union  
**Classification Title:** Research Asst/Tech 3                      **Business Title:** Research Asst/Tech 3  
**Department:** Family Practice  
**Salary:** \$40,190.00 - \$43,829.00 (Annual)  
**Full/Part Time:** Full-Time  
**Desired Start Date:** 2011-10-24  
**Job End Date:** 2012-10-23  
**Funding Type:** Budget Funded  
**Other:**  
**Date Closed:** 2011-10-11                      **Available Openings:** 1

This position is expected to be filled by promotion reassignment and is included here to inform you of its vacancy at the University.

### Job Summary

Research Assistant for Action Seniors!, a randomized controlled trial investigating the effect of a home-based strength and balance retraining program in reducing falls in older adults.  
Geriatrician Assistant for Falls Prevention Clinic at Vancouver General Hospital.  
Clinical Coordinator for the Falls Prevention Clinic at Vancouver General Hospital.  
Shared office space in the VGH Research Pavilion for administrative duties; clinical assessments conducted at the Falls Prevention Clinic

### Organizational Status

Report to Dr. Karim Khan, Centre for Hip Health and Mobility  
Director, Falls Clinics  
Principal Investigator, Action Seniors!  
Teresa Liu-Ambrose, Centre for Hip Health and Mobility  
Co-Investigator, Action Seniors!

### Work Performed

Clinical:  
Assists geriatricians to provide each patient with a detailed evaluation of his/her risk of falling as well as strategies to reduce this risk  
Administers standardized questionnaires and records responses  
Administers standard physical assessments and make pre-set modifications according to physical ability as necessary. Some of the performance measure conducted may be physically challenging and as a result, have the potential to be dangerous for this frail population. Hence, safe and careful administration of these assessments is imperative as certain tests are not suitable for some patients.  
Assists investigators with coordination of experiments and implementation of pre-set procedures  
Organizes data collected from assessments and submits to Research Coordinator for filing and data entry  
Liaises with research participants to develop relationships  
Maintains basic research equipment (e.g., calibration of a strength gauge).



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### Administrative:

Works with other members of the clinic, including the geriatricians, to determine each patient's eligibility for inclusion in Action Seniors!

Collects and sorts referrals and organizes referrals based on risk for future falls and eligibility to the Falls Clinic. Criteria for both future risk and eligibility are outlined by investigators.

Performs mail-outs of clinic referrals and patient consult letters

Phones labs to obtain laboratory

Make appointments to specialists test as requested by the geriatricians

Created and maintains an excel database of patients seen at the clinic and those require to be followed.

In addition to principal investigator Dr. Khan, acts as a contact with multiple geriatricians, and maintains positive relationship

Performs data collection as required for relevant research projects

Under the guidance of the lead investigators, troubleshoots problems with administrative procedures and revise current protocols as necessary with final approval provided by lead investigators.

Places orders for basic supplies, such as prescription pads and linen

Assists in training of lower level technicians in basic procedures

Under the guidance of the lead investigators, produces written material to promote the clinic to physicians and allied health professionals

Provides informal supervision and direction to lower level employees and volunteers

Performs other related duties as needed and assigned.

### **Supervision Received**

Works independently with direct consultation and supervision from Drs. Khan and Dr. Liu-Ambrose. Both lead investigators are situated on site.

### **Supervision Given**

Informal supervision given to volunteers and part-time employees.

### **Consequence of Error/Judgement**

Inappropriate judgement would compromise the quality of research studies and related data acquisition and the reporting of research outcomes.

Inappropriate judgement would compromise research success and affect the credibility of the lead investigators.

Excellent coordination and execution are required to ensure continuity of care for patients of the clinic

### **Qualifications**

Undergraduate degree in a relevant discipline or Graduation from a technical college or institute. . Minimum of 3 years related experience or the equivalent combination of education and experience. Knowledge and experience in the health care field. Ability to communicate effectively verbally and in writing. Ability to deal with a diversity of people in a calm, courteous, and effective manner. Ability to exercise tact and discretion. Excellent organizational and time-management skills. Ability to effectively manage multiple tasks and priorities. Ability to maintain accuracy and attention to detail. Ability to work effectively independently and in a team environment. Proficient with Microsoft Office . Ability to make thoughtful, informed, and thorough decisions.



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UBC hires on the basis of merit and is committed to employment equity. All qualified persons are encouraged to apply. We especially welcome applications from members of visible minority groups, women, Aboriginal persons, persons with disabilities, persons of minority sexual orientations and gender identities, and others with the skills and knowledge to engage productively with diverse communities. Canadians and permanent residents of Canada will be given priority.





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Works under minimal supervision, receiving instruction only on unusual problems that don't correspond to established procedures. This position requires a great deal of independent work and decision making.

### **Supervision Given**

This position will assist in the supervision of a work study student as well as research volunteers.

### **Consequence of Error/Judgement**

There is a significant of accountability and latitude within the position, which is required to exercise a considerable amount of judgment, responsibility and initiative in determining work procedures and methods. Failure to adhere to ethical standards when conducting research will compromise the safety of the research participants.

Errors in data entry and analysis or inability to meet deadlines will directly impact the integrity of the research project.

Inadequate budget management will impact long-term viability of the research.

### **Qualifications**

Undergraduate degree in a relevant discipline or Graduation from a technical college or institute. - Bachelor's degree in psychology or other mental health field. Minimum of 4 years of related experience or the equivalent combination of education and experience. - Experience in clinical interviewing

- Experience developing and implementing research protocols is preferred. - Ability to administer and score a variety of psychometric measures

- Familiarity with quantitative data analyses is preferred

- The ability to work with clients of diverse backgrounds is necessary

- Exposure to research ethics requirements

- Excellent interviewing, interpersonal, organization and communication (verbal written) skills

- Ability to work collaboratively with other team members and the ability to work alone with minimal supervision

- Experience working with computer programs (e.g. Microsoft Office, Excel, Access, SPSS)

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