



The University of British Columbia

Staff Job Postings

THIS POSTING LISTS THE CURRENT UBC VACANCIES AS OF Date:31-DEC-2012

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

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. 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

Job ID: 14657
Location: Kelowna - UBC Okanagan
Employment Group: BCGEU UBC-Okanagan
Job Category: Clerical - BCGEU
Classification Title: Support Services Coord I **Business Title:** Customer Service Supervisor, Front Line Staff
Department: UBCO - AVP Students
Salary: \$46,776.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2013-01-21 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2013-01-02 **Available Openings:** 1

Job Summary

The Customer Service Supervisor supervises both the front desk and call centre Student Services Representatives. The incumbent is responsible for ensuring a consistent and high level of customer service for the department, financial processing and reporting and providing back up support for front counter and back office on an as needed basis.

Organizational Status

Student Services is a coordinated front line service provider housed in the University Centre (UNC). The department acts as a triage point for students by making appropriate on campus referrals and appointment bookings for other service providers within the UNC, in addition to providing front line, student facing enrolment services. The Student Services office liaises closely with the Advising and Involvement Centre, Student Recruitment and Advising, Admissions, other units within the AVP Students portfolio, Faculties, Administrative Departments and outside government agencies including provincial and federal government student loan offices. The Customer Service Supervisor supervises a team of front line Student Service Representatives working at both the front desk and call centre back office and reports directly to the Manager, Student Services.

Work Performed

1. Supervises a team of Student Service Representatives (both front desk and call centre back office) ensuring service standards for the department are consistently met.
- Acts as first escalation point for troubleshooting complex issues which arise at the front counter and call centre such as tuition account reconciliation; photo ID issues; extraordinary financial support inquiries and challenging customers.
 - Coordinates ongoing staff training and development, making recommendations on opportunities for cross training and collaboration with other units on campus.
 - Responsible for the dissemination of time sensitive information to front line staff and for ensuring departmental knowledge base (current wiki site) is maintained and kept up to date with well documented, current information.
 - Ensures adequate coverage for front desk and back office functions on a daily basis.
 - Approves vacation requests and tracks staff absences for reporting to HR.
 - Contributes to performance reviews of front line staff.



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- Contributes to annual work schedule and planning for the department under the direction of the Manager, Student Services.
 - Communicates closely with Manager, Student Services on service related issues.
2. Provides back up coverage for Student Service Representatives (Front Desk & Call Centre Back Office) on an as needed basis.
- Accurately evaluates the needs of students, staff, and the general public in person, by e-mail and phone and responds appropriately within a busy and deadline driven environment.
 - Processes payments, prints and certifies documents, reviews applications as needed.
 - Reconciles and balances payments taken at the front counter each day, ensuring tuition clearing account is balanced and maintains accurate and complete back up of all transactions.
 - Provides support for the recommended student financial awards process administered by UBC, in accordance with guidelines established by the federal government, UBC Senate or the sponsoring agency for the awards.
 - Reviews complex data related to Canada Student Loans (all Canadian jurisdictions) working within federal and provincial guidelines, to advise students of the status of their student loan applications and the factors which affect their assessment.
 - Liaises with government student loan offices on behalf of students in complex cases.
3. Reconciles and balances payments taken at the front counter each day, ensuring tuition clearing account is in balance and maintaining accurate and complete back up of all transactions.
- Posts tuition payments to students' accounts via the SISC on a daily basis.
 - Completes JV's and or cash deposits for various sundry student payments (including but not limited to transcripts, photo ID, replacement diplomas, etc...) and requisitions for payment on behalf of department.
 - Collates and records tuition cheque payments, prepares bank deposit and liaises with BRINKS armoured car service for pick up of bank deposit.
 - Provides some financial reporting to department manager on an as needed basis.
 - Reconciles charges for faculty & staff photo ID cards (includes creating a system for tracking payments, liaising with various departments on campus, and navigating FMS Nquery to track payments).
 - Provides reporting to UBCV Admin Services on a monthly basis.

Supervision Received

The position reports to the Manager, Student Services specifically around service standards and operational requirements.

Supervision Given

The position supervises a team of 5 Student Service Representatives located across two functional areas. The Student Service Representatives, Front Counter, which is primarily responsible for in-person service and the Student Service Representatives, Call Centre Back Office which is primarily responsible for phone and administrative support for the department.

Consequence of Error/Judgement

The incumbent must have excellent people skills and demonstrate exceptionally sound judgment in handling sensitive and or volatile



customer interactions. They must also be able to provide strong leadership to front line staff. The Manager, Student Services will provide oversight and direction to the incumbent. Inadequate supervision could result in low staff morale and inconsistent delivery of services. Poor decision making could lead to financial hardship for students, lack of access to services, negative academic outcomes, increased stress, negative financial impacts to the university, and compromised reputation for the university. Students could face delays in program completion, incur additional costs, miss out on opportunities that would enhance their university experience, or be unable to complete or begin their academic program.

Qualifications

University degree or equivalent combination of experience and education. Over 2 years customer service experience in a front line setting, including 1 year supervisory experience of front line staff. Ability to exercise tact, diplomacy, confidentiality and discretion. Demonstrated leadership skills including the ability to remain calm and clear thinking when dealing with escalations. Strong customer service skills are essential including communication skills, demonstrated empathy, and the ability to maintain composure when dealing with difficult people. Ability to exhibit a strong sense of teamwork and collaboration among peers including working in a team environment to deliver services within the context of a complex, busy and often high stress environment. Ability to process large volumes of information and analyze customer needs and provide guidance and information based on university and government policies and procedures. Strong computer skills including ability to learn new computer programs to an expert level, to use general office computer programs and equipment, and to access information through web and other data bases. Attention to detail and ability to multi-task and to prioritize work load and meet deadlines are essential. Ability to write clear concise business English.

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: 14658
Location: Kelowna - UBC Okanagan
Employment Group: BCGEU UBC-Okanagan
Job Category: Research/Technical - BCGEU
Classification Title: Research Assist./Tech. III **Business Title:** Research Assist./Tech. III
Department: UBCO - Nursing
Salary: \$ 21.63 (Hourly)
Full/Part Time: Part-Time
Desired Start Date: 2013-02-01
Job End Date: 2013-06-30
Funding Type: Grant Funded
Other: BCGEU (UBCO) - Auxiliary
Date Closed: 2013-01-02 **Available Openings:** 1

Job Summary

The purpose of the Research Assistant position (2) is to provide administrative and research support to the CIHR funded team - Investigating Tobacco and Gender (ITAG) situated in Vancouver and Kelowna. The RAs are multifaceted research positions that combine administrative responsibilities with research activities including the conducting literature searches on related topics and summarizing the results in reviews.

Organizational Status

The RAs will report to the ITAG Research Coordinator[s] and Co-Principal Investigators (Bottorff at UBCO and Oliffe at UBCV).

Work Performed

The principal goal of the RAs is to facilitate the productivity of the investigators of this CIHR team by assisting them with all applicable tasks by:

- Conducting literature reviews on topics related to gender, sex and health (in particular, the health status of men and women in Canada);
- Summarizing the results of these reviews (in reports, annotated bibliographies, and or presentations), and results of ongoing research (in presentations etc.);
- Providing general administrative support to the research team (e.g., assistance with administrative tasks, making travel arrangements for team members, booking team meetings seminars and catering and coordinating the attendance of team members, preparing research communications, research team newsletters, and other materials for dissemination, maintaining research files and databases; oversees maintenance of research equipment and software licenses);
- Assisting with research-related tasks such as organizing data collection, data entry (including transcription) and data management, updating research protocols and orientation materials for research staff; preparation of ethics applications;
- Supporting the team member and research trainees by updating their common CVs, and assists with compiling budgets and related materials for grant applications;
- Acting as liaison with research partners and collaborating research units teams;
- Updating the team's web site and completes newsletters to highlight the work of the team;
- Performing other related duties as required.

Supervision Received



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The Research Assistant position will be directly supervised by the Research Coordinator and indirectly supervised by the Co-Principal Investigator. It is imperative that the RAs work collaboratively and alert the Research Coordinators and Co-Principal Investigators to any unusual situations, and will keep them advised of problems as they arise or are anticipated.

Supervision Given

The Research Assistant will not be supervising others.

Consequence of Error/Judgement

The RAs must demonstrate attention to detail and sound judgment when assessing and communicating research findings. The RAs must also exercise good judgment in interactions with other members of the team. Errors or incorrect decisions could potentially result in delays in completing the project or seriously compromise the quality of the research.

Qualifications

University degree (in Health or Social Science preferred) plus a minimum of three years of related experience. . Prior experience with qualitative and or quantitative research methods applicable to health behaviour research is required. Experience in working with multi-disciplinary investigative multi-site research teams an asset. Experience with administrative aspects of funding application processes. Effective organizational skills and ability to maintain attention to detail. Working knowledge of computer applications for word processing and spreadsheets, internet searches etc, and data analysis. A demonstrated ability to work both independently and within a team environment is critical; must be self directed. Excellent oral and written communication skills. Ability to work both independently and within a team environment. Ability to adapt to changing priorities, to multi-task and to meet deadlines.

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Job Posting

Job ID: 14664
Location: Vancouver - Point Grey Campus
Employment Group: CUPE 116(Service/Techs/Trades)
Job Category: Trades - CUPE 116
Classification Title: Service Worker - Bldg Ops **Business Title:** Service Worker - Building Operations
Department: Building Ops - Custodial
Salary: \$34,500.00 (Annual)
Full/Part Time: Part-Time (67%)
Desired Start Date: 2013-01-14 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2013-01-07 **Available Openings:** 1

Part time day shift; Monday to Friday; 7:00 AM - Noon.

Job Summary

Positions in this classification provide cleaning and servicing of campus buildings and fixtures.

Organizational Status

Reports to the Assistant Supervisor Head Service Worker.

Work Performed

Requests and receives materials and equipment for the work assigned and maintains adequate level of cleaning supplies and equipment according to instructions; maintains and ensures such equipment is in good operating conditions.
Dusts, sweeps, mops, washes, vacuums, strips, waxes, polishes, shampoos, disinfects and scrubs, as applicable, all surfaces of floors, walls, fixtures, furniture and appliances in various areas of buildings, operating light or heavy duty hand or power operated cleaning equipment in the performance of duties, as required.
Cleans up spillages and spot washes and waxes floors where spillages occur.
Cleans the interior and exterior of windows, other glass surfaces, shades and Venetian blinds.
Replenishes supplies, such as soap, toilet paper, paper towels and writing papers in designated areas according to need.
Sweeps and cleans sidewalks and related areas and clears snow when required.
Collects garbage and waste, empties waste receptacles and deposits in containers or at pick up points.
Performs minor maintenance tasks, such as, hanging pictures, drapes and blinds, changing light bulbs, oiling hinges and locks, unplugging toilets, removing and cleaning light fixtures and tightening loose fixture screws.
May be required to re-arrange, move and set up furniture and equipment.
May be required to make beds, distribute and change linens, remove soiled linen to designated collection area and collect laundry.
May be required to fill vending machines and attend to petty cash.
Submits reports regarding maintenance or repairs needed to building and utilities and reports signs of abuse or failure of fixtures and furnishings.
Reports any unusual circumstances related to building security; assists in emergencies such as evacuation of persons from buildings, etc., as directed.
Carries out any other related duties as required in keeping with the qualifications and requirements of positions in this classification.



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Supervision Received

Works under general supervision and from oral and written instructions and in accordance with standard procedures to complete the work; receives specific instructions on new or unusual problems.

Supervision Given

None.

Consequence of Error/Judgement

Makes decisions related to the sequence of duties; errors may have minor impact on service.

Qualifications

Completion of Grade 10. 1 years relevant experience or the equivalent combination of education and experience.

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Job Posting

Job ID: 14662
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 (& Placement Assistant),
Department: Nursing, School of
Salary: \$39,948.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2013-01-15 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2013-01-05 **Available Openings:** 1

Job Summary

To provide senior level administrative and secretarial assistance to the Associate Director, Undergraduate Program with the coordination of placements and development of academic materials (for curriculum and policy planning) and events.

In addition, is responsible for the effective use of HSPnet, a highly complex system of recruiting and tracking student clinical placements which requires a broad and extensive knowledge of the undergraduate curriculum and the operation of clinical placements across multiple sites.

Organizational Status

The School of Nursing operates as an independent unit within the Faculty of Applied Science and prepares graduates for direct entry to practice. As a degree-granting program for a distinct health profession, the undergraduate program is responsible for its own admissions and selections process, and must be consistent with preparatory, regulatory and certification guidelines specified by the College of Registered Nurses of BC.

This position reports to the Manager, Student Services, and functionally receives direction from the Associate Director, Undergraduate Program and the Clinical Practice Faculty Lead. The position works closely with the Administrative Assistant, Graduate Program. The position provides assistance to faculty members and provides resource assistance to guest speakers, students and staff. Interacts with the School of Nursing's Undergraduate Program team and other staff in the School; Interacts with units within UBC Enrolment Services (including HSPnet, Records and Registration Services, Classroom Services office), as well as with other UBC academic units, such as the Department of Family Practice and the Faculty of Medicine.

Work Performed

Student Placements

HSPnet:

- o Works with the Clinical Placement Coordinator, the Clinical Practice Faculty Lead, and other faculty members and staff to, implement and maintain systems that support the administration of clinical placements for students and the coverage of clinical instruction within placements for the undergraduate program. Assists Clinical Placement Coordinator in student placement activities;



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- o Acts as a resource for the School regarding HSPnet;
- o Coordinates student placements through HSPnet.

Clinical Instructor Support:

- o Assists the Associate Director and Undergraduate Level Coordinators with communication and correspondence with the Clinical Instructors.
- o Assists faculty members in the coordination of clinical instructor placement allocation in liaison with the Placement Coordinator and using HSPnet.

Curriculum Administration

- o Assists the Associate Director, Undergraduate Program and Undergraduate Program Level Coordinators with:
 - Routine program correspondence;
 - Minute taking for undergraduate program related meetings and dissemination of materials; and
 - Updates of Program-related materials on the BSN Portal and Website.
- o Plans and prepares student timetables; makes recommendations for best course placement, sectioning and instructor assignments; keeps Instructor data current;
- o Prepares and submits curriculum changes. Prepares confidential curriculum minutes, following up with faculty members for required data, preparing curriculum change forms, maintaining an up to date record and file of completed submissions.
- o Assists faculty with the preparation and coordination of course materials, including:
 - Undergraduate templates
 - Syllabi
 - Reading lists and textbook orders
 - Course checklists timelines
 - Coordinates course and instructor evaluations
- o Responsible for the coordination, publishing (internal) and updating of cyclical academic activities, including:
 - Course schedules & timetables
 - Teaching schedules
 - Progression and Undergraduate Program related meetings scheduling

Event Planning

- o Assists with the planning and implementation of workshops, public events, seminars and student functions including, venue, catering, materials, sales, and marketing.

General Administration Support

- o Assists with greeting guests and reception, and other duties as required
- o Is the designated backup for the Administrative Assistant, Graduate Programs

Supervision Received

Works independently under minimal supervision. The position reports to the Manager, Student Support Services and functionally to the Associate Director, Undergraduate Program but also works closely with School of Nursing Clinical Practice Faculty Lead, Clinical Placement Coordinator, other members of the BSN Program Team, and other faculty. Work requires ongoing prioritization. The incumbent is expected to take initiative, problem solve, determine course of action and follow through.

Supervision Given

The position does not have supervisory responsibilities.

Consequence of Error/Judgement

Must exercise considerable judgment initiating and carrying through with various activities important to the functioning of the



School of Nursing Undergraduate Program - sometimes in the absence of established policies, procedures and guidelines. This includes judgement about when to consult with the Manager, Student Services, Associate Director, Undergraduate Program, the Undergraduate Level Coordinators, and other members of the BSN Program Team. Exercising poor judgement, ineffective communications, or lack of confidentiality could result in strained relations that compromise program activities and the School of Nursing education program.

Qualifications

High School graduation and 1 year post-secondary education. 4 years related experience or the equivalent combination of education and experience. Training and experience in secretarial and office procedures and practices. Extensive computer skills and experience required (including HSPnet, Microsoft Word, Excel, Access, PowerPoint, and Publisher). Knowledge of database programs such as, Student Information Systems and Faculty Service Center is also necessary. Knowledge of Financial Management and Information Systems database program an asset. Knowledge and experience with Web Content management systems is a desirable. Ability to use word processing, spreadsheet, database, presentation, internet publishing applications at an intermediate level. Highly effective oral and written communication, interpersonal and organizational skills. Ability to type 60 w.p.m. and to operate a normal range of office equipment; taking and transcribing minutes, interpersonal, prioritization, multi-tasking, problem-solving and organizational skills. Ability to exercise initiative, accuracy, judgment, tact, integrity and diplomacy. Ability to work effectively under pressure to meet deadlines. Ability to work both independently and within a team environment.

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Job Posting

Job ID:	14659		
Location:	Vancouver - Hospital Site		
Employment Group:	CUPE 2950 (Cler/Secr/Library)		
Job Category:	CUPE 2950 Clinical		
Classification Title:	Clinic Receptionist (Gr2)	Business Title:	Medical Office Assistant
Department:	Obstetrics & Gynaecology		
Salary:	\$36,768.00 (Annual)		
Full/Part Time:	Full-Time		
Desired Start Date:	2013-01-07	Ongoing:	Yes
Job End Date:			
Funding Type:	Budget Funded		
Other:			
Date Closed:	2013-01-01	Available Openings:	1

Job Summary

This position provides routine clinical and administrative support to the Gynaecology Practice Plan.

Organizational Status

Reports directly to the Office Supervisor

Work Performed

- Answers telephone and in-person queries from current and prospective patients
- Provides information about programs and services
- Receives referrals and gathers appropriate information
- Receives patients and registers them in a computerized medical system
- Retrieves, prepares, and archives patient charts and computer records
- Updates patient information in electronic and paper files
- Processes payments by entering billing information
- Screens patient and physician calls; assists patients as appropriate; redirects calls as appropriate
- Collects payments from patients
- Prepares MSP billings and maintains related records
- Arranges tests and procedures, prepare laboratory tests and requisitions, and retrieves results
- Coordinates referral appointments to other specialists
- Ensures clinic examination rooms are well maintained and stocked with supplies
- Sorts and distributes incoming mail and faxes
- Performs photocopying and filing
- Maintains inventory of stationary and medical supplies
- Performs other general office duties as required

Supervision Received

Given detailed instructions on how to carry out new duties procedures. Carries out standard job tasks under the supervision of the Office Supervisor. Reports problems, discrepancies and office issues to the Office Supervisor.



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Supervision Given

None

Consequence of Error/Judgement

Job tasks are usually well-defined through detailed instructions and established guidelines. Errors related to misfiling or misinformation of test results may result in delayed medical treatment with serious consequences. Mishandling of telephone calls may negatively impact the reputation of the Gynaecology Practice Plan.

Qualifications

High School graduation and completion of a Medical or Dental Office Assistant program (including terminology). 1 year related experience or the equivalent combination of education and experience. Effective written and verbal communication skills

Ability to exercise tact and discretion when handling sensitive and or confidential matters

Ability to interact with patients and other staff in a professional and sensitive manner

Ability to effectively use MS Word, Excel, and Outlook

Ability to operate a variety of office equipment

Ability to maintain accuracy and attention to detail

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Job Posting

Job ID: 14562
Location: Vancouver - Point Grey Campus
Employment Group: CUPE 2950 (Cler/Secr/Library)
Job Category: CUPE 2950 Financial
Classification Title: Financial Proc. Spec 5 (Gr7) **Business Title:** Financial Proc. Spec 5 (Gr7)
Department: Faculty of Law
Salary: \$41,244.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2013-02-02 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2012-12-31 **Available Openings:** 1

Job Summary

Provides financial support and coordination of the Faculty of Law's research, endowment, special purpose, fee for service and general operating accounts.

Organizational Status

Reports to the Finance Manager.

Work Performed

Handles all aspects of financial management support for approximately half of the Faculty of Law's general operating, endowment, special purpose, research, fee for service and conference agency funds, including variance tracking and deficit management. Monitors, reconciles and investigates errors and exceptions in accounts.

Financial Activities:

- Assists with University year-end financial statement preparation by performing duties such as year-end accruals.
- Assigns and modifies chartfields in the Financial Management System (FMS).
- Coordinates and processes training and support for faculty and staff on finance-related policies and procedures.
- Monitors, reconciles and investigates errors and exceptions related to payroll, accounts receivable, Consolidated Banking Module (CBM), donations etc.
- Reviews the work of others when required, checking accuracy and compliance with policies and procedures.
- Prepares payments for non-resident visiting lectures for services rendered.
- Prepares complex reports and statistics.
- Processes journal vouchers, requisitions for payment, travel requisitions cash deposits, and purchase requisitions on a daily basis.
- Handles the accounts receivables for the Faculty of Law.
- Prepares invoices for the collection of funds due (ex: contribution from law firms for competitive moots).
- Prepares monthly reconciliation of project grants.
- Prepares monthly reconciliation of all cash receipts donations etc to FMIS to ensure all monies expected are received; follows up on discrepancies.
- Processes the Professional Development Reimbursement claims made by Faculty members.



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- Prepares financial or ad hoc reports as requested by Financial Manager.
- Acts as Petty Cash Custodian and administers parking passes.
- Investigates and resolves contentious issues involving vendors, Supply & Management, and Financial Services.
- Researches and resolves discrepancies and complex problems.

Administration:

- Maintains, modifies and revises financial procedures manual.
- Supports Junior Financial Specialist in the following:
 - Processes student appointment forms.
 - Processes appointments for Teaching Assistants (TA).
 - Interprets the collective agreement to determine the appropriate classification and pay level of TA.

Communication:

- Responds to written, telephone and in person inquiries; assists faculty, staff and students by providing information, and interpreting policies and procedures as they relate to finance (ex: travel policy).
- Assists faculty members on the interpretation of financial statements.
- Interprets financial rules and policies and communicates policies to faculty, staff and students.
- Communicates with the University's central departments such as, Financial Services, Research and Trust Accounting, Budget Office, Payroll etc.

Performs other duties, as required.

Supervision Received

Establishes own priorities in accomplishing work, receives instructions only on unusual problems. Work is done with minimal supervision. Performs duties independently, consults with the Finance Manager on new and complex problems.

Supervision Given

Assigns work and explains work to Work Study Student.

Consequence of Error/Judgement

Job duties cover work of an intermediate technical and or analytical nature

Uses initiative and interpretation to identify potential or actual problems, investigate causes, and resolve problems.

Frequently resolves moderately complex problems, and occasionally resolves complex problems, in specialized areas, including for faculty and staff.

Ideas developed could result in moderate changes to existing procedures, practices, or services.

Qualifications

High School graduation and CGA CMA Level 2 or Payroll CPA Level 1. 4 years related experience or the equivalent combination of education and experience. Ability to communicate in a clear, attentive, and polite manner. Ability to maintain accuracy and attention to detail. Ability to apply generally accepted accounting principles in an appropriate manner. Ability to prioritize and work effectively under pressure to meet deadlines.

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



Job Posting

Job ID: 14604
Location: Vancouver - Point Grey Campus
Employment Group: CUPE 2950 (Cler/Secr/Library)
Job Category: CUPE 2950 Tech Service Library
Classification Title: Tech Svc Library Asst 3 (Gr6) **Business Title:** Tech Svc Library Asst 3 (Gr6)
Department: Library - Digital Initiatives
Salary: \$39,948.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2013-01-28 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2013-01-02 **Available Openings:** 1

Job Summary

The Rights & Permissions Assistant processes copyright clearance requests for UBC and UBC Okanagan. Acts as a point of contact for rights holders, course instructors for information on permissions requests and general inquiries. Creates and maintains a database of permissions requests. Uses critical thinking to search online databases to locate right holders.

Organizational Status

The Scholarly Communications & Copyright office is a key part of the university's effort to adapt to the evolving needs of faculty and students and to support teaching, research and learning at UBC. The goal of the Rights & Permissions service is to clear permissions for copyrighted material for use in course materials. The Rights & Permissions Assistant communicates with course instructors and rights holders.

Work Performed

1. Receives, sorts, distributes, refers and responds to incoming permissions requests.
2. Creates, edits, updates a growing database of permissions records including faculty contact information, course lists, item requests, and transactional licenses.
3. Uses critical thinking to search the internet and informational databases to locate rights holders.
4. Investigates and assesses rights holder fees and terms according to established guidelines set by the Library Copyright office. Refers those set outside the guidelines to the Rights and Permissions Manager.
5. Contacts copyright collectives, publishers and rights holders for material usages.
6. Resolves unfilled requests by verifying the citation's accuracy and notifying instructors of the request's status.
7. Receives and forwards permissions invoices.
8. Explains general guidelines and specific agreements for permissions and terms determined by the rights holder to course



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instructors to ensure copyright compliance.

9. Informs the Rights & Permissions Manager when an issue has been identified (e.g. non-responsive copyright holder.)

10. Prepares and keeps up to date procedures on all work performed in job.

11. Performs other related duties.

Supervision Received

Receives daily supervision from the Rights & Permissions Manager. Works independently under minimal supervision. Work is performed in accordance with broadly established procedures and practices requiring initiative to plan and complete work independently and judgement to determine which methods are applicable in a given situation.

Supervision Given

None.

Consequence of Error/Judgement

The Scholarly Communications & Copyright Office is a complex new University operation with major legal and policy aspects. This position needs to exercise tact and judgment when communicating with faculty and rights holders. Errors could affect users' perception with potentially negative impacts for the Office. Errors in publisher copyright policies could potentially have legal implications. Works under general policies and administrative framework. Work is reviewed in terms of quality and effectiveness in meeting Rights & Permissions Office goals. Good judgment is required in knowing when to refer an issue to the Rights & Permissions Manager.

Qualifications

High School graduation and two year Library Technician diploma. 3 years relevant experience or the equivalent combination of education and experience. Working knowledge and experience with word processing, spreadsheet, database software, and the internet is required. Working knowledge of electronic filing systems is an asset. Ability to perform complex searches on web using advanced searching techniques, information tools, and library tools an asset. Ability to gather, record, and organize information. Ability to maintain accuracy and attention to detail. Ability to identify and correct missing and incomplete data. Ability to understand and apply policies, procedures, and instructions. Ability to respond appropriately to inquiries in person, on phone, and in writing, and make appropriate referrals. Ability to provide quality service to customers in a courteous, patient manner. Ability to exercise tact and discretion. Ability to exercise sound judgment. Ability to prioritize and work effectively under pressure to meet deadlines. Ability to work effectively independently and 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 with diverse communities. Canadians and permanent residents of Canada will be given priority.



Job Posting

Job ID: 14547 (Repost)
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Administration
Classification Title: Administration, Level B
Business Title: Manager, Governance & Recognition
Department: Medicine - Dean's Office
Salary: \$51,099.00 - \$61,343.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2013-01-02
Ongoing: Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2013-01-06
Available Openings: 1

Job Summary

The Manager, Governance & Recognition is responsible for managing the Faculty of Medicine's governance administration and recognition programs. This includes directing the process around reviews of the Faculty of Medicine's Departments, Schools, Centres, Research Institutes, Chairs and Professorships, and senior leadership portfolios; managing the search, selection and offer letter processes for all senior leadership positions in the Faculty; managing the orientation process and on-going support and review of senior leadership positions; managing the administration of the Faculty of Medicine standing committees including annual elections; organizing a variety of recognition events; and overseeing Faculty-wide internal and external award competitions.

This position is based on the Point Grey campus in the Woodward IRC building, but will be required to work in the Diamond Health Care Centre (DHCC) as well.

Organizational Status

The largest of the 12 faculties at the University, the Faculty of Medicine (FOM) is composed of 19 academic basic science and or clinical departments, two schools and a number of research centres and institutes. The Faculty's annual consolidated budget is over \$400 million including operating, research, special purpose, endowment and trust funds. The Faculty has approximately 1800 administrative support, research technical, and management and professional staff, as well as over 700 full-time academic and over 5000 clinical faculty. Together with its partners including BC's six Health Authorities and their affiliated teaching hospitals, the Faculty provides innovative programs in the areas of health and life sciences through a province-wide delivery model with learners, faculty and staff located throughout British Columbia.

Work Performed

Governance

-Leads, and continuously improves, all aspects of the formal internal and external review and search, selection and offer letter processes for senior leadership positions within the Faculty of Medicine reporting to the Dean, as well as joint positions involving the Faculty of Medicine and a Health Authority, including Department Heads, School Directors, Executive Associate Deans, Regional Associate Deans, Associate Deans, Assistant Deans, and other FOM leadership portfolios. This involves developing project plans and liaising with the senior administration of BC's six Health Authorities.



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-Develops and implements the orientation process and ongoing support and review of senior leadership positions within the Faculty of Medicine

-Manages various reviews during the term of each of these administrative positions prior to formal scheduled internal or external reviews.

- Oversees the review process around Chair and Professorship holders in the Faculty of Medicine.

-Directs the processes for elected and appointed members to those Faculty of Medicine Standing Committees that report to Faculty, the Dean or the Faculty Executive; liaising with the Faculty of Medicine Nominating Committee; ensuring changes to the membership, composition and or terms of reference of these standing committees are approved appropriately; and that a formal overall review of all standing committees is conducted for approval by the Faculty Executive at five year intervals. Directs the process for replacement of Faculty of Medicine representatives to UBC committees and Senate; ensures the Faculty of Medicine voting membership is in compliance with Senate policy; initiates the appointment of representatives to external organizations and bodies as required.

-Provides guidance and interpretation of Faculty and University policies with respect to governance issues such as voting membership, elections, and reviews.

-Oversees the review and regular updating of the Faculty of Medicine's governance policies and guidelines, including organizational structures, and ensures this information is accurate on MedNet.

Recognition

-Develops and implements initiatives to ensure that Faculty of Medicine faculty members are appropriately recognized for their achievements, service and milestones during their academic careers, such as by receipt of awards, promotion to professors, service to the Faculty (i.e. long service, committee work, administrative leadership, attaining emeritus status).

-Plans and executes various annual events hosted by the Dean such as an Awards Reception, an Academic Gowns Presentation Dinner, the Margolese Prizes Ceremony, the Faculty of Medicine Seasonal Reception, and other events as required.

-Develops project plans and reference materials for events; manages logistics such as venue contracts, communication materials, schedules, programs, entertainment, gifts, budget and attendance management as well as pre post event assessment to ensure each function is contributing to the advancement of the Faculty's Strategic Plan.

-Directs the annual Faculty of Medicine Awards competitions, developing appropriate criteria, arranging communications regarding these competitions, arranging adjudication and appropriate recognition of the recipients. Oversees other internal and external award competitions as required (e.g. Order of Canada, Medical Hall of Fame).

-Develops communication plans, and executing strategies to maximize opportunities for faculty and staff recognition in collaboration with the Faculty of Medicine Communications team.

-Oversees the development of the annual FOM Awards Report for circulation.

-Provides guidance and interpretation of Faculty and University policies and guidelines with respect to recognition awards and events.

Other

-Manages the finances for searches, reviews, and recognition programs including monitoring the budget and approving journal vouchers, invoices, credit card statements, travel requisitions, and requisition payments.



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-Manages two CUPE 2950 employees ensuring efficient and strategic workflow and business processes.

-Communicates with faculty members, staff, and others in a professional manner on behalf of the Dean, Vice Dean and the Dean's Office by phone, email, and in person. Consistent with the Faculty's Professional Standards document, the Governance and Recognition Manager must be committed to the highest level of professionalism in all interactions.

-Performs other related tasks as required.

Supervision Received

Works independently under the general supervision of the Director, Faculty Affairs. Takes direction from the Dean, Vice Dean Academic Affairs and Executive Director, Faculty Affairs.

Supervision Given

This position directly oversees two CUPE 2950 staff members.

Consequence of Error/Judgement

This position requires judgment, tact, discretion and initiative to an outstanding degree. Errors in judgment with internal or external constituents could have negative impact on the Dean's Office and the University resulting in legal action, negative public relations, financial costs, and loss of credibility.

Qualifications

Undergraduate degree in a relevant discipline. Minimum of three years experience or the equivalent combination of education and experience. Minimum of three years of related generalist human resource, event management experience, and administrative experience preferably within a complex environment.

Experience working with individuals at senior levels. Intermediate computer skills, including the use of MS Office software (Word, Excel, Outlook and SharePoint). Effective organizational, problem-solving, planning and analytical skills, public relations and time management skills. Knowledge of University policies, procedures, governance and administrative systems. Knowledge of rules and regulations of Citizenship and Immigration Canada, NAFTA, Employment Standards, Service Canada and the Freedom of Information and Protection of Privacy Act an asset. Knowledge of the organization and operations of the BC Health Authorities an asset. Knowledge of the Collective Agreement with the Faculty Association an asset. Excellent command of the English language. Ability to maintain accuracy and attention to detail. Ability to prioritize and work effectively under pressure to meet deadlines. Ability to exercise a high level of tact and discretion when communication with internal and external contacts. Ability to deal with a diversity of people in a calm, courteous, and effective manner. Ability to work independently and to participate as an effective member in a team environment. Ability to use videoconferencing and teleconferencing for events. Ability to research and compile information drawn from various sources. Ability to manage staff performance by establishing standards and goals, evaluating performance, providing feedback and taking corrective action. Ability to exercise judgment, tact, discretion and diplomacy.

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: 14661
Location: Vancouver - Hospital Site
Employment Group: Management&Professional (AAPS)
Job Category: Administration
Classification Title: Administration, Level B **Business Title:** Administrative Manager
Department: Obstetrics & Gynaecology
Salary: \$51,099.00 - \$61,343.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2013-01-14 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2013-01-01 **Available Openings:** 1

Job Summary

The Administrative Manager has overall responsibility for the management and support of education, research and administrative portfolios with focused responsibilities for human resources. The position reports to the Department Head and the Executive Director, Faculty Affairs of the Dean's Office on overall operational and significant administrative matters. Serves as the primary administrative link between the university and its clinical partners.

Organizational Status

Due to the scope of the role combined with the complex operational and financial relationships between the university, teaching hospitals, region and health ministry, a high level of knowledge, organizational and communication skills are required to fulfill the responsibilities appropriately and effectively. The Administrative Manager exercises initiative and judgment to respond to issues and resolve administrative problems relating to administration, human resources, education, and research activities. Autonomous performance will require Interpretation of guidelines from numerous other UBC areas, including the UBC Faculty of Medicine, and UBC Human Relations, Finance, Faculty Relations and Research Services. Similarly, interpretation of policies and guidelines from other institutions, including Health Authorities, Ministry of Health Services; and Research Institutes is required for efficient implementation of policies and procedures. The Administrator will work closely with the department's Finance Manager to determine the financial implications of decisions and issues. Decision making, planning and implementing initiatives frequently involves understanding of complex and diverse issues. The Administrative Manager ensures that the department is functionally synchronous and aligned with the clinical services in its sphere.

Work Performed

The Administrative Manager will oversee the efficient operation of administrative, human resources, teaching, educational, and research activities of the Department as detailed below:

Overall Organization and Planning:

Develop processes for the efficient administration, organization and operation of the department .

Provide operational leadership, by participating in the implementation of strategic plans and changes to meet initiatives and evolving needs to enhance productivity and to streamline business processes.

Manage and oversee implementation of administrative policies and procedures to ensure efficiency and effectiveness.

Participate in the formulation, interpretation and evaluation of the department's philosophy and objectives, oversee



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implementation of the objectives and ensure they are in accordance with the department strategic plan.

Works in partnership with the department's finance manager to ensure resources are available to meet the initiatives, objectives and strategic plan of the department.

Work with clinical leaders and support structures to ensure that their activities are coordinated and aligned with the mission of the department.

Participate in Department Executive Committee.

Human Resources:

Manage the administrative process for faculty recruitment, appointment, reappointment, promotion tenure, salary arrangements, immigration, and termination per UBC guidelines policies.

Maintains current knowledge of the relevant University Policies & Procedures and of the Agreement of Conditions of Appointment for Faculty and of the Faculty Policy on Clinical Faculty Appointments as well as academic licensing and academic certification requirements.

Is responsible for the management of the department's support staff including establishing work schedules, conducting annual performance development reviews and providing discipline, and when necessary termination. Identifies skill upgrading needs of support staff and ensures appropriate training is received.

Is responsible for the recruitment of the department's support staff including, interviewing, hiring, and providing orientation.

Overseeing the management of the Faculty data base (STAR)

Maintaining the appointments and reappointments of all departmental faculty and staff.

Provides expertise and advice on human resource policy at UBC to investigators in relation to complex situations found within employment conditions, salary guidelines, equity, benefits and interpersonal issues.

Capital Resource Planning:

Oversee maintenance and acquisition of resources for infrastructure (equipment, furniture, space, etc) for operation, including offices and defined research space.

Collaborate with the department's finance manager to ensure that there are sufficient financial resources for capital and resource plans.

Manage allocation of departmental space in accordance with the Faculty's Space policies

Communications and Information:

Write reports and other communications for internal and external individuals and agencies.

Oversees the Systems Analyst and their portfolio, which includes the departmental Web site, twitter account and Face Book page.

Manages allocation of video and audio bridges necessary for departmental business and committee meetings.

Provides oversight for distribution of blanket emails.

Research:

Manage grant applications including communications between applicants, communications with agency offices, Dean's Office and Research Services Departments.

Assist in grant compilation for submissions to the CIHR and other agencies.

Works closely with the department's finance manager to prepare budgets for grants, to review funding and expenses and to monitor the finances of grant accounts.

Remains current on policies and new developments pertaining to research awards and liaise between faculty and UBC and health authority research departments and institutes.

Overall:

Deals with faculty members, staff and others in a professional manner. Consistent with the Faculty's professional Standards documents. (The Faculty is committed to the highest level of professionalism in all interactions.

Performs other related duties as required.

Supervision Received

Works independently and makes decisions as required to meet overall objectives and goals. Receives direction from the Department



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Head regarding complex issues or when developing new policies.

Supervision Given

Direct supervision of support staff.

Consequence of Error/Judgement

Work is performed with minimal direct oversight; the incumbent keeps the Department Head informed through ongoing communication. Effective management of the department is important to maintain the department's operational effectiveness. The Administrator alerts the Department Head to any unusual situations that may affect the Department or its members, and keeps the Department Head advised of problems that have arisen or that can be anticipated. Poor decisions about policy, resource allocations, staffing and a failure to get the work done in a timely and effective manner would lead to damage the credibility of the Department and consequently to the Department Head's ability to perform his/her job well and to a misuse of resources. Incorrect interpretation of policies and procedures, union agreements and manuals could cause personnel, financial and operational difficulties. Incorrect advice to faculty and students applying for grants and scholarships could impact funding. Incorrect procedures and practices in human resource management would affect overall morale as well as efficiency and best use of departmental resources.

Qualifications

Undergraduate degree in a relevant discipline. Minimum of three years experience or the equivalent combination of education and experience. Administrative experience in a combination of university, health care, government and or unionized environment. Experience working at a supervisory level. Project coordination experience will be an asset. Understanding of financial management is preferred. Demonstrated knowledge of human resources principles and procedures. Demonstrated ability to function effectively in an environment of complex and dynamic institutional systems and structures. Knowledge of University policies, procedures, governance and administrative systems and ability to work effectively with all levels within the University will be an asset. Ability to effectively use MS Windows & Office 2007/2010 at an advanced level. Human Resources Management (HRMS) systems, Finance Management System (FMS) and eRecruit on-line recruiting system preferred. Ability to communicate effectively verbally and in writing. Excellent command of the English language. Ability to analyze problems, identify key information and issues and effectively resolve. Ability to develop and implement strategic business plans. Effective interpersonal, public relations and organizational skills. Ability to maintain accuracy and attention to detail. Ability to exercise sound judgment. Ability to exercise tact, discretion and diplomacy. Ability to effectively manage multiple tasks and priorities. Ability to prioritize and work effectively under pressure to meet deadlines. Ability to effectively recruit, train, supervise and motivate employees as well as establish standards and goals, evaluate performance, provide feedback and take corrective action. Ability to work effectively independently and in a team environment.

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Job Posting

Job ID: 14537
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Building Maintenance
Classification Title: Building Maintenance, Level F **Business Title:** Mechanical Systems and HVAC Manager
Department: UBC Utilities
Salary: \$73,448.00 - \$91,809.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2013-02-04 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2013-01-03 **Available Openings:** 1

Job Summary

The Mechanical Systems, Heating, Ventilation and Air Conditioning Manager oversees the leadership and management of the maintenance, repair, operation and minor renovation of the UBC Vancouver Point Grey campus-wide Mechanical, Heating, Ventilation and Air Conditioning systems ensuring compliance with relevant acts, codes, regulations, and standards. In support of this, the Manager also leads and directs the development of SOPs and inspects and verifies plans for their further compliance. Additionally they are also responsible for organizing, coordinating and allocating personnel, equipment and funds; developing and monitoring costs, methods and procedures to comply with budgets they have developed, as well as established standards and policies.

Organizational Status

Reports to the Director, Utilities and Energy Services

Work Performed

Provides leadership to the Head Refrigeration crew, Head Building Management Systems Operations crew, Heads of Heating Ventilation & Air Conditioning Operation crews, Head Millwright and all mechanical maintenance crews engaged in maintenance, shut-downs, start-ups and operation of all mechanical systems related to facility heating, cooling, refrigeration, chemical water treatment, cooling towers, fume hoods, ductwork, supply and exhaust (strohic) fans including inspection and testing in order to ensure safe and efficient operation.

Oversees all health and safety aspects of campus-wide Mechanical, Heating, Ventilation and Air Conditioning including cooling towers, in collaboration with Building Operations Risk Management, to ensure that work is performed in conformance with the applicable codes, standards and regulations, proactively addressing safety issues, acting as the primary liaison with WorkSafeBC, managing injury and accident claims, leading safety committees and environmental reviews, performing safety investigations, developing recommendations and implementing corrective action.

Prepares the operating and capital (minor and cyclical) budgets for their unit. Participates with the Director, Utilities and Energy Services to develop the business and infrastructure plan for the unit and implements plans within the unit. Controls the expenditures of the sections within the approved budget appropriation; identifies budget over or under expenditures immediately and to recommend and or take timely corrective action and implements new or improved procedures to avoid re-occurrence of budget problems.



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Leads the development and revision of Technical Guidelines. Interprets the guidelines or provides additional operational information (eg. for Heating and Ventilation system components, materials of construction, layout and installation) that assists University of British Columbia Properties Trust (UBCPT), Project Managers (PM) and architects at the design phase of construction.

Provides technical advice to the UBCPT, Sustainability department, Superintendents, Trades Managers, Project Coordinators, Project Managers, Technical services and consultants to review new projects during all phases of design and construction, ensuring necessary information is available, projects are efficiently coordinated, energy conservation is considered, aids in commissioning of new projects and ensures work is completed on schedule and within budget.

Consults, in collaboration with the Manager of Technical Services, on the commissioning and acceptance of new facilities and renovated buildings systems.

Works with Construction Office Manager to prepare Requests for Proposal contract documents for maintenance contracts of related mechanical systems with tenders for material, chemical, consultant and contractor needs as required. Responsible for the contract, payment arrangements, changes and completion requirements as needed. Directs and reviews the work of consultants and contractors.

Develops maintenance programs to maximize the reliability and the life cycle of all related Mechanical, Heating, Ventilation and Air Conditioning systems and reviews technical guidelines.

Provides governance and ensures overhead doors and cranes are inspected, maintained and certified safe to use in accordance with applicable codes and regulations.

Manages revenue generating facility maintenance agreements for all related mechanical, heating and cooling systems.

Consults, in collaboration with the Manager of Technical Services on the commissioning and acceptance of new facility renovation of all related mechanical systems.

Manages Human Resources issues, in collaboration with Building Operations HR, in the areas of recruitment, performance evaluation, training, coaching, attendance management, discipline, labor relations and terminations.

Participates in energy conservation planning by participating in the Campus as living lab working committee meetings and participates in the planning and coordination of any future energy reduction plan on heating and cooling the campus.

Communicates and liaises with the community to resolve problems and provide a controlled building environment.

Develops & implements and monitors procedures and policies applicable to the unit.

Consults with the Facilities Managers (Zones) to identify and prioritize customer service and facility operational needs. Demonstrates a strong leadership role, along with the central shop heads, in supporting the campus Zones to continually improve the Zones' Net Promoter Score' (NPS).

Manages the Heads and Sub-Heads of each crew within their area of responsibility. Ongoing training and coaching of Heads is required to ensure that the Heads are effectively managing the safety, training, productivity, customer service, etc., of their staff.

Works closely with Campus Chief Engineer for liaison on the current steam (future Hot Water) thermal energy systems to ensure thermal load matches supply, and for operational Boiler Pressure Vessel (BPV) regulatory issues.

Works closely with the Mechanical Trades Manager to share resources where applicable and provide support as appropriate within union boundaries. Covers for Mechanical Trades Manager if required.



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Staff Job Postings

Works closely with Building Management System Manager to optimize Heating, Ventilation and Air Conditioning systems effectively and reduce energy consumption.

Performs other related duties or projects as maybe required.

Supervision Received

Works within broad objectives under the Director, Utilities and Energy Services, Building Operations.

Supervision Given

Is responsible for the operation of units and or shops which employ approximately 50 trades people, in collaboration with unionized Heads and Sub-Heads. This position manages the Heating, Ventilation and Air Conditioning zone crews, Refrigeration crew, BMS Operations crew, Millwright and Mechanical Assistants crew and has direct supervisory responsibility over contractors working on building systems.

Consequence of Error/Judgement

Makes complex decisions regarding the immediate, emergency and future supply of heat within campus buildings. The Mechanical Systems, Heating, Ventilation and Air Conditioning Manager must be able to make quick and accurate assessment of a situation in conformity with extensive regulations. Errors in judgment could lead to serious personal injury or loss of life, shutdown to university heating system, expensive repairs to equipment and property, poor operation of the steam (Hot Water) system, increased operating and labor costs, and decreased life of the steam (Hot Water) piping system

Qualifications

Undergraduate degree in a relevant discipline. Minimum of 9 years experience or the equivalent combination of education and experience. Professional Engineer eligible for membership with APEGBC

Experience in the management, maintenance and operation of complex HVAC systems

Experience with designing HVAC systems and equipment specifications would be an asset

Extensive and in depth knowledge of complex mechanical systems and mechanical trade operations.

Working knowledge of building construction materials and methods.

Experience leading and managing a large unionized workforce (approximately 50 unionized employees).

A British Columbia First or Second Class Power Engineer certificate would be an asset

LEED qualifications would be an asset

Knowledge of Siemens, Honeywell, Johnson & Delta BMS controls would be an asset

Demonstrated ability to plan, coordinate and schedule projects.

Excellent knowledge of the indoor air quality EPA requirements, ASHRAE, LEED, BC BPV Act, WorkSafeBC and other applicable acts, codes and regulations.

Demonstrated ability to manage competing demands, establishes priorities, manage budgets and meet deadlines.



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Ability to effectively use Microsoft Office; knowledge of a variety of project and scheduling software is an asset, notably the UBC software PeopleSoft.

Effective interpersonal and customer service skills.

Valid B.C. Class 5 Driver's License and a good driving record.

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Job Posting

Job ID: 14648
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Building Maintenance
Classification Title: Building Maintenance, Level F **Business Title:** Building Management Systems Manager
Department: Building Ops - Bldg Mgt Sys
Salary: \$73,448.00 - \$91,809.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2013-02-04 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2013-01-17 **Available Openings:** 1

Job Summary

The Building Management Systems Manager oversees the leadership and management of the maintenance, repair, operation and minor renovation of the UBC Vancouver Point Grey campus-wide automated computer based building management system. The Building Management Systems functions primarily to control and monitor the operation of building heating, ventilating, air conditioning, and other systems to optimize energy use as directed by Sustainable energy guidelines while maintaining satisfactory environmental conditions. In support of this, the Manager also leads and directs the development of SOPs and inspects and verifies plans for their further compliance. Additionally they are also responsible for organizing, coordinating and allocating personnel, equipment and funds; developing and monitoring costs, methods and procedures to comply with budgets they have developed, as well as established standards and policies.

Organizational Status

Reports to the Director, Utilities and Energy Services

Work Performed

1. Provides leadership to the Building Management Technical Specialists team, and Head Building Management Systems Operations crew engaged in maintenance, shut-downs, start-ups and operation of all Building Management Systems automated systems related to Buildings, the District Energy System, facility heating, cooling, refrigeration, cooling towers, fume hoods, ductwork, supply and exhaust (strohic) fans including inspection and testing in order to ensure safe and efficient operation.
2. Oversees all health and safety aspects of the automated building management systems for campus-wide Mechanical, Heating, Ventilation and Air Conditioning including cooling towers, in collaboration with Building Operations Risk Management, to ensure that work regarding system controls and surveillance is performed in conformance with the applicable codes, standards and regulations, proactively addressing safety issues, acting as the primary liaison with WorkSafeBC, managing injury and accident claims, leading safety committees and environmental reviews, performing safety investigations, developing recommendations and implementing corrective action.
3. Prepares the operating and capital (minor and cyclical) budgets for their unit. Participates with the Director, Utilities and Energy Services to develop the business and infrastructure plan for the unit and implements plans within the unit. Controls the expenditures of the sections within the approved budget appropriation; identifies budget over or under expenditures immediately



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and to recommend and or take timely corrective action and implements new or improved procedures to avoid re-occurrence of budget problems.

4. Leads the development and revision of Technical Guidelines. Interprets the guidelines or provides additional operational information (eg. for automated building management systems construction, layout and installation) that assists University of British Columbia Properties Trust (UBCPT), Project Services (PS) and their respective architects and engineers at the design phase of construction.

5. Provides technical advice to the UBCPT, Sustainability department, Superintendents, Trades Managers, Project Coordinators, Project Managers, Technical services and consultants to review new projects during all phases of design and construction, ensuring necessary information is available, projects are efficiently coordinated, energy conservation is considered, aids in commissioning of new projects and ensures work is completed on schedule and within budget.

6. Works with Construction Office Manager to prepare Requests for Proposal contract documents for maintenance contracts of Building Management Systems with tenders for material, consultants and contractor needs as required. Responsible for the contract, payment arrangements, changes and completion requirements as needed. Directs and reviews the work of consultants and contractors.

7. Develops maintenance programs to maximize the reliability and the life cycle of all related Building Management Systems and reviews technical guidelines.

8. Manages the operation and maintenance of a computer based building management systems, including client server hardware and software, auxiliary control units, network devices, and all other components of an integrated system of the Building Management System client server networks.

9. Consults, in collaboration with the Manager of Technical Services on the commissioning and acceptance of new facility renovation of all related Building Management Systems.

10. Manages Human Resources issues, in collaboration with Building Operations HR, in the areas of recruitment, performance evaluation, training, coaching, attendance management, discipline, labor relations and terminations.

11. Participates in energy conservation planning by participating in the Campus as a living lab working committee meetings and participates in the planning and coordination of any future energy Smart Grid for the campus.

12. Communicates and liaises with the community to resolve problems and provide a controlled building environment.

13. Develops & implements and monitors procedures and policies applicable to the unit.

14. Consults with the Facilities Managers (Zones) to identify and prioritize customer service and facility operational needs. Demonstrates a strong leadership role, along with the central shop heads, in supporting the campus Zones to continually improve the Zones' Net Promoter Score' (NPS).

15. Manages Technical Specialists and the Head of the BMS Operations crew within their area of responsibility. Ongoing training and coaching of the Head is required to ensure that the Head is effectively managing the safety, training, productivity, customer service, etc., of their staff.

16. Works closely with Campus Chief Engineer for liaison on the current steam (future Hot Water) thermal energy systems to ensure system automated controls and thermal load matches supply. Provides maintenance of the automated control systems as related to remote Boiler control systems.

17. Works closely with the Director, Sustainability aiding the Director with information, data and advise for Sustainability initiatives



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Staff Job Postings

18. Works closely with the Alternative Energy Manager to provide technical support towards development of energy conservation projects. Covers for Alternative Energy Manager if required.

19. Works closely with Heating, Ventilation and Air Conditioning System Manager to optimize Heating, Ventilation and Air Conditioning systems effectively and reduce energy consumption. Covers for Heating, Ventilation and Air Conditioning System Manager if required

20. Performs other related duties or projects as maybe required.

Supervision Received

Works within broad objectives under the Director, Utilities and Energy Services, Building Operations.

Supervision Given

Is responsible for the operations of 4 x Technical Specialists and 6 x unionized Operational Engineers with a unionized Head. This position manages the Building Management System Technical Specialists, Building Management System Operations Crew and has direct supervisory responsibility over contractors working on automated Building Management Systems.

Consequence of Error/Judgement

Makes complex decisions for automated controls, as regards the immediate and emergency supply of heat or cooling within campus buildings. The Building Management Systems Manager must be able to make quick and accurate assessment of a situation in conformity with extensive regulations. Errors in judgment could lead to serious personal injury or loss of life, shutdown to university heating system, shutdown of complex building laboratories, expensive repairs to equipment and property, poor operation of the steam (Hot Water) system, increased operating and labor costs.

Qualifications

Undergraduate degree in a relevant discipline. Minimum Undergraduate degree in a relevant electrical or Instrumentation or Controls discipline

Professional Engineer with a minimum of nine years of related experience, or eligible for membership of the APEGBC Minimum of 9 years experience or the equivalent combination of education and experience. Experience in the management, maintenance and operation of complex Building Management Systems

Experience with designing systems and equipment specifications would be an asset

Experience leading and managing a unionized workforce (6 unionized employees)

A Certified Energy Managers qualification would be an asset

LEED qualifications would be an asset

Knowledge of Siemens, Honeywell, Johnson & Delta BMS controls would be an asset

Excellent knowledge of the indoor air quality EPA requirements, ASHRAE, LEED, BC BPV Act, WorkSafeBC and other applicable acts, codes and regulations

Demonstrated ability to plan, coordinate and schedule projects, manage competing demands, establish priorities, manage budgets and meet deadlines.

Ability to effectively use Microsoft Office; knowledge of a variety of project and scheduling software is an asset, notably the UBC software PeopleSoft.

Effective interpersonal and customer service skills.

Valid B.C. Class 5 Driver's License and a good driving record.

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,



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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: 14629
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Information Systems & Tech
Classification Title: Info.Sytems&Technlgy, Level F **Business Title:** Director, Information Systems
Department: Operations
Salary: \$87,264.00 - \$109,080.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2013-02-01 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2013-01-13 **Available Openings:** 1

Job Summary

Within the Development and Alumni Engagement (DAE) and Communications and Community Partnership (C&P) portfolios, the Director, Information Systems creates the vision and strategy to lead and manage the integration and implementation of enterprise information services into the customer environment in accordance with their client portfolio needs. The Director ensures the development of IT strategic plans, policies, and standards requirements to ensure the successful implementation and operations of integrated, cost-effective IT services within the units. The Director is responsible for creating the strategy and vision in a variety of large scale campus-wide projects which will link systems across campus and will ultimately assist the DAE and C&P portfolios and the University reach their long term strategic goals. The Director, Information Systems is responsible for ensuring the services in the DAE and C&P portfolios meet the University's requirements for solutions to address the complex and varied requirements. The Director will develop relationships externally and with key customer and user groups to understand business needs and translate these needs into IT services directions, including identifying external or shared service solutions when existing services do not meet the business needs.

Organizational Status

Reports to the Managing Director, DAE Services. Works independently under broad directives from the Managing Director, DAE Services. Keeps the Managing Director, DAE Services informed on issues through meetings; discusses portfolio-wide initiatives with the Managing Director, DAE Services. Results are reviewed for achievement of overall and long term objectives and broad strategic goals.

Works with: The position works directly with the Information Systems Unit within the DAE portfolio and is a key member of the LINKS (Blackbaud) development team and the Advancement Operations Leadership Team. Actively interacts with key customers and user communities relating to the DAE and C&P portfolios, including supporting development and alumni engagement activities in all faculties across campus.

Work Performed

- Provides overall strategic leadership and vision in managing the operations of information technologies within the DAE and C&P portfolios. Advises the portfolios on the effective use of IT products and services, including the selection of specific technologies.
- Sets the overall direction and strategy for the DAE and C&P portfolios which includes the integration of systems across campus to



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help the portfolios and the university achieve their strategic goals.

- The Director ensures senior management is aware of the priorities of the business units in order to align with the strategic planning and budgetary processes.
- Directly responsible for the planning, implementation and management of large and complex campus-wide information systems and the integration of various systems across campus.
- Overall responsibility of the main program database used to track donor and alumni information, activity and performance, which will support DAE's long term strategic goals.
- The Director also manages the implementation of the aligned strategies. This involves working with the Client and UBC IT to address issues of resourcing, implementation planning, communication, priority setting, delivery and service levels as well as identifying opportunities to make use of shared IT services available on campus.
- Leads the development of strategic plans, policies, standards, and budgets for the implementation and ongoing support of integrated enterprise IT solutions within the DAE and C&P portfolios.
- The Director is responsible for ensuring their unit is acting as the point-of-contact for their client units for IT related products and services, and ensures resolution to all requests for service, related questions, and support issues.
- Ensures all activities relating to the client portfolio of enterprise products and services are aligned with the UBC IT mission, vision, principles, goals and objectives. Develops and maintains active communications with the UBC community, customers and other user groups.
- Working collaboratively with community stakeholders, managers, and staff within UBC IT, develops strategic plans, policies, standards, and budgets for the implementation and ongoing support of services delivered to faculties and units, and develops the integration and implementation roadmaps in alignment with the strategic plans.
- Ensures appropriate service support design, service development and product service launch processes have been followed.
- Coordinates the services of cross-functional teams in the integration and implementation of enterprise services across UBC.
- Ensures good internal and external cross-team communications, manages complex reporting relationships, and exercises outstanding interpersonal skills, diplomacy and tact in working with customers, staff, managers, directors, and the UBC IT Management Team.
- Ensures effective channels of communication exist internally and externally. Builds and maintains good working relationships with other UBC IT groups, teams, colleagues and peers. Builds and maintains good working relationships with IT vendors.
- Develops relationships with key partners. Creates opportunities to connect with customers and understands their business.
- Develops frameworks for measuring customer satisfaction with products and services within their portfolio, and ensures mechanisms are in place to collect information about customer needs.
- Establishes and reports on customer satisfaction and service delivery metrics. Builds and sustains good working relationships with customers. Proactively determines current and future customer needs. Conducts customer satisfaction surveys, reports and acts promptly on results.
- Practices good operations and project management processes and practices. Overall responsibility and accountability for keeping customers informed on IT's development, implementation, operations, maintenance, enhancement, and support for all products and services within the portfolio.
- Measures operational performance indicators for their portfolio of clients. Oversees the development and maintenance of customer facing documentation. Ensure customers are informed on IT's business continuity and disaster recovery plans and for coordinating outage time with the customers such that these procedures can be tested on a regular basis.
- Drives business results by translating client organizational needs into service strategy and portfolio directions.
- Works collaboratively with key customer stakeholders and internal stakeholders to plan and deliver IT services to the DAE and C&P portfolios.
- Leads the provisioning of enterprise services, ensuring customer-driven direction. This may include those sourced through central IT, campus partners or other service providers in order to gain economies of scale and reduce risk in less strategic functions.
- Leads, builds, and maintains a strong, cross-functional high-performance team.
- Develops and implements organizational changes to meet the new initiatives and evolving needs of the DAE and C&P portfolios to enhance productivity and streamline business processes for its Units.
- Undertakes special initiatives as required.

Supervision Received

N A



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Supervision Given

The Information Systems unit including report developers, business analysis, systems training, as well as overseeing help desk services, network admin services, and a variety of core central IT services.

Consequence of Error/Judgement

The work and decisions of the Director, Information Systems will have an impact on the goals and efficacy of the UBC DAE and C&P portfolios as well as the university's upcoming campaign. Information Technology plays a key role in enabling the portfolio and the University to achieve its goal of becoming one of the world's leading universities. The Director, Information Systems plays an important role in the formulation and implementation of the IT strategic plans of a wide range of a Client groups throughout the DAE and C&P portfolios. The Director also plays a key role in ensuring that these Clients receive the IT services and support required to achieve their mandates and strategic objectives. As the Director will be providing advice and assistance to numerous client groups, the impact of decisions, and the consequences of error will be serious and far reaching, affecting the budgets of many groups, as well as the efficient delivery of the Clients' mandates.

Qualifications

Post-graduate degree. University degree in a related discipline such as Marketing, Commerce, Business Administration, Computer Science, Engineering. A post graduate degree is preferred. Minimum of 10 years experience and 4 years managerial experience and 3 years specialized experience in the design and implementation of major computer systems or the equivalent combination of education and experience. Minimum of ten years of related experience including at least four years of managerial experience and three years of specialized experience in the design and implementation of major computer systems or the equivalent combination of education and experience.

Knowledge of UBC's policies, goals, and mission.

Experience in the post-secondary or other highly complex environment would be an asset. Experience in areas of strategic planning, tactical planning, project management, risk management, business process improvement, continuous improvement, quality assurance, research, applications development and maintenance, operations management, IT governance, security, outsource management and customer service experience management. Proven leadership skills and an ability to lead and direct teams of diverse skills and personalities. Ability to develop and implement strategic business plans. Ability to conduct needs analyses, plan, organize, manage, monitor, complete, and evaluate projects within allocated time and resources. Ability to assess situations and make decisions that fall outside the scope of established policy. Ability to lead change by creating a vision and taking appropriate action to ensure acceptance and support. Ability to analyze and redesign work flow business processes to make them more efficient and effective. Ability to prioritize and work effectively under pressure to meet deadlines. Exceptional interpersonal skills including excellent communication skills (reading, writing, listening, speaking, and presentation). Demonstrated ability to work independently and within a team environment. Experience in problem-solving, change management, budget development, financial management and risk management. Effective consulting, facilitation, conflict resolution and negotiation and team-building skills are required. Ability to develop and maintain cooperative and productive working relationships. Demonstrated track record and commitment to delivering results. Knowledge of IT application development and implementation best practices, "rules of thumb", and benchmarks. Knowledge of project management disciplines and best practices. Knowledge of some of the following network concepts, and technologies: firewall, LAN VLAN, packet switching, routing, VPN; Cisco ASA PIX Catalyst, Nortel, Intermapper. Ability to effectively recruit, train, supervise, and motivate employees.

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: 14611
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Information Services
Classification Title: Information Services, Level B **Business Title:** Government Relations Officer
Department: Government Relations
Salary: \$55,187.00 - \$66,252.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2013-01-28 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2013-01-07 **Available Openings:** 1

Job Summary

To work with the Executive Director, Government and Corporate Relations in advancing and enhancing the government relations' program at UBC, particularly in light of the unit's community relations work. Duties include creating and preparing internal and external communication vehicles, web management, event planning, writing correspondence and preparing specific provincial and federal submissions. The Officer will work closely with University Relations at the Okanagan campus, UBC Public Affairs and UBC Communications and Marketing, faculties, portfolios and units in the development and implementation of university-wide government relations related strategies and events.

Organizational Status

Reports to the Executive Director, Government and Corporate Relations.

Work Performed

- Work closely with Government Relation team, UBC faculties and units in the strategic planning, development and implementation of government relations' policies and events.
- Liaise with faculties, portfolios and units to facilitate greater coordination and collaboration in University engagement with government.
- Develop, communicate and analyze a substantial calendar of local, provincial, national political and governmental events for the purpose of coordinating University advocacy, strategy and response
- Liaise with Deans, department heads, campus communicators, faculty, staff and students; referring them to experts or other sources of information, providing factual background information and actively promoting story ideas;
- Gather information, analyze and prepare reports and materials for the Executive Director and the Vice President for presentations to Board of Governors and UBC Executive
- Works with the Executive Director on the preparation of major documents for presentation to internal and governmental bodies.
- Conceptualise and develops the University's target government communications goals in consultation with the Executive Director;
- Write correspondence for senior administration on issues relating to the University's relationship with all 3 levels of government.
- Contribute to the Government Relations communication including media campaigns, publications, web management and any related communications products.
- Responsible for the Government Relations web strategy and management



- Manage event and event planning and liaise with Ceremonies Office as necessary for a variety of special events hosted by the unit, the Vice President's Office and or the President's Office;
- Liaise with senior university administrators, faculty, and staff to develop communications strategy to further their specific goals;
- Provide advice on government relations' events at UBC and off campus (i.e., ministerial visits, public consultations on current issues, announcements, etc.).
- Participate as an active member in broader UBC Communication strategies and groups, including the Communications Cardinals
- Jointly administer a comprehensive contact management database of university relations with various levels of government.
- Research and writes a broad variety of communications materials using all media (i.e. online, video, and print) Other related duties as required.

Supervision Received

Works independently with general direction from the Executive Director. The Officer contributes to the Government Relations Office's general mandate and objectives.

Supervision Given

N A

Consequence of Error/Judgement

The nature of the work requires a high level of judgment, decision-making and confidentiality. This position is important in the University's relationship with all levels of government. In addition to the high level of tact and discretion, the incumbent must have a strong knowledge and understanding of the issues facing government, the University and the post secondary education sector. Because this area is charged with building and maintaining relationships with all levels of government on often highly confidential issues, improper advice or actions could result in severe damage to the University's ongoing relationship with Government, which could have financial as well as political repercussions.

Qualifications

Undergraduate degree in a relevant discipline. Preferably in Political Science, Economics or Public Policy. Graduate degree preferred. Minimum of five years experience or the equivalent combination of education and experience. A minimum of five years related experience, or the equivalent combination of education and experience. Strong awareness of post-secondary and university research issues, Canadian government structures at all levels and current political activities. Familiarity with the activities and culture of a major research university is desirable. General knowledge of mass media operations and social media. Excellent written and interpersonal communication skills. Strong organizational and analytical skills. Capacity to respond quickly to changing demands and priorities under tight deadlines. Ability to write technical and theoretical articles. Ability to exercise good judgment, tact and diplomacy. Strong working capacity and interest in modern communications technologies including web technologies (XSL HTML CSS XML), Adobe Creative Suite, Web Services, MSOffice (Word, Excel, Access and PowerPoint). Ability to perform quantitative and qualitative research. Developed interest in public affairs and public policy. Graphic design and publication layout experience an asset. Knowledge of French an asset.

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Job Posting

Job ID: 14624
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Information Services
Classification Title: Information Services, Level D **Business Title:** Director, Interactive Marketing
Department: Communications
Salary: \$67,383.00 - \$84,230.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2013-02-01 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2013-01-13 **Available Openings:** 1

Job Summary

Reporting directly to the Development and Alumni Engagement (DAE) Chief Communications Officer, the Director, Interactive Marketing is a thought leader for the UBC communications community who is responsible for creating and implementing marketing strategies to secure donor and alumni engagement through interactive, digital, social media and e-marketing initiatives.

The Director will be responsible for supporting the University's mission of providing alumni, donors, and friends of the University with meaningful opportunities for engagement and investment with the University.

The Director works with various University clients to develop integrated marketing communications and outreach plans and campaigns in support of the portfolio's priorities for the University with regards to donor activity and alumni engagement.

The Director develops processes to oversee the execution of these plans, tracks deadlines, and manages issues, and budgets and ensures accurate reporting.

The main areas of focus will be interactive media, social media and business activities, and solutions management. There will also be an opportunity to develop new web-based portfolio-wide internal communications systems, probably based on Sharepoint.

Organizational Status

Reports to: DAE Chief Communications Officer

Works with: Alumni Affairs, Development, UBC service providers, external vendors, senior administrators, and other stakeholders as required

Supervises: Online Marketing Specialist and Web Coordinator

Work Performed

Identifies and raises issues which may have an impact on the University's image as well as on other projects in support of the portfolio's priorities. Accountable for managing risk. Liaises with internal stakeholders on scope, outstanding issues, deliverables, and ensures that issues are addressed appropriately.



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Develops and executes the online marketing strategies that could include SEO, SEM, marketing, social media, mobile and display advertising.

Identifies and directs partnership opportunities where appropriate, and constantly look for ways in which to broaden the user experience with the site. Solid business acumen specifically in developing business cases and setting up benchmarks. Measures and evaluates the impact of social media on the overall marketing efforts by leveraging key analytic systems (Sysomos, Google Analytics) to evaluate performance.

Develops and leads special internal communications projects; preparation of project plans and budgets; management of infrastructure to support projects; development of timelines and management of workflow, progress and milestones.

Conceptualizes, plans, and liaises on a range of materials including communications and marketing plans, web content, multimedia, and e-newsletters. Ensures that communications reflect the portfolio's key messages and are aligned with the University and portfolio's priorities.

Supervises the work and manages the workload of a Specialist and Coordinator. Leads staff development by mentoring staff, providing effective performance feedback, conducting the Performance Management reviews, and ensuring that there are opportunities for skill development.

Responsible for co-conceiving and rolling out internal communications platform portfolio-wide.

Addresses internal and external ad hoc customer service issues as they arise.

Performs other related duties as required.

Supervision Received

This position reports directly to the DAE Chief Communications Officer. Works independently against broad objectives.

Supervision Given

The Director, Interactive Marketing manages a Specialist and a Coordinator.

Consequence of Error/Judgement

Initiatives executed by the Director, Interactive Marketing on behalf of the Development and Alumni Engagement portfolio are very public, and are critical to donor and alumni engagement efforts. The position has dealings with staff, faculty, as well as the business community and external suppliers.

Errors in judgment could have far-reaching and long-term serious negative reputational, financial and public relations impacts for the university and its partners. Information provided by this position is used in making managerial and policy decisions at a strategic and senior level.

Poor leadership, or the lack of diplomacy, foresight or sound judgment could have a serious negative impact on the reputation of the University, its senior administrators, the portfolio, faculty and staff. It could also alienate existing and potential donors as well as jeopardize relationships with alumni, resulting in a potential loss of significant donations or critical relationships.

Qualifications

Undergraduate degree in a relevant discipline. Minimum of an undergraduate degree in business, communications or social sciences.

A minimum of 8 years of experience or the equivalent combination of education and experience. Seasoned communication professional with eight years experience working with the web with regards to web development, content management, and marketing including experience working in social media - i.e., developing, implementing and measuring social media strategy and programming



or an equivalent combination of education, training and experience. Experience in a broad range of communications areas, e.g. marketing, corporate communications, writing, branding, advertising, website and e-marketing, marketing research, events, along with general experience in business and communications. Solid understanding of marketing and direct response concepts, such as campaign planning and segmentation. Advanced working knowledge of Community and Social Media platforms: networking, blogs, micro-blogs, mobile, user-generated sites, etc. and demonstrated ability in leveraging them to drive performance. Strong sense of design and trends in user experience. Experience executing integrated marketing, communication, or recruitment campaigns (online offline, email, event-based, social media-based) Familiarity with content management, information architecture, audience analysis, usability, and or user-centric design Experience executing projects related to corporate domain design, microsites, email campaigns, interactive media, brand extensions, eCommerce, or social campaigns. Proficiency in HTML and CSS development an asset. Experience with eMarketing strategy, network-based fundraising, traffic analysis, social networks, media, or other key areas of online outreach Working knowledge of site performance reporting and analytics including experience with web analytics reporting software - Web Trends, Omniture and Google Analytics. Extensive experience managing projects with a high level of accountability for their completion. Demonstrated experience in developing, executing and measuring successful marketing communications campaigns. Familiarity with internal communications platforms such as Sharepoint would be an asset. Educational and or development alumni experience is an asset. Ability to coordinate across organizational boundaries and motivate staff outside of their sphere of control. Must have initiative, be a self starter, and adapt easily to changing priorities as well as the ability to manage multiple initiatives. Flexible and adaptable team player. Strong leadership, relationship-building and collaboration skills required in liaising with internal and external clients. Excellent coaching, consulting, and negotiating skills. Proven strategic and creative thinker, innovator and problem-solver, with high attention to detail, along with skills in conflict resolution.

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Job Posting

Job ID: 14654
Location: Kelowna - UBC Okanagan
Employment Group: Management&Professional (AAPS)
Job Category: Research & Facilitation
Classification Title: Research&Facilitation, Level B **Business Title:** Knowledge Exchange Specialist
Department: UBCO - Nursing
Salary: \$ 30.26 - \$ 36.32 (Hourly)
Full/Part Time: Part-Time
Desired Start Date: 2013-02-01
Job End Date: 2013-09-30
Funding Type: Budget Funded
Other:
Date Closed: 2013-01-10 **Available Openings:** 1

Job Summary

Works with faculty-led research teams to develop and execute electronic knowledge exchange strategies to promote dissemination and uptake of research evidence within local, provincial, national, and international communities. Identifies and develops key strategies to promote and advance knowledge exchange strategies using web-based platforms. This position includes work on a variety of health promotion research projects currently underway (e.g., FACET, iTAG, START) and new projects as funding is awarded.

Organizational Status

The Knowledge Exchange Specialist will report directly to the PI CoPI, Dr. Joan Bottorff.

Work Performed

1. Identifies gaps and opportunities for improving existing research knowledge exchange web-based strategies.
2. Contributes and coordinates the development of a knowledge exchange plan using web-based platforms that are tailored to the focus of continuing research projects and future projects.
3. Develops and executes electronic knowledge exchange strategies to promote dissemination and uptake of research evidence by:
 - Planning, developing, implementing and evaluating knowledge exchange strategies using web-based platforms that take advantage of new technologies.
 - Developing e-knowledge exchange guidelines to capture and build internal knowledge resources, based on best practices.
4. Prepares and provides regular reports of work to research teams.
5. Works on a variety of health promotion research projects currently underway (e.g., FACET, iTAG, START) and new projects as funding is awarded.
6. Performs other duties as required.

Supervision Received



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The Knowledge Exchange Specialist position will work under general direction of the PI Co-PI, in conjunction with the investigative team of the assigned research projects.

Supervision Given

There may be work study students supervised by the Special Projects Coordinator as funding is available for this. He she will assign and check work completed.

Consequence of Error/Judgement

The Knowledge Exchange Specialist works under the general direction of the PI Co-PI within established policies, procedures and standards. It is imperative that the Knowledge Exchange Specialist work collaboratively and with minimal supervision. She will act independently in performing defined duties and will alert the PI Co-PI to any unusual situations, and will keep her him advised of problems as they arise or are anticipated. Errors or incorrect decisions could result in delays in completing projects. The work of the Knowledge Exchange Specialist must be completed at a high level of accuracy and efficiency.

Qualifications

Undergraduate degree in a relevant discipline. Undergraduate degree in a relevant discipline (Health or Information Technology), plus a minimum of three years of related experience, or an equivalent combination of education and experience. Post-graduate degree (complete or in process) in Information Technology is preferred. Minimum of three years experience or the equivalent combination of education and experience. Knowledge of health-related research and knowledge translation. Advanced level of computer literacy in web-based technologies, Adobe Acrobat, etc. Extremely detail oriented; highly organized self-started, independent, flexible and self-directed while working in a team environment. Outstanding oral and written communication skills. Ability to prioritize work, adapt to changing priorities, to multi-task and to meet deadlines. Ability to exercise initiative and be resourceful and innovative. Excellent knowledge of website management and the ability to use web-based technologies at an advanced level to develop effective e-knowledge translation to disseminate research findings and support uptake.

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Job Posting

Job ID: 14660
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Cooperative Education
Classification Title: Coop.Education, Level A **Business Title:** Business Development Associate
Department: Science Coop
Salary: \$47,315.00 - \$56,799.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2013-01-02 **Ongoing:** Yes
Job End Date:
Funding Type: Self Funded
Other:
Date Closed: 2013-01-01 **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 Coordinator is responsible for assisting with the implementation of the business development strategy for the Science Co-op Program with employer, faculty and student stakeholders. Tasks include establishing a sustainable framework with new employers nationally and internationally; making cold-calls and follow up calls to potential employers, identifying job leads suitable for the program and increase program awareness through company and public institution outreach, performing market research and analysis, and attending relevant career fairs and coordinating program display booths.

Organizational Status

Reports to the Director of the Science Co-op Program. The Business Development Associate is primarily responsible for generating co-op job opportunities for the program and will be working closely with individual program Coordinators.

Work Performed

- Contributes to implementing strategies to market the program to Canadian and international employers;
- Conducts market research to source potential employers and job opportunities for the Science Co-op program;
- Promotes program and explains job placement process to new employers via telephone, e-mail and print media
- Generates new job leads through cold calls and e-mails.
- Maintaining records of contacts, next point of contact and results of contact in internal database
- Participates in relevant trade shows and recruiting events
- Coordinates display booths at various trade shows, professional association events, career fairs and on-campus recruitment events
- Works with program assistants to conduct regular follow up calls to existing employers
- Evaluates efficiency of existing marketing strategies and makes suggestion for improvement
- Prepares marketing activity reports, analyzes marketing data

Supervision Received

Reports to the Director, Science Co-op. Works independently within constraints of policy and the administrative framework. Work subject to review in relation to program goals.



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Supervision Given

No supervision given to other staff. The incumbent will be working closely with program Coordinators and program assistants on a daily basis.

Consequence of Error/Judgement

The position represents the Faculty of Science and its co-op program, the students and the University. Incorrect decisions would adversely affect the reputation of the Science Co-op program, which would prevent it from achieving its targets. The reputation of other UBC co-op and career programs and of the Faculty and the university generally would also be harmed by poor decisions. Failure to deliver effective and timely service to employers could result in loss of industry support, which would seriously damage the program.

Qualifications

Undergraduate degree in a relevant discipline. (An undergraduate degree in marketing with science focus is highly preferred) Minimum of two years experience or the equivalent combination of education and experience. Previous experience working in co-op and industry an asset. Experience in marketing and cold calling required. Ability to communicate effectively verbally and in writing. Ability to effectively use MS Office at an advanced level (e.g. MS Word, MS Excel). Experience working with online database and perform extensive internet research. Good email management skills. Ability to work effectively independently and in a team environment. Ability to travel. Driver's license is required.

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Job Posting

Job ID: 14601
Location: Kelowna - UBC Okanagan
Employment Group: Management&Professional (AAPS)
Job Category: Media Services
Classification Title: Media Services, Level B
Business Title: Media Specialist, Producer/Video Journalist
Department: UBCO - IT Services
Salary: \$55,187.00 - \$66,252.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2013-01-15
Ongoing: Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2013-01-04
Available Openings: 1

Job Summary

The Producer Video Journalist manages the administrative operations, planning, background research, creation, scheduling and presentation of media projects produced for the ubco.tv online network, as well as other media projects as required. Expertise in videography, video editing and journalism is required. This position enables and oversees the effective use of media to support teaching, learning and research at UBC Okanagan campus.

Organizational Status

Reports to the Manager, Media Centre, UBC Okanagan campus.

This position provides support and training to IT, Media and Classroom Service clients. The Media Specialist - Producer Video Journalist is expected to provide the highest possible standards in customer service excellence, displaying supportive and respectful behaviour at all times in the conduct of business.

Work Performed

1. Manages the ubco.tv content and broadcast System by:
 - Strategically planning for ubco.tv, streaming and interactive media at UBC Okanagan campus.
 - Consulting with internal clients to gather requirements, ensuring stories meet criteria and are within the guidelines for Place and Promise, developing and presenting digital medial resource proposals, then designing and managing projects including production teams for product and service delivery.
 - Providing background research, creating, scheduling and presenting media projects and providing digital media production services for the UBC Okanagan community, for the ubco.tv online network and local television stations.
 - Working as the supervising producer and journalist for ubco.tv productions including field productions.
 - Overseeing the design, development and implementation of digital media projects.
 - Ensuring production resources are active and accessible to ensure operability.
 - Working with Media Specialist - Operations, the Manager, Media Centre, and IT, Classroom Services staff to strategize projects, delivery, and to ensure successful completion of tasks and communicating project information in a timely manner.
 - Working with the University community on projects including but not limited to student work, course curricula, classroom recording, video podcasting, live streaming, virtual classroom and ubco.tv content as well as promotional and other multimedia productions.



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- Conceptualizing, researching, writing and producing stories for ubco.tv stories as well as other projects as necessary.
 - Ensuring overall broadcast and professional standards are met in the facility.
2. Enables and oversees the effective use of media to support teaching, learning and research at UBC Okanagan campus by:
- Working with and advising students, faculty, staff and other project team members to ensure the successful completion of video projects.
 - Managing day-to-day Media Equipment Inventory Control by consulting with Faculty, Staff and Students on the appropriate equipment to use for classes and projects, as well as ensuring that the equipment is available while meeting the needs of the rest of the Okanagan campus community.
 - Conducting training seminars for faculty, staff and students in the use of media recording, editing and production technology.
 - Working with students to help integrate media content into their coursework and projects.
 - Overseeing student volunteers working on media projects for ubco.tv and other campus events.
 - Designing and implementing video journalism training to students.
 - Providing technical support to students in the Information Commons and to faculty and staff in the Centre for Teaching and Learning.
3. Provides excellence in technical and customer service by:
- Working as part of a team making presentations to outside organizations.
 - Keeping current with new and upcoming technology and media.
 - Efficiently investigating and resolving client support needs in a timely manner.
 - Participating on team assignments.
4. Performs other duties as required.

Supervision Received

Direct supervision from the Manager, Media Centre. This position works with considerable latitude and must be able to work independently and carry out work to completion. Keeps Manager informed of the status of work in progress. Work is reviewed in terms of achievement of specific project objectives.

Supervision Given

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

Consequence of Error/Judgement

Errors in the support of client projects and systems could cost the University thousands of dollars in lost productivity and could impact on the timely delivery of service to clients. Errors in the recommendation of proper content or technology solutions could cost the University thousands of dollars.

Qualifications

Undergraduate degree in a relevant discipline. Bachelor's degree in Broadcast Production, Communications, Journalism or a related field. A minimum of 5 years of experience or the equivalent combination of education and experience. Marketing and Journalism experience required. Demonstrated ability to investigate and report a wide range of stories. Expertise in videography and video editing required. Knowledge of University policies and procedures, government regulations, and CRTC regulations. Ability to effectively present technological information to a wide range of experience levels. Working knowledge of web-based learning systems, broadcast television production and interactive technologies. Demonstrated experience in a variety of electronic systems such as computer, projection, telecommunications, satellite, CCTV, audio and video. Computer experience using a variety of presentation software applications. Demonstrated experience as a leader. Effective oral and written communication, interpersonal, analytical, negotiation, client service, and organizational skills. Ability to take initiative, work with limited direction, handle



stress and thrive in uncertainty and ambiguity. Ability to exercise diplomacy, tact and discretion. Ability to work within a flexible work schedule to achieve production deadlines. Ability to impart technical information to clients with mixed levels of technical ability. Strong attention to detail and accuracy. Ability to plan and carry out multiple tasks and projects, to prioritize and organize effectively, to work under pressure and to meet established timelines. Ability to work independently and in a team environment, and with minimal supervision. Demonstrated willingness to learn and continually upgrade skills.

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: 14667
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Development Office
Classification Title: Development Office, Level C **Business Title:** Manager, Board Relations & ED/AVP Office
Department: Alumni Association
Salary: \$51,099.00 - \$61,343.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2013-01-28 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2013-01-08 **Available Openings:** 1

Job Summary

This position is responsible for the day to day managing the UBC Alumni Association Board and stewarding relationships with past Boards Members and other senior level UBC alumni and donors. This position is responsible for ensuring organizational governance and compliance, managing the Office of the Associate VP (AVP), Alumni Executive Director (ED) including providing leadership of the administration. The Manager, Board Relations organizes and administers project coordination for programs such as the Annual General Meeting and the Past Presidents Dinner and represents Alumni Affairs in various capacities as part of the DAE portfolio. The incumbent will evaluate, analyze and suggest implementation options and track project outcomes once a course of action has been set.

Organizational Status

Reports to the AVP ED. The position involves interaction with senior level alumni and donors including officers and members of the Board of Directors, UBC executives and their offices, Development and Alumni Engagement Executive team, and alumni affairs team across the University on both campuses. The position involves interaction with staff, campus and off-campus community and organizations, and key alumni volunteers.

Work Performed

The incumbent will be responsible to:

1. Stewardship of Board of Directors, Past Board, and Senior Level Alumni Engagement
 - Manage all Alumni Association Board matters providing professional leadership to support the Governance, Nominating, and Executive and other committees as needed as the primary point of contact for all Board matters;
 - Manage the nomination process for Alumni Association Board of Directors which includes: coordinating the communication plan, preparing nomination forms, compiling a list of current members and vacancies to determine gaps, coordinating the final selection of candidates to fill vacancies in collaboration with the Nominating Committee and the Board of Directors;
 - Manage the Governance Committee which includes: providing background material establishing agendas with the chair, following up on action items, and managing the implementation of decisions;
 - Coordinate the UBC Okanagan Convocation Senate vacancy process as well as the Chancellor and Board of Governors nomination processes;
 - Manage the Annual General Meeting for the Alumni Association and the Past President's Dinner including coordinating with the Events team to ensure quality logistics for the events;



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- Manage orientation for all new Alumni Association Board members and updates the Board of Directors policy manual as necessary;
- Facilitate participation of Board and other senior alumni volunteers in a range of University and alumni activities;
- Establish regular communications and opportunities for board chair and or ED AVP to update past members of the officers of the board of directors.
- Work with the Board of Governors office as needed to coordinate Alumni Association responsibilities for the UBC;
- Coordinate Alumni Affairs reports to the Board of Directors and the UBC Board of Governors;
- Provide support and direction to ensure that Board is highly functioning in driving recruitment, orientation, succession planning and ongoing stewardship;

2. Alumni Engagement Coordination

- Coordinate the delivery and monitoring of strategic initiatives, program implementation and reporting to stakeholders;
- Coordinate collaboration and communication to strengthen relationships with campus and unit partners;
- Review, draft and edit proposals, documents, reports and other materials;
- Coordinates schedules and activities with campus and external partners;
- Participate in Board strategic planning;
- Provide event support for highly personalized alumni engagement activities.

3. Board Support

- Work with Alumni Affairs Communications team and UBC Public Affairs on a wide range of communications including Annual Reports, speeches, letters from the President to Alumni board, correspondence to past Board members, updates to the UBC Board packages;
- Work with Communications to ensure that web information about Board and Alumni Affairs is up to date;
- Write speaking notes for AVP ED Alumni and UBCAA Board members as well as complex and confidential reports for presentations to the Alumni Association Board of Directors;
- Write briefing notes for Alumni Relations events and other key activities, provides post-event assessments evaluations.
- Maintain records of all Association meetings and events for statistical reports;
- Ensure the smooth day to day operation of Alumni Association Board activities, providing support for various organizational needs as determined by the AVP ED;
- Supervise the Executive Coordinator;
- Maintain records on LINKS database;
- Perform other related duties as required.

Supervision Received

Reports to the AVP ED. The incumbent works with a high level of autonomy under general direction according to broad objectives. Works independently with discretion relating to alumni negotiations, policy administration and interpretation, staff supervision, and administrative responsibilities.

Supervision Given

Responsible for the managing and advising of the staff of the Office of the AVP ED including student employees and volunteers as required on various projects.

Consequence of Error/Judgement

Given that the incumbent will liaise regularly with senior administration, prominent alumni and donors as well as significant friends and partners of the university, the Manager, Board Relations and AVP ED Office is expected to exercise judgment, diplomacy and tact in all interactions. Poor judgement could alienate alumni, damage the university's reputation, as well as negatively impact potential opportunities to engage alumni as friends, volunteers, and donors.

Errors may impact on the effectiveness of the office, image, reputation and credibility of the Alumni Association, the portfolio and the University. Accuracy and speed and the ability to meet deadlines are critical. All information must be accurate and provided in a respectful, timely and supportive way.



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Qualifications

Undergraduate degree in a relevant discipline. Minimum of two years experience or the equivalent combination of education and experience. Prior board and or volunteer management experience desired. Excellent project management skills. Good political and social "radar" in dealing with high-level administrators, volunteers, and staff. Strong interpersonal and negotiation skills required in liaising with colleagues, alumni, internal and external service providers, and senior university administration. The candidate should have demonstrated ability to plan, manage, negotiate and collaborate with partners internal and external to the University, in order to execute a variety of complex projects with firm deadlines. Strong conceptual abilities combined with high attention to detail. Excellent time management skills, as well as ability to handle multiple tasks and respond to multiple stakeholders. Well-developed analytical and problem-solving skills are required, along with skills in collaboration and conflict resolution. Ability to generate professional reports, research and presentations. Ability to handle highly confidential and sensitive material and to exercise a high level of tact and discretion. Ability to persuade others of the value of collaborating and participation. Intermediate or advanced computer skills with Microsoft Office Suite, PowerPoint, Internet; knowledge of LINKS is an asset. Superior oral and written communication, interpersonal, and organizational skills. Knowledge and experience of office administration practices. Positive demeanour and service-orientation toward both colleagues and external audiences. Ability to "think around corners" and anticipate needs that may emerge. Ability to work both independently and within a team environment. Travel may be required.

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Job Posting

Job ID: 14668
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Development Office
Classification Title: Development Office, Level D **Business Title:** Development Officer, Faculty of Arts
Department: Development Office
Salary: \$55,187.00 - \$66,252.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2013-02-04 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2013-01-20 **Available Openings:** 1

Job Summary

Responsible for supporting senior management to ensure annual fundraising benchmarks and performance goals are achieved, including administering fundraising programs, conducting research, developing strategies and preparing proposals. Participates in comprehensive plans for identifying, cultivating, soliciting, and stewarding major gift prospects and donors. Assists in developing strategies for closing gifts.

Organizational Status

Reports to: Director or Manager, of Unit Program

Works with: UBC faculty and staff involved in fundraising.

Contacts: Donors and outside community groups and organizations.

Work Performed

- Works in partnership with senior management to facilitate maximum private and public sector support for the Faculty.
- 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 by the Dean, faculty and volunteers.
- Develops proposals and works with donors to generate gifts for priority projects.
- 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 Director or Manager to achieve objectives. Difficult technical problems and matters non-conforming to UBC policy can be referred to the Director or Manager Officer.



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Supervision Given

NA

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

Undergraduate degree in a relevant 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. 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: 14590
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Development Office
Classification Title: Development Office, Level D **Business Title:** Development Officer, Regional & Global Development
Department: Development Office
Salary: \$55,187.00 - \$66,252.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2013-01-30 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2013-01-09 **Available Openings:** 1

Job Summary

Responsible for supporting senior management including the President and Vice President, Development and Alumni Engagement to ensure annual fundraising benchmarks and performance goals are achieved, including moving fundraising accounts through the donor cycle and or administering fundraising programs, conducting research, developing strategies and preparing proposals. Participates in comprehensive plans for identifying, cultivating, soliciting, and stewarding major gift prospects and donors. Assists in developing strategies for closing gifts. Develops and manages a portfolio, makes face-to-face visits for the purpose of discovery, cultivation and solicitation strategies for major gift prospects.

Organizational Status

Reports to: Director

Works with: UBC faculty and staff involved in fundraising.

Contacts: Donors and outside community groups and organizations.

Supervises: May supervise development coordinators and support staff.

Work Performed

- Works in partnership with senior management including the President and Vice President, Development and Alumni Engagement to facilitate maximum private and public sector support for the university;
- Develops proposals, generates donor prospect solicitation materials and correspondence and works with donors to generate gifts for priority projects;
- Receives decisions from President's Scheduling Committee on the President's travel schedule;
- Communicates the travel schedule to the Major Gifts Strategy Team as well as the associated timelines for decisions, correspondence, briefings and materials;
- Develops expertise on each of the markets including a solid knowledge of UBC's key relationships, Alumni, recent major gifts, competition, distribution of wealth, philanthropic trends and leaders in philanthropy, as well as the economic and social context;
- Manages the prospect pipeline for each regional market including liaising with Research to identify additional alumni and non-alumni with capacity and or influence and to cultivate interest in UBC;



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- Coordinates engagement of donors, friends and prospects with Alumni Affairs where appropriate;
- Takes the lead planning and recommending meeting priorities for select regional and global visits;
- Works with the scheduler and the unit coordinator to secure the visits;
- Works with the appropriate Major Gifts Lead for positioning correspondence, briefing notes and meeting materials;
- Assists in debriefing and relevant follow up;
- Acts as Development Officer on new relationships where a primary relationship does not yet exist and monitor when the relationship should be transitioned to a Major Gifts Unit;
- Ensures that appropriate donor recognition, acknowledgment and stewardship programs are in place;
- Performs other related duties as required.

Supervision Received

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

Supervision Given

May supervise coordinators 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

Undergraduate degree in a relevant discipline. 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. Three years of fundraising or related experience or an equivalent combination of education, training and experience. 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: 14632
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Development Office
Classification Title: Development Office, Level D3 **Business Title:** Associate Director, Donor Relations & Recognition
Department: Communications
Salary: \$64,369.00 - \$77,274.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2013-01-03 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2013-01-02 **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 Associate Director of Donor Relations & Recognition provides leadership to create, implement, manage and assess a university-wide donor relations and recognition strategy for the President's Office, Development, 16 Faculties and 2 Units. The goal of the strategy builds and maintains long-term relationships in support of Development to reach its strategic fundraising goals. Gift club members comprise of 3,400 donors who in 2011 12 donated \$171.9 Million.

Responsibilities include: strategy development, recognition proposals, personalized stewardship plans and managing the campaign legacy recognition project that strategically targets all levels of giving. This donor relations and recognition role is a key contributor growing philanthropic support for Development and aids in enhancing alumni engagement. Specifically, this role will:

- Work with the President's Office, Chancellor, other Senior Admin, Development, Alumni Affairs, faculties and units to develop strategic donor recognition and or stewardship plans for major gift donors.
- Develop, implement and lead a successful and integrated donor recognition program that strategically targets all levels of giving as defined by the DAE leadership.
- Manage university wide stewardship plans and donor gift club recognition activities for over 3,400 gift club members.
- Develop a strategic annual and multi-year donor recognition and stewardship plan that increases donor involvement to increase philanthropic support.
- Manage Campaign Recognition and Appreciation Plan that incorporates strategies for both donor and alumni recognition.
- Build strong internal and external relationships to meet the strategic fundraising objectives set out by Development.
- Manage financial and other resources related to donor recognition, gift club events, publications and donor recognition projects (campaign legacy, donor walls, etc).
- With Director, set and meet annual targets benchmarking donor recognition vs. repeat gifts.

Organizational Status

Reports to Director of Stewardship and Events.

Work Performed

- Develops strategic direction and directs a comprehensive donor relations and recognition program to build donor trust through



consistent and meaningful contact and maximise opportunities for donor recognition. This will include, but not be limited to: personalized major gift recognition events hosted by the President, major gift announcements, faculty major gift recognition events, gift club recognition, campaign related activities, etc.

- Work with the President, DAE principal gifts, leadership staff, key volunteers, faculties, and other offices across campus to create and implement personalized stewardship plans for major donors.
- Oversees and directs the development and implementation of both University-wide and Campaign recognition. This will include, but not be limited to: campaign legacy, architectural recognition, public realm art, donor walls, plaques, media coverage, recognition gifts, individual and group recognition.
- Evaluates the recognition program and identifies strategies to build and maintain relationships that actively promote philanthropic giving and develops opportunities to leverage those relationships for future philanthropic opportunities.
- Oversee risk management associated with the delivery of recognition and programs.
- Develop and execute annual and multi-year donor recognition and stewardship plans focused on introduction of creative and unique recognition opportunities to support growth in philanthropic giving.
- Manage budgets associated with the delivery of University-wide donor recognition programs.
- Negotiate contracts with external and internal vendors
- Relationship Manager for Wesbrook Co-chairs and <1,000 major gift donors who have no primary relationship manager assigned and are in long-term stewardship phase.
- Develop and sustain relationships with academic units to benefit from joint strategic opportunities, forge financial collaborations, and identify other synergistic opportunities to advance shared goals.
- Implement and manage a system of coordinated communications for donors, including recognition in University-wide communications (Campaign Update, Report on Giving, Trek, Faculty Newsletters, etc)
- Direct donor contact for University-wide Development Communications
- Tracks donor relations and stewardship activities in the established databases to enhance relationships and increase the likelihood of continued philanthropic contributions.
- Establish and communicate clear and consistent program protocols and processes to ensure the consistent delivery of recognition programs and stewardship plans.
- Develop appropriate metrics and conducts periodic audits for evaluation of the strategies and programs and makes recommendations for change as required.
- Develop procedures for collaboration between the central Development and Alumni Engagement office and the decentralized fundraising units as it relates to donor stewardship and recognition.
- Responds to donor enquiries concerning their gifts, endowment performance, expenditures, and other general questions.
- Performs other related duties as required.

Supervision Received

Works under direction within established guidelines but is expected to resolve problems, demonstrate initiative, and apply strong judgment and demonstrated ability to make decisions requiring autonomy and responsibility on a daily basis. Work is evaluated against set performance expectations.

Supervision Given

The Associate Director oversees the work of Donor Relations and Recognition Clerk, students and volunteers, as required.

Consequence of Error/Judgement

Errors may lead to potential financial, philanthropic, political or reputational implications and negatively affect the DAE Portfolio and the University. The Associate Director, Donor Relations & Recognition is expected to exercise good judgement, diplomacy and tact in all interactions associated with the function of this position.

Qualifications

Undergraduate degree in a relevant discipline. A minimum of 5 years of experience including experience in major-gift



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fundraising and strategy development or the equivalent combination of education and experience.

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Job Posting

Job ID: 14631
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Development Office
Classification Title: Development Office, Level D3 **Business Title:** Associate Director, Events
Department: Communications
Salary: \$64,369.00 - \$77,274.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2013-01-01 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2013-01-02 **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 incumbent of this position is responsible for developing, managing and providing leadership and professional expertise for the planning and implementation of all university-wide alumni and donor events. The incumbent is responsible for establishing and ensuring implementation of event and program standards and protocols expected of a world-class university.

Major responsibilities include planning and managing all aspects of alumni and donor event-based programs; managing budgets for alumni and donor events; engaging the President, Vice-Presidents, Associate Vice-Presidents, Deans and other senior University officials in the delivery of event programs; managing, coaching and providing leadership to a staff team of professional, union and student event staff; facilitating discussions and decisions about issues affecting alumni and donor events; researching and analyzing clients' needs, developing comprehensive program infrastructure to ensure consistency of program delivery; participate in stewarding relationships with program speakers, volunteers, partners; managing internal, stakeholder, and vendor relationships; collaborating with units in the Development & Alumni Engagement portfolio; ensuring UBC policies are adhered to; negotiating contracts with on and off-campus suppliers; managing a complex schedule of programs and events; ensuring consistency of communication vehicles that support the delivery of events and programs; participating as a senior member of the Stewardship & Events team.

Organizational Status

Reports to: Director, Stewardship and Events

Works with: President's Office, Chancellor and Board Office; all Vice-Presidential Offices, Deans, senior administration, faculty and staff involved in external relations; all units in the Development & Alumni Engagement portfolio; Student Affairs and Development, Ceremonies, UBC service providers, external vendors, and other senior administrators, as appropriate

Contacts: Alumni, donors, students, volunteers, and external community groups

Supervises: Senior Managers, Managers, Coordinators, Support Staff, Student Employees and Volunteers

Work Performed



Event Strategy and Infrastructure

- Establish clear and consistent program protocols and processes to ensure the consistent delivery of programs - including, but not limited to project plans for the execution of event logistics, delivery of communications, management of budgets nearing \$1million
- Develop and implement a comprehensive program delivery strategy for local, national and international celebrations, events, and programs encompassing all alumni and donors and targeted alumni and donor communities, ensuring appropriate engagement and recognition
- Manage the infrastructure and implementation of 50 + major University alumni and donor programs, including but not limited to Alumni Weekend, Alumni Achievement Awards, Blue & Gold Review, UBC Alumni Association AGM and Past President events, UBC Dialogues, Uniquely UBC, The Next Step, donor recognition activities, milestones and celebrations and Presidential tours.
- Develop and manage mechanisms for program management and implementation to coordinate multiple, simultaneously scheduled programs, track participants, manage participant information, and manage associated finances

Event Management

- Provide ongoing guidance and advice, internally and externally, about best practices in alumni and donor event and program delivery and evaluation
- Manage a system of coordinated communications, including invitations, acknowledgements, , and program promotion
- Manage program assessment, evaluation and analysis mechanisms to ensure strategic alignment and continuous program improvement
- Negotiate contracts with external and internal vendors - including but not limited to facilities, photographers, caterers, security, printing houses, mailing houses, rental companies
- Manage budgets associated with the delivery of University-wide programs
- Support the Director in the development and implementation of new initiatives to advance the University and the DAE Portfolio.
- Supervise staff associated with the implementation of alumni and donor events and programs, as assigned, including Senior Managers, Managers, Coordinators. Administrative and student staff
- Oversee risk management associated with the delivery of events and programs

Relationship Management

- Interact regularly with constituent groups including staff, volunteers, university administration, alumni and development professionals based in the central and academic units, faculty members, and students to gain their support for program initiatives
- Provide resources, guidance, advice related to events as requested by colleagues across the DAE Portfolio and the University
- Support relationships that contribute to UBC's reputational excellence, including those with other universities, Canadian Consulates and High Commission offices, and professional associations
- Identify and contribute to the rolodex of alumni "connectors" in strategically important regions or populations
- Work as an integral team member and leader within the Development and Alumni Engagement Communications Team, the Development Office and Alumni Affairs
- Develop and sustain relationships with academic and campus-based units to take advantage of strategic opportunities, forge financial collaborations, and identify other synergistic opportunities to advance shared goals
- Share faculty aspirations and needs to the rest of the Development and Alumni Engagement group to ensure alignment and maximize impact and investments of time and money in University events.
- Perform other related duties, as required

Supervision Received

The incumbent works under general direction according to broad objectives. Works independently with discretion relating to negotiations, policy administration and interpretation, staff supervision, and administrative responsibilities. Overall strategic planning on global alumni and donor program management initiatives is executed in consultation with the Director and the Development Office or Alumni Affairs Team.



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Supervision Given

The Associate Director supervises the work of Senior Events Managers, Events Managers, researchers, administrative and student staff.

- Recruit, hire, train, motivate a qualified and diverse team of event professionals
- Provide training, coaching, supervision, leadership of management, union and student staff
- Support career development activities for staff team

Consequence of Error/Judgement

Given that the incumbent will be the lead planner for activities profiling the President, Vice-Presidents, Deans and other university and government leaders, as well as members of the Board of Governors, the UBC Alumni Association Board, senior level volunteers, and senior administrators of the University in high visibility programs and events, errors made in planning, budgeting or managing events could result in serious negative reputational, financial and public relations impacts for the university and its partners.

The position is a critical point of contact for Development and Alumni Engagement and internal and external program providers and participants. The Associate Director is expected to make decisions and recommendations impacting the University's most senior relationships in the community. Incorrect interpretation or communication of university positions, policy and procedures or lack of tact, diplomacy or sensitivity in dealing with these alumni and senior administrators could potentially result in damaged relationships and credibility for Development & Alumni Engagement, the UBC Alumni Association, the President's Office and the University as a whole, leading to potential financial, political or reputational implications.

Qualifications

Undergraduate degree in a relevant discipline. Minimum of an undergraduate degree in business, communications or social sciences, and a graduate degree 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. Minimum eight years relationship management and or event management experience or an equivalent combination of education, training and experience. Experience in donor relations and skilled in strategy development. Thorough knowledge of the university environment and academic structure is an asset. Ability to work independently while exercising good judgement at all times. Well-developed analytical and problem-solving skills are required, along with skills in conflict resolution. Ability to work simultaneously on a variety of complex projects with imposed deadlines; Strong conceptual abilities combined with high attention to detail. ability to formulate strategic plans; effective communication skills, verbal and written; strong interpersonal skills required in liaising with major donors, corporate executives and senior university administration; proven ability to work with the University's senior-most donors to advance the University's mission; tact, diplomacy, discretion and sound judgment required.

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Job Posting

Job ID: 14669
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Business Development
Classification Title: Business Development, Level A **Business Title:** Senior Business Development Officer
Department: Athletics and Recreation
Salary: \$55,187.00 - \$66,252.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2013-01-07 **Ongoing:** Yes
Job End Date:
Funding Type: Self Funded
Other:
Date Closed: 2013-01-03 **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 leading and spearheading key corporate partnerships and sponsorship initiatives for UBC Athletics and Recreation. Primary responsibilities include managing, initiating, and servicing sponsorships as well as major supply and community partnerships. Specifically, this position has four main areas: (1) initiate partnerships - generate leads, conduct research, strategize plan and approach, propose and negotiate. (2) manage - contracts, deliverables, execution, and trouble-shoot by solving solutions as issues arise. (3) service - fulfillment, organize events, reporting, retention, analysis and evaluation. (4) other - budget creation, maintain monthly financials, supervise full-time staff and student staff, support marketing initiatives across Department, collaborate and advise other campus groups on sponsorship, work with Associate Director as needed on strategic partnerships and alliances for external and internal organizations. This position will focus on targeted sponsorship sales campaigns for Athletics and Recreation events, teams, programs and venues, while leading and overseeing staff in growing sponsorship revenue across the department. Collaborates with the Department's Marketing, Events, Communication, Facilities, and Finance staff to ensure all elements of contracts and agreements are fulfilled.

Works independently in an office located in the Doug Mitchell Thunderbird Sports Centre. Involves frequent off campus travel to meet current potential sponsors.

Organizational Status

Reports to the Department of Athletics' Associate Director - Facilities & Business Development. Also works closely with all Marketing, Events, Program, and Facility related Departmental employees in addition to numerous internal and external contacts including other UBC departments. Will co-supervise the Facility Events and Services Coordinator, student staff, and event volunteers.

Work Performed

- 1) Initiates and acquires key partnerships, suppliers and sponsors through a comprehensive multi-step process which includes:
 - a. thorough and careful research
 - b. generating leads through connections and other logical means
 - c. strategizing
 - d. detailed and thoughtful planning



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e. a honest and respectful approach

Also creates unique proposals and presentations tailored to each individual company; discusses ("discovery or fact-finding session") with each potential partner organization and negotiates ideas and agreements.

2) Manages and maintains key relationships

f. organizes VIP events and gatherings, and a formal recognition program

g. takes lead in drawing up agreements

h. gathers and acts on typically hundreds of deliverables

i. executes and implements the jointly forged plan between the company and UBC, exceeding expectations where possible

j. provide solutions as trouble-shooting issues arise

k. support sponsor-related communiques internally and externally as part of the sponsor exposure strategy through multi-event packages and promotional giveaways. This also includes facilitating ongoing relationships and communication by meeting with Departmental facility managers, marketing and event staff, and others to ensure ownership of the sponsorship and marketing strategy for UBC Athletics and Recreation

3) Service the sponsorships and partnerships

l. fulfill numerous obligations and do best to meet expectations

m. organize and quarterback hundreds of events and programs on behalf of and with the sponsor, supplier, or partner

n. address sponsor needs and requests (within reason)

o. conduct quantitative and qualitative analysis for internal and external audiences (in addition to sales campaign analysis and market research)

p. internally provide concise and consistent messaging on actionable items across all units within the Department

q. report back on specific sponsored events and deliverables

r. keep appraised of industry trends through conferences, education, news, and networking

Goal is to retain mutually beneficial partners and grow long-term with them as long as it makes sense for UBC to do so. Operate within standard business practices, policies, and procedures that are respectful and allow for timely goals.

4) Other

s. create and make recommendations towards a fiscally prudent budget that is maintained and monitored on a month-to-month basis

t. supervise and support the Facilities Events and Services Coordinator, along with student staff and event volunteers

u. support promotion and marketing initiatives across the Department

v. provide the infrastructure and mechanism for interacting with other units and service areas to deliver product and services identified at appropriate times throughout the calendar year

w. collaborate and advise other campus departments and units on Sponsorship

x. develop and implement marketing plan relating to sponsors and partners

y. help realize cost savings for the Department through smart partnerships with vendors, suppliers and key partners

z. work with the Associate Director, Facilities and Business Development, as needed on strategic partnerships, supplier relationships, and sponsorships for external and internal relations

Supervision Received

Minimal

Supervision Given

Supervision of the Facilities Events and Services Coordinator, student staff, and event volunteers required



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Consequence of Error/Judgement

This position will oversee most of the Department's external corporate relationships, thus errors in judgment could have far-reaching and long-term financial and non-financial consequences. For example, errors in judgment could result in a negative impact and light on UBC Athletics and Recreation as a whole.

Qualifications

Undergraduate degree in a relevant discipline. Masters degree preferred. Minimum of 5 years experience in Sponsorship required. Previous supervisory experience and ability to effectively implement new initiatives and partnerships are required. Proven leadership abilities and excellent communication skills necessary for speaking and presenting to groups and influential community partners is a must. Excels at interpersonal and relationship-building skills. Ability to effectively manage time and to work well under pressure. Solid attention to detail and organizational skills. Agile in both individual and team environments and working with a diverse group of people. Able to manage multiple priorities, complex tasks, and to meet deadlines. Trouble-shooter, identifies solutions as issues arise. Customer-service and goal-oriented. High level understanding of the issues facing sponsors, partners, suppliers, and the university. Minimum of four years experience or the equivalent combination of education and experience.

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Job Posting

Job ID: 14656
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Business Development
Classification Title: Business Development, Level A **Business Title:** Manager - Business Development and Events
Department: UBC at Robson Square
Salary: \$55,187.00 - \$66,252.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2013-01-07 **Ongoing:** Yes
Job End Date:
Funding Type: Self Funded
Other:
Date Closed: 2013-01-01 **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 Manager - Business Development and Events (BDE) identifies new relationships, revenue generating opportunities and partnerships for UBC RS while supporting existing relationships and client base through excellence in event services. This position retains leadership of the event team by overseeing the coordination of events, allocation of resources, accounts management, sales business development and customer service.

Plays an active role in strategic planning and decision-making for UBC RS as the team works to reach our stated goals. Coordinates communications and community outreach with UBC RS management team; and can involve the innovative role of inspiring new partner initiatives programs that elevate UBC RS in the community and the academy. Collaborates with Director to raise additional funds through potential partners, suppliers and donors.

Organizational Status

The Manager - BDE reports to the Director of UBC Robson Square and works in close collaboration with the Manager - Operations + Administration. This position provides supervision to both management and unionized staff.

Work Performed

Business Development

- Contributes to the creation of long-term vision, strategic plans and business development opportunities for UBC RS including identification of goals, objectives, risks, assumptions and implementation of deliverables.
- Builds and maintains positive relationships to deliver innovative and memorable programs and events with key UBC RS partners and external clients.
- Identifies new opportunities to enhance or extend business as UBC RS downtown presence expands.
- Plays critical role in achieving financial goals of UBC RS. Responsible for budget forecasting, goal setting, financial tracking and cost recovery of the Business Development and Event unit.
- Collaborates with Manager - O+A, on overall UBC RS budget setting, tracking and achievement.
- Negotiates and develops written agreements with clients and partners for event services, business development opportunities and partnership arrangements.
- Prepares monthly reports, identifying progress against overall unit plan, outlining issues (both resolved and outstanding), and



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summarizing critical decisions made.

- Manages timelines, progress and milestones for major planning, development and expansion projects.
- Develops funding proposals to raise additional funds from partners, suppliers and donors.
- Community outreach - Identifies key community sponsorship opportunities which correspond with UBC's brand and commitments. Participates in the implementation of these outreach programs to further enhance the reputation of UBC Robson Square.
- Works closely with the Manager - O+A in performing ongoing quality assessments of infrastructure and systems to maintain high quality standards and ensure all available resources are utilized for maximum effectiveness.

Marketing and Events

- Promotes UBC RS to existing and potential clients through proactive contact, using marketing strategies, presentations, customer surveys, specialized proposals, use of social media, and ensures marketing and communication vehicles present a clear and consistent vision.
- Manages, guides and supports the event team in delivering excellence throughout all elements of client's event experience: including initial booking inquiry, contract negotiation, event logistics, onsite support, and accurate final billing.
- Manages the human resources needs of the BDE team including hiring, supervising, coaching and developing staff and conducts annual performance evaluations for appropriate management and union staff.
- Liaises with UBC Public Affairs, and UBC Communications and Marketing to keep informed on University communications initiatives and messaging, and to determine opportunities for synergy and collaboration.
- Performs other related duties as required.

Supervision Received

The Manager - BDE reports to the Director of UBC RS, receiving limited direction. Works as part of a team and needs to be able to identify circumstances that require consultations with appropriate associates: Manager - Operations, Finance Coordinator, lease partners, Faculties, or other key stakeholders. Works under broad policies and guidelines to meet specific goals, exercises judgment and professionalism, and is subject to periodic review.

Work requires independent initiative, ingenuity, and attention to detail.

Supervision Given

Provides supervision to both management and unionized staff (directly and indirectly).

Consequence of Error/Judgement

Service quality, program activity and community engagement are keystones of the facility and very visible to the public in this downtown location. Decisions can have significant impact on public perceptions of UBC and UBC Robson Square. Poor decisions or management ineptitude could result in poor client relationships, a poor image or embarrassment for the University, with potential negative financial implications. Inability to successfully develop and implement strategic business development initiatives could also negatively impact UBC RS financial outcome and long-term viability.

A collaborative decision-making process and ethical communications with effective and fair outcomes will reflect positively on UBC's reputation.

Qualifications

Undergraduate degree in a relevant discipline. Undergraduate degree in a relevant discipline preferred. A certificate in business, sales, event or project management an asset. Minimum of four years experience or the equivalent combination of education and experience. Minimum of five years experience in related business management, hospitality or event planning roles. Experience working in an academic setting is also beneficial. Proven business development experience including business analysis or project management in a dynamic entrepreneurial environment. Excellent relationship management ability and demonstrated effective written and oral communication skills with a broad range of stakeholders. Includes academic collaborators, government



and a variety of client groups. Results-oriented, articulate and creative with excellent customer service and sales skills. Demonstrated organizational and time management skills and well-developed problem-solving and conceptual abilities. Established skills in budget development, activity forecasting and reporting with knowledge of budget processes. Demonstrated ability to be both a leader and a team player with proven capacity to exercise initiative and motivate employees. Strong and effective interpersonal, conflict resolution and negotiation skills with the proficiency to effectively analyze and develop solutions while exhibiting diplomacy and tact. Self-motivated, able to work well with minimal supervision and demonstrated ability to take initiative. Works well under pressure and is able to manage multiple activities simultaneously with high-energy and positive thinking to meet critical deadlines. Knowledge of current technologies for classrooms and meetings is an asset.

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Job Posting

Job ID: 14666
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Business Operations Mgmt
Classification Title: Business Operations, Level C **Business Title:** Facility Services and Events Manager
Department: Athletics and Recreation
Salary: \$51,099.00 - \$61,343.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2013-01-07 **Ongoing:** Yes
Job End Date:
Funding Type: Self Funded
Other:
Date Closed: 2013-01-03 **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 the management, development and implementation of facility and business services associated with selected UBC Athletic facilities. Currently these include Doug Mitchell Thunderbird Sports Centre, Thunderbird Park and UBC Aquatic Centre. This position is responsible for revenue generation within these facilities through promotion of special events. This position is also responsible to provide an excellent and consistent customer service experience, develop a consistent presence through facility websites and manage selective programming initiatives across several facilities. This position will work across multiple facilities leveraging the skills and abilities within those facilities to develop and implement improved practises and programs. This role will also recruit, book and manage large scale events.

Core duties include: Recruiting, hiring, training and evaluating staff. Student staff discipline and termination as necessary. Developing, implementing and maintaining policy, procedure, rules, standards and lesson plans. Generate new ideas and be results oriented.

Specific duties include (but not limited to the following):

1. To generate revenue through new programs and events
2. Manage large scale events including: contracts, finance, ticketing, concessions and front of house services.
3. To oversee customer service and communication (including scheduling, training, HR policies, facility supervision) for multiple Athletics facilities.
4. To develop and implement marketing strategies and facility websites.
5. To manage the pro-shop located at the Doug Mitchell Thunderbird Sports Centre as well as other UBC Athletic leases.
6. To monitor utility usage and implement sustainability initiatives.
7. To manage and implement select programming initiatives.
8. To develop strategies to increase facility bookings for both prime and non-prime times.
9. To liaise with campus partners including and associated neighborhood associations.
10. To assist with facility responsibilities associated with varsity events.

Works in the office inside the Thunderbird Winter Sports Centre. Flexibility to work evenings and weekends may be required

Organizational Status



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Reports to the Associate Director, Facilities. Develops effective working relationships with facility managers such as UBC Tennis Centre Manager and Aquatic Centre Manager. Interacts with facility staff, departmental staff and campus units. Works with and supervises various student and administration staff

Work Performed

REVENUE GENERATION AND EVENT MANAGEMENT

- Develop partnerships and collaborations to recruit more events to the UBC. These events may include concerts, tradeshow, sport events, dinners, tournaments and UBC related events
- Oversees and manages the booking and contracts for all large scale events, particularly in the Doug Mitchell Thunderbird Sports Centre
- Manages all the business services associated with events including: ticketing, concessions, parking, merchandise
- Manages all customer service functions including: ushers, information, website communications

FRONT DESK STAFF SERVICE TRAINING AND HUMAN RESOURCE MANAGEMENT

- Develops plans, executes and implements customer service training for front-of-house staff at most athletic facilities, including: class training, registration, customer service, facility rentals, event staff and drop in programs
- Develops and implements public service training and delivery for front-of-house staff
- Ensures that "public face" of Athletic facilities is maintained to appropriate standards and that all facility clients receive a positive experience
- Recommends appropriate front-of-house staff uniform requirements and ensures they are carried out
- Hires, schedules and supervises select facility staff
- Sets direction and oversees the provision of high-quality HR services and ensures the effective and efficient operation of all aspects of employee transactions, complying with collective agreements, legislation, procedures and regulations
- Provide full relationship management support on challenging and complex issues related to conflict resolution, performance management, collective agreement interpretation and terminations, by effectively diagnosing issues, recommending solutions and ensuring successful implementation of agreed upon recommendations.
- Direct and support units in developing strategies related to talent identification, training and development, performance management, succession planning and retention

MARKETING, PROGRAMMING AND WEBSITE MANAGEMENT

- Develops and implements a marketing strategy to recruit and attract more events to campus
- Develops and implements a website brand strategy for all Athletic facility sites
- Directly oversees and manages the Sports facilities website

In conjunction with other key staff members in Athletics facilities staff, sets annual goals for achievement and develops strategies to meet department goals and benchmarks.

- Conducts research and makes recommendations on new markets and associated partnerships
- Develops and implements marketing plans for facility rentals
- Creates initiatives to attract new clientele for both prime and non-prime times
- Develops and implements various programs at Athletic facilities to fill up non-prime time.
- Develops policies and procedures governing the facility rentals programme, including pricing strategies rentals
- Solicits and secures facility rentals through telephone, on-site, external, and multimedia communications
- Represents UBC Athletics and Recreation at associated tourism and conference associations
- To oversee facility rentals websites, on-line facility tours and related interactive facility on-line components
- Work with UBC Athletics IT department on implementation and training of facility bookings and program registration via Class
- Develop and implement programming initiatives at select Athletic facilities

LEASES AND LIASON

- Oversees pro-shop at Thunderbird Arena including merchandising, staff hiring, ice support services and.



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- Develops and oversees lease space and clients
- Liaises with external business groups including: suppliers, caterers and 3rd party event organizers
- Liaises with campus security to ensure communication and security for campus events

ADMINISTRATION

- Develops and implements sustainability plans with a focus on reducing energy and GHG consumption
- Develops business plans associated with sustainability and energy savings

Supervision Received

Reports to the Associate Director, Facilities

Supervision Given

Manages over 25 part-time staff and 2.5 full time staff, student staff and office staff

Consequence of Error/Judgement

Has decision making authority for the unit, including financial. Hires and evaluates staff. Sets policy and is expected to create new initiatives. Consequences of error require decisive action in crisis management situations. The position represents the best interest of the Department of Athletics and the University and ensures customer satisfaction and safety in compliance with the Place and Promise.

Qualifications

Undergraduate degree in a relevant discipline. Undergraduate degree in Recreation, Sport Management or Human Kinetics, with supplementary training in Commerce Business Administration. Thorough knowledge of business procedures and practices and their application gained through experiences within UBC services. Experience and training in facility management. Marketing and event experience is required. Experience working at UBC or demonstrated experience working in a public institution in a service oriented and supervisory capacity. Excellent organizational, leadership and staff motivational skills. Effective oral and written communication, interpersonal, customer service, analytical, problem solving, multi-tasking and supervisory skills. Ability to work both independently and in a team environment. Ability to prioritize and work under pressure to meet deadlines. Ability to exercise initiative, tact and diplomacy. A minimum of 5 years of experience or the equivalent combination of education and experience.

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Job Posting

Job ID: 14490 (Repost)
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Graphic Design & Illustration
Classification Title: GraphicDesig&Illustr, Level A **Business Title:** Communications Officer: Print Design/Web Design
Department: Alumni Association
Salary: \$47,315.00 - \$56,799.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2013-01-02 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2013-01-05 **Available Openings:** 1

Please include your work samples as a PDF attachment, or via a linked site with your application.

Job Summary

Delivers graphic design services to Alumni Affairs, in both web and print. Incumbent is responsible for establishing and maintaining the graphic standards of UBC's Alumni Affairs unit and keeping the organization's brand relevant in a rapidly changing environment, in consultation with unit staff and management. Designs and produces press-ready files for Trek Magazine (a 56-page publication distributed two times annually) as well as layout and graphics for Trek Online, distributed 4-6 times annually. Works with web coordinator and communications coordinator to execute digital strategy, designing and producing web pages, mass e-mails, and content for social media and other web sites as required. Designs and produces materials to support Alumni Affairs programming, including promotional materials, collateral, online intellectual content, event packages, invitations, certificates, letterhead, and other advertising materials as required. Consults with program officers to determine targeting and project scheduling.

Organizational Status

Reports to the Manager of Communications and Marketing. Works closely with members of the Communications team other Alumni Affairs teams. Position requires interaction with faculty representatives, departmental staff and external suppliers.

Work Performed

Design and Production Responsibilities

- Designs and produces 56-page print issues of Trek Magazine twice annually.
- With Web Coordinator, designs and produces Trek Online 4-6 times annually.
- With Web Coordinator, handles UI UX Design for web and mobile for www.alumni.ubc.ca, other sub-sites, e-publications, and mobile apps.
- Assists in creative solutions for presentation of UBC's intellectual content online
- Prepares graphics and produces text for www.alumni.ubc.ca as well as social media sites. Prepares and uploads web pages. Prepares website material submitted from other departments such as photos from past events, information about new events and services, and intellectual content.
- Designs and produces communications material in support of Alumni Affairs programs, events and other activities.
- Designs all print and web collateral materials for Alumni Affairs, maintaining responsibility for consistent application of brand.
- Working in consultation with program officers, identifies and produces appropriate print and web content for Alumni Affairs



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activities. Involves being aware of various aspects of Alumni Affairs functions, and sensitive to the needs of those functions.

Ability to set priorities and express them to co-workers.

- Liaises directly with external suppliers in web, multimedia and print.
- Develops and maintains photo storage and retrieval system for current and archived images.

Supervision Received

Reports to Manager of Communications and Marketing. Develops concepts for design in consultation with the Communications team and other Alumni Affairs units. Works independently to produce communications materials.

Supervision Given

N A

Consequence of Error/Judgement

Works with members of other university units to ensure common university messaging. Works independently to produce materials.

Damage to the reputation of the Alumni Association and or the university would be a consequence of inappropriate judgment, as well as alienation of alumni members and volunteers, university faculty members and officials.

Qualifications

Three year Graphic Design program. Minimum of two years experience or the equivalent combination of education and experience.

Ability to communicate effectively verbally and in writing. Excellent design, typography, and layout skills, for web and print.

Excellent skills in design for web user interface. Ability to use word processing, page layout and design and web publishing software. Good knowledge of computer hardware configurations. Working knowledge of print production. Mastery of Adobe CS, Word, Dreamweaver, HTML, CSS. Ability to work effectively independently and in a team environment.

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Job Posting

Job ID: 14670
Location: Vancouver - Hospital Site
Employment Group: Technicians & Research Assists
Job Category: Research/Technical - Non Union
Classification Title: Research Asst/Tech 3 **Business Title:** Evaluation Assistant
Department: Evaluation Studies Unit
Salary: \$40,190.00 - \$43,829.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2013-01-21 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2013-01-13 **Available Openings:** 1

Job Summary

The Evaluation Assistant is responsible for the implementation of assigned evaluation activities on time and within established standards. She he will support the Evaluation Studies Unit (ESU) in the development of data collection instruments, the collection and analyses of quantitative and qualitative data, and the completion of reports for medical education program stakeholders.

Organizational Status

The Evaluation Studies Unit (ESU) was established by the UBC Faculty of Medicine (FoM) in 2004. ESU provides comprehensive, rigorous and objective data to assist stakeholders in the on-going development and improvement of programs. It is organizationally placed within the Education portfolio of the FoM Dean's Office. Its mandate is to evaluate the effectiveness, quality, comparability, and impact of the MD Undergraduate and Postgraduate programs and provide supporting data for accreditation. The Unit also performs evaluations that support decision-making and social accountability across a broad range of other FoM programs.

The Evaluation Assistant will report to an assigned Evaluation Specialist. She he will interact and work with other members of the Evaluation Studies Unit. She he will also interact with faculty and staff from the Faculty of Medicine (FoM) and attend and participate in committees, working groups and planning meetings as assigned.

Work Performed

- Contribute to the development and application of program evaluation designs and methods
- Assist in the coordination and implementation of work plans for assigned evaluation activities
- Conduct literature searches and summarize relevant medical education and evaluation literature
- Assist in the preparation of ethics applications
- Assist in the development of data collection instruments and procedures
- Contribute to the development and improvement of processes procedures for the implementation of evaluation activities
- Collect a range of data (e.g. surveys, focus groups, interviews, administrative data) from multiple sources
- Oversee the collection of survey data through on-line survey system(s)
- Implement evaluation activities in compliance with ethical requirements
- Conduct qualitative (e.g. thematic) and quantitative (e.g. descriptive, inferential) data analysis
- Interpret results and write evaluation reports and recommendations, memos, and summaries for use by policy and decision makers



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- Participate in monitoring the uptake of recommendations
- Participate in the preparation and delivery of presentations for decision makers (e.g. committees, planning meetings, etc.) and professional and lay meetings
- Contribute to manuscripts, reports, etc. for external publication
- Respond to student, staff and faculty inquiries related to assigned evaluation work
- Coordinate and or contribute to work groups and or projects aimed at increasing the efficiency and effectiveness of ESU
- Perform other duties as required to ensure the successful completion of evaluation projects

Supervision Received

The Evaluation Assistant will work under the general supervision of an assigned Evaluation Specialist. She he will receive detailed instructions on the assignment of new duties and thereafter only on new or unusual problems.

Supervision Given

The Evaluation Assistant may oversee and direct the work of temporary staff or employees (as needed) in which case they are responsible for the accuracy of the work produced.

Consequence of Error/Judgement

The Evaluation Assistant is responsible for assisting with the implementation of assigned evaluation activities. She he is accountable for the timely delivery and reliability of their work. Poor decisions and errors in judgment could result in delayed completion of projects or inappropriate planning, result in financial loss, and damage the reputation of the Evaluation Studies Unit, the Faculty of Medicine and the University of British Columbia. In addition, the impact, if an error occurred, would be misinterpretation of results in information disseminated to decision-makers, the public, and academic audiences. The consequences could lead to inappropriate policy and decision-making related to medical education.

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. Ability to effectively use MS Word, Outlook, PowerPoint and Excel at an advanced level. Excellent command of the English language with a strong ability to communicate effectively both verbally and in writing. Ability to research and compile information from various sources. Ability to effectively use SPSS, and NVivo at an intermediate level. High level of thoroughness, accuracy, and have attention to detail. Ability to identify and correct missing and incomplete data. Ability to analyze and interpret quantitative and qualitative data, determine implications, and provide recommendations. Strong ability to compose correspondence, reports, presentations, and other written materials using clear and concise business English. Ability to accurately proofread for spelling, grammar, and punctuation. Ability to effectively manage multiple tasks and priorities. Ability to prioritize and work effectively under pressure to meet deadlines. Ability to anticipate problems and issues and plan ahead. Ability to exercise sound judgment. Ability to exercise tact and discretion. Ability to work independently and demonstrate initiative. Ability to work in a fast-paced team environment. Ability to develop and maintain cooperative and productive working relationships internally and externally. Flexibility in work hours periodically required.

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