



The University of British Columbia

Staff Job Postings

THIS POSTING LISTS THE CURRENT UBC VACANCIES AS OF Date:30-SEP-2013

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: 16768
Location: Vancouver - Point Grey Campus
Employment Group: CUPE 116(Service/Techs/Trades)
Job Category: Food Services - CUPE 116
Classification Title: Second Cook-Food Services **Business Title:** Second Cook - The Point Grill and Food Truck
Department: Food Services
Salary: \$ 17.82 (Hourly)
Full/Part Time: Part-Time
Desired Start Date: 2013-10-07 **Ongoing:** Yes
Job End Date:
Funding Type: Self Funded
Other:
Date Closed: 2013-10-06 **Available Openings:** 2

Job Summary

Positions in this classification cook, bake and prepare products in accordance with a menu plan production list and assume responsibility for an assigned area of meal preparation in a high volume commercial kitchen for restaurant dining and mobile-kitchen.

Responsible for cooking and preparing products for the Point Grill restaurant and the Food Truck, a mobile kitchen, that travels all over UBC Point-Grey campus serving a heavy volume of customers.

Organizational Status

Reports to Commissary Cook, First Cook, Unit Supervisor or Manager. Reports to Manager and Commissary Chef.

Work Performed

1. Cooks and or prepares main courses, salads, sandwich plates, pastry items, desserts, sweet & savory baking, specialty desserts, breads and other items on a large scale and as per production requirements & established menu plans.
2. Cooks and or prepares hand-crafted sandwiches and products as per established Food Truck menu plan. Assumes responsibility for a specific area (bakery) of food production as required by the unit, delegating tasks to assistant cooks and food service workers as required.
3. Executes recipes including reading, understanding, & following instructions.
4. Assesses and ensures quality and consistency of finished product prior to shipping out. Specifically, evaluates product, assesses whether it needs correction and or seasoning, and implements measures to ensure appropriateness of completed products.
5. Executes sophisticated recipes for menu plans that include West Coast cuisine & other ethnic cookery to meet the service standards of the department
6. Maintains high standards of sanitation and safety, ensures work is performed in compliance with Food Safe guidelines, UBC policy and UBC Food Services safety guidelines. Including organizing and cleaning kitchen, bakery, mobile kitchen and equipment.
7. Recommends food inventory levels and assists with maintaining inventory.
8. Responsible for the mobile kitchen including loading and unloading the truck with supplies and inventory; assists in checking and maintaining that the truck and equipment is in working order.
9. Relieves responsibilities of other food service workers as operationally required as well as provides direction to food service



The University of British Columbia

Staff Job Postings

personnel on assembly preparation of food products.

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

WORKING CONDITIONS

The Point Grill restaurant is a fast-paced and high volume commercial kitchen environment. The Second Cook assumes responsibility for an area that requires multitasking critical tasks as well as consistently ensuring the quality and detail of each item produced. Must be responsive and adaptive to the constantly changing environment of a commercial kitchen.

The Food Truck is a fast-paced and high volume mobile commercial kitchen environment. The Food Truck will travel across the University campus. The kitchen is a small, open environment with a small team working on board in very close quarters. The Second Cook requires strong organizational skills with the highest level of detail to the quality and timeliness of each item produced. Additionally, the Second Cook is responsible for maintaining a high-energy and fun culture for the customers. Acts as the public face of the Food Truck.

Must be able to work a flexible schedule including weekday, evenings and weekend shifts. May be required to work offsite for events. Presents in a professional and respectful manner and demonstrates strong customer service skills and knowledge.

Supervision Received

Works under general supervision of Commissary Cook, First Cook, Unit Supervisor or Manager. Works independently as required.

Supervision Given

May delegate work to assistant cooks and other food service workers as required.

Consequence of Error/Judgement

Decisions relate to the sequence of food preparation; errors may result in minor delays or impact to food quality and quantity.

Qualifications

Certificate in cooking from a recognized cooking institution and Food Safe Level 1 Certificate. 2 years relevant experience or the equivalent combination of education and experience. Prefer for experience to be in an upscale trendy dining & catering environment including experience with corporate catering & off-site events. Knowledge and experience with West Coast cuisine and other ethnic cuisines preferred. Excellent knife skills & good butchery skills. Effective oral and written communication, leadership, interpersonal and time management skills. Strong interest in self-improvement and further education in culinary arts. Ability to remain calm under pressure. Ability to maintain accuracy with great attention to detail. Ability to problem solve and to exercise resourcefulness and initiative. Ability to be responsive to urgent issues and situations.

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



Job Posting

Job ID: 16738
Location: Vancouver - Point Grey Campus
Employment Group: CUPE 116(Service/Techs/Trades)
Job Category: Research/Technical - CUPE 116
Classification Title: Research Asst/Tech 2 **Business Title:** Research Asst/Tech 2
Department: DeptForest&ConservationScience
Salary: \$ 20.77 (Hourly)
Full/Part Time: Part-Time
Desired Start Date: 2013-11-01
Job End Date: 2013-11-30
Funding Type: Grant Funded
Other:
Date Closed: 2013-10-06 **Available Openings:** 1

Job Summary

Research Assistant will provide laboratory assistance to a project on the genotyping of fungal pathogen *Ophiostoma montium* associated with mountain pine beetle epidemics. Duties will include isolation of fungi, DNA extraction, microsatellite marker development and genotyping.

Organizational Status

The research assistant will report to a faculty member and is not responsible for any student supervision.

Work Performed

- DNA extraction, PCR amplification, and microsatellite marker development,
- Genotyping of fungal strains from various populations and locations in licor gels;
- Setting up a database to archive genetic data and microsatellite data analysis,
- Other technical assistance such as ordering lab supply.

Supervision Received

Employee will be supervised by professor.

Supervision Given

None.

Consequence of Error/Judgement

Work is assessed on an ongoing basis by supervisor. There are a number of quality control procedures in place in our laboratory. Errors might result in samples being lost requiring repeating parts of the research. Consequences would be delays in producing scientific reports that are expected by the funding agency.

Qualifications



The University of British Columbia

Staff Job Postings

High School graduation. Post-Secondary school graduation with B.Sc in biological sciences, preferred, with some courses in forestry, mycology, microbiology or molecular biology and with additional training in a related field. Minimum of 2 years related experience or the equivalent combination of education and experience. - Minimum two years in related experience (molecular techniques).

- Effective oral and written communication, problem solving and organizational skills
- Ability to maintain accurate records and pay attention to detail
- Ability to work effectively independently and in a team environment
- Ability to prioritize, multitask and work effectively under pressure to meet deadlines
- Knowledge of laboratory safety procedures and techniques required.

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



Job Posting

Job ID: 16733
Location: Vancouver - Point Grey Campus
Employment Group: CUPE 116(Service/Techs/Trades)
Job Category: Research/Technical - CUPE 116
Classification Title: Research Asst/Tech 3 **Business Title:** MDRU Laboratory Technician
Department: Earth and Ocean Sciences
Salary: \$42,696.00 (Annual)
Full/Part Time: Part-Time (50%)
Desired Start Date: 2013-10-07
Job End Date: 2014-10-06 **Possibility of Extension:** Yes
Funding Type: Budget Funded
Other:
Date Closed: 2013-10-06 **Available Openings:** 1

Job Summary

The Mineral Deposit Research Unit (MDRU) of the Department of Earth, Ocean and Atmospheric Sciences (EOAS) at the University of British Columbia invites applications for a part-time Laboratory Technician to facilitate sample processing and various analyses of different types of geological materials. The successful candidate will manage and process the flow of incoming samples and operate various types of analytical equipment to acquire geological, geochemical and isotopic information primarily associated with the Western Tethyan Metallogeny Project.

The rock samples will require preparation through organization, washing, cutting, crushing, and grinding. The successful candidate will perform operations associated with mineral separations such as Wilfley table, heavy mineral separations, magnetic separations and mineral picking. The minerals will be prepared on epoxy mounts and polished to be optically examined using binocular and petrographic microscopes and SEM. Selected minerals will be analysed using laser ablation ICP-MS to measure the concentration of U and Pb isotopes in order to determine mineral ages. The successful candidate will provide technical support to MDRU research staff and ensure that the laboratory is clean, well-maintained and efficiently operated.

The U-Pb geochronology laboratory is a part of the Pacific Centre for Isotopic and Geochemical Research (PCGIR), one of the few integrated analytical facilities worldwide performing specialized isotopic analyses for multi-disciplinary research. The incumbent's primary technical activity is expected to be preparation of samples and acquisition of mass spectrometry analysis to determine isotope ratios and age dates.

Organizational Status

Reports to Research Associate in charge of the Western Tethyan project

Work Performed

Work duties will include:

- Management, movement and documenting of samples, materials, and data, including archiving;
- Preparation of geological materials for various types of analyses including rock cutting and crushing;
- Performance of various mineral separation and sample processing tasks including: gravimetric separation using heavy liquids, magnetic separations and hand-picking;



The University of British Columbia

Staff Job Postings

- Operation of a LA ICP-MS apparatus and data processing to deliver U-Pb geochronology data;
- Operation of other laboratory equipment as required including microscopes, cathodoluminescence instruments, stable isotope instrument and SEM;
- Training of undergraduate and graduate students in mineral separation techniques according to the latest UBC workplace safety regulations
- Weekly maintenance of the MDRU rock-processing equipment

Supervision Received

Receives detailed instructions on the assignment of new duties and thereafter, only on new or unusual problems.

Supervision Given

Will train undergraduate and graduate students in processes and procedures.

Consequence of Error/Judgement

Damage to samples, equipment and possible loss of or inaccurate results.

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 maintain accuracy and attention to detail. Ability to work independently Ability to learn quickly and acquire new skills Keen to work with MDRU students and research staff and behave within strict PCIGR laboratory analytical protocols Ability to take a proactive approach to work. Ability to communicate in a clear, attentive, and polite manner. Ability to deal effectively with a diversity of people. Ability to teach others the required techniques.

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



Job Posting

Job ID: 16769
Location: Vancouver - Point Grey Campus
Employment Group: CUPE 116(Service/Techs/Trades)
Job Category: Trades - CUPE 116
Classification Title: Plumber **Business Title:** Plumber
Department: Housing-Facilities,Tbird Res.
Salary: \$55,716.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2013-10-07 **Ongoing:** Yes
Job End Date:
Funding Type: Self Funded
Other:
Date Closed: 2013-10-06 **Available Openings:** 1

Hours of work: Wednesday to Sunday 8:00am to 4:00pm

Job Summary

Under general direction and supervision, this position performs work requiring skill in the trade of Plumbing at the journey person level engaged in maintenance, repair, and renovation work of gas, air, water, and waste disposal systems as well as the interior and exterior water mains and drainage systems throughout the University.

Organizational Status

Reports to Head Sub-Head Tradesperson.

Work Performed

Performs duties peculiar and normally required in the trade of Plumbing engaged in maintenance, repair and renovation work such as: maintaining plumbing fixtures, backflow prevention devices, gas, air, water, fire protection systems, waste disposal systems, also handling of asbestos or other hazardous insulation materials. Carries out repair on machinery and equipment, inspection tests, diagnoses defects in equipment, taking remedial action as required or recommending solution to Head Sub-Head Tradesperson verbally or written.

- Prepares cost estimates for jobs and orders required materials
- Works from oral and written instructions, work orders and drawings.
- Assembles parts, equipment, fittings and joins them by soldering, brazing, gluing, screwing, caulking, bolting and other methods.
- Work in correct safe manner and in accordance with all safety standards, practices, procedures and ensures protective clothing is worn where required.
- Responds to trouble calls and emergencies during normal working hours and after working hours in a safe effective manner.
- Uses all tools, equipment and instruments he/she is competent to use required for work and is responsible for the correct and safe storing of equipment.



The University of British Columbia

Staff Job Postings

- Ensues good house keeping is practices in the plumbing shop and on site.
- Is responsible for work being completed in accordance with requirements and specifications.
- The position is expected to keep current with preventative maintenance concepts, technology, and theory and to be familiar with manufacturer and regulatory maintenance requirements.

Supervision Received

Works under general supervision; receives specific instructions only on unusual problems and is required to develop appropriate work procedures.

Supervision Given

Monitors and checks the work of apprentice(s) and labourers as the need arises.

Consequence of Error/Judgement

Work is performed within prescribed and accepted trade standards, in accordance with job requirements and specifications and external regulatory requirements; inappropriate repair maintenance decisions could delay resolution of problems and adversely affect user access to equipment system and possible safety of users.

Qualifications

A trade certification to journeyman level as a plumber, valid BC Gas Fitter B License with electrical endorsement for low voltage, BC Cross Connection Control certificate and Valid BC Drivers Licence. Minimum 5 years of related experience. Ability to interpret drawings and specifications, sketches of work required and maintenance manuals.

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



The University of British Columbia

Staff Job Postings

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

Supervision Received

From Head Ice Maker and Operations Manager

Supervision Given

Minimal

Consequence of Error/Judgement

Errors may have minor impact on service

Qualifications

High School Completion.

Valid B.C. Driver's License required.

Experience with operating an ice resurfacers.

5th class refrigeration ticket or equivalent. .

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



Job Posting

Job ID: 16763
Location: Vancouver - Hospital Site
Employment Group: CUPE 2950 (Cler/Secr/Library)
Job Category: CUPE 2950 Administrative Suppt
Classification Title: Administrative Support 2 (Gr3) **Business Title:** Administrative Support 2 (Gr3)
Department: ICORD
Salary: \$38,148.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2013-10-16
Job End Date: 2014-10-15
Funding Type: Grant Funded
Other:
Date Closed: 2013-10-04 **Available Openings:** 1

Job Summary

Provides support for ICORD's Administration at the Blusson Spinal Cord Centre (BSCC)

Organizational Status

Reports to the Senior Administrative Assistant. Provides support to the ICORD Admin and Operations Manager and ICORD Director. Assists visitors to the BSCC, including UBC and Vancouver Coastal Health faculty, staff and students, collaborating researchers from other centres, research subjects, patients and members of the public.

Work Performed

Financial duties: processes Smartforms, enters information into spreadsheets, submits hourly payroll, assists with PCard reconciliation, makes bank deposits, files.

Administrative duties: makes travel arrangements for visiting scholars and processes their travel claims; schedules and attends meetings and takes minutes; books space in the BSCC for internal and external users, assists the Administrative Manager with planning of research and fund raising events.

Reception duties: receives courier shipments and deliveries and contacts recipients to notify them of their arrival; answers all phone calls to the main switchboard; responds to routine inquiries and or redirects calls as appropriate; greets visitors to the ICORD Administrative area, contacts BSCC occupants to notify them of their visitors' or research subjects' arrivals or provides information to visitors as appropriate.

Performs other related duties as required.

Supervision Received

Reports to the Managing Director but works independently under general direction.

Supervision Given



The University of British Columbia

Staff Job Postings

This position does not supervise, but does train and oversee the work of the student assistants or new staff.

Consequence of Error/Judgement

Judgment is generally within context of well-defined methods and procedures with some latitude for exercising judgment about priorities and organization of work. Operates in a framework of established policies and clearly defined procedures. Unusual problems are referred to the supervisor. Errors in following procedures, or providing incorrect information could result in inconvenience to users and poor public relations.

Qualifications

High School graduation and one year of related training. 2 years of related experience or the equivalent combination of education and experience. Experience in an academic or medical office environment an asset. Ability to maintain accuracy and attention to detail. Ability to respond appropriately to inquiries in person, on phone, and in writing, and make appropriate referrals. Ability to communicate effectively verbally and in writing. Ability to listen actively and attentively, and obtain clarification as required. Ability to exercise tact and discretion. Ability to effectively use MS Office applications at an intermediate level.

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



Job Posting

Job ID: 15946 (Repost)
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:** Faculty and Awards Secretary
Department: Faculty of Law
Salary: \$40,752.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2013-07-08 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2013-10-04 **Available Openings:** 1

Job Summary

This position provides confidential secretarial administrative support to several faculty members, performs complex secretarial and clerical work to support Faculty Council and provides support to some Faculty Committees.

Organizational Status

Associate Dean - Faculty - Administrator
Faculty and Awards Secretary
Reports to the Assistant Dean, Students with respect to Awards

Work Performed

Awards, Prizes and Scholarships

Identifies students for scholarships, prizes and bursaries, based on a thorough knowledge of UBC's Awards and Financial Aid policies and procedures:

- Provides information and information to Scholarships and Awards Committee and to students on policies, processes and procedures with respect to Faculty of Law Prizes, Scholarships and Awards.
- Examines and compares grading information and refers to policy to determine what students should be recommended for which awards and to determine that all lists of recipients of awards are accurate.
- Works closely with faculty and adjuncts when collecting information on prize and scholarship nominees.
- Works with donors of external awards.
- Distributes scholarship, prize and bursary information in a variety of ways to students (postings, e-mail, on the faculty web) to ensure that they are fully informed.
- Ensures that all published information about faculty scholarships, prizes and awards is accurate.
- Acts as an information resource for students and others.
- Uses guidelines to interpret an award's criteria to ensure students' eligibility to apply.
- Collects, assembles and ensures all documents are received from applicants, alerts applicants of missing information.
- Ensures application packages are complete and correct prior to submission, including ordering of official transcripts.
- Sets up meetings with Award Selection Committees.
- Submits packages to Chair of Scholarship and Awards Committee for review.



The University of British Columbia

Staff Job Postings

- Submits completed packages to the Financial Aid and Awards Office or to the appropriate donors sponsors.

Faculty Support

- Provides administrative and secretarial support for several (up to 14) faculty members.
- Types, formats, edits and proofreads a wide variety of correspondence, reports, exams and other materials, from draft, copy or machine transcription.
- Inputs and maintains faculty curriculum vitae using My-cv and if necessary in other formats as required.
- Assists in the preparation of grant applications for professors.
- Assists in the preparation of course materials (downloading materials from the web, preparing tables of contents and cover pages), ensuring that Faculty deadlines are met.
- Sets up and maintains filing systems.
- Photocopies, answers telephones and general inquiries, sends and distributes faxes, posts notices, monitors bulletin boards for outdated notices, completes a variety of forms.
- Makes arrangements for meetings (finding appropriate times for participants, booking the venue and equipment if necessary, setting up equipment). If required, distributes appropriate materials, takes minutes.
- Assists in assembling materials, contacting people, forwarding mail, making travel and accommodation arrangements, maintains lists, initiates orders. May process travel expenses. May order catering as required.
- Sets up laptops projectors and other AV equipment for professors' classes if required.
- Accesses Faculty Service Centre to look up and print class lists and to e-mail classes.
- Responds to a variety of inquiries from students and or visitors.
- May be required to provide relief for other secretaries or for reception.
- Performs other duties related to the qualifications and requirements of the job.

Supervision Received

May initiate new employees into office routines, procedures and the operation of office equipment. May supervise temporary student employees.

Supervision Given

N A

Consequence of Error/Judgement

Poor judgment or errors in administration of awards could result in a student not receiving an award or prize that they were entitled to. Failure to act in a professional, tactful manner would have an adverse effect on the image of the Faculty of Law. Must be able to exercise judgment in dealing and tact with administrative matters.

Qualifications

High School graduation and 1 year post-secondary education. - Training in secretarial, basic accounting and office procedures and practices. 4 years related experience or the equivalent combination of education and experience. - Minimum four years of related experience or three years of relevant UBC experience. Computer experience (Word, Excel, Access and SISC preferred; must have good web navigation skills). Ability to effectively use word processing, spreadsheet, database and electronic mail applications at an intermediate level (e.g., MS Outlook, MS Word, MS Excel, MS Powerpoint) Ability to communicate effectively verbally and in writing, interpersonal and organization skills. Ability to make thoughtful, informed, and thorough decisions Knowledge of UBC policies and procedures preferred, particularly relating to awards. Ability to work effectively independently and in a team environment Ability to analyze and redesign work flow business processes to make them more efficient and effective. Multi task, and work under pressure and meet deadlines. Ability to exercise tact and discretion when handling sensitive and or confidential matters. And to maintain accuracy and attention to detail. Ability to compose correspondence using clear, concise business English. Ability to carry and set up a variety of AV equipment.



The University of British Columbia

Staff Job Postings

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: 16744
Location: Vancouver - Point Grey Campus
Employment Group: CUPE 2950 (Cler/Secr/Library)
Job Category: CUPE 2950 Financial
Classification Title: Financial Proc. Spec 1 (Gr1) **Business Title:** Financial Proc. Spec 1 (Gr1) - AP Vendor Setup
Department: Procure to Pay Client Services
Salary: \$29,472.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2013-10-03
Job End Date: 2014-03-31
Funding Type: Budget Funded
Other: Leave Replacement
Date Closed: 2013-10-02 **Available Openings:** 1

Job Summary

Primary responsibility is to setup and maintain vendor accounts in a timely, accurate and auditable manner and ensuring that transactions conform to UBC Policies and procedures and guidelines. Interacts with UBC vendors and departments required.

Organizational Status

Reports to the Team Lead, Procure to Pay.

Work Performed

- Setups and maintains vendor accounts. Ensures proper authorization and support documentation is obtained prior to the data entry and that transactions conform to UBC policies, procedures and guidelines.
- Assists with incoming mail sorting tracking, including Smart Form, Q-Requisition and Travel Requisition.
- Performs the sorting and numbering of processed forms.
- Assists with checking vendor payee information and authorization signatures on the requisition.
- Assists with the scanning and quality assurance of documents.
- Assists with the processing of journal vouchers.
- Investigates and responds to queries of a routine nature from the University community by email, fax, and telephone or in person.
- Performs other duties related to the position.

Supervision Received

Reports to the Team Lead, Procure to Pay.



The University of British Columbia

Staff Job Postings

Supervision Given

N A

Consequence of Error/Judgement

Data entry errors could lead to payments to wrong vendors and delayed in processing payments which could result in late payment charges or a damaged University reputation.

Qualifications

High School graduation and 1 year post-secondary education. Plus with training in accounting and office procedures and practices. 1 year related experience or the equivalent combination of education and experience. Minimum one year UBC experience. Experience in data entry required with a keystroke rate of 10,000 characters. Detail oriented with excellent problem solving skills. Must possess the ability to exercise tact and discretion. Effective written and oral communication skills and organizational skills with ability to deliver good customer services are required. Must be able to multi-task, set priorities, manage workflow effectively, and meet deadlines in a fast-paced environment. Ability to be flexible to meet and adapt to changes in departmental priorities is required. Be competent with the use of Word and Excel software. Knowledge of FMS is needed.

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



Job Posting

Job ID: 16755
Location: Vancouver - Point Grey Campus
Employment Group: CUPE 2950 (Cler/Secr/Library)
Job Category: CUPE 2950 Financial
Classification Title: Senior Financial Spec 1b (Gr8) **Business Title:** Senior Financial Spec 1b (Gr8)
Department: UBC Press
Salary: \$43,428.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2013-11-01
Job End Date: 2013-12-05
Funding Type: Self Funded
Other: Leave Replacement
Date Closed: 2013-10-03 **Available Openings:** 1

Job Summary

UBC Press is an internationally renowned scholarly book publisher and distributor with sales in Canada, the US, Europe, and Asia. Currently publishing sixty-five to seventy titles per year, the Press has an active backlist of over 900 titles. In addition to its publishing division, the Press provides distribution services for approximately twenty selected foreign publishers.

This position works with and provides support to the Assistant Director Finance and Operations, under minimal supervision, in different aspects of the Press's financial activities.

Organizational Status

Reports to the Assistant Director Finance and Operations.

Work Performed

- Assists in budget process: analysis, consolidation, and data entry into Hyperion system.
- Under the general direction of the Assistant Director, Finance and Operations assists in major financial analysis, prepares a wide variety of financial reports: statement of operations, quarterly and ad-hoc reports with the use of FMS, spreadsheets as well as other reporting tools.
- Compares actual ledger balances against budgets; analyses revenue and expense variances.
- Provides detailed financial data for grant applications and prepares financial reports on the use of grant funds.
- Administers grant accounts, ensuring adherence to granting agencies' policies and procedures and international copyright law.
- Assists with the preparation of detailed working papers for external audit (i.e. trial balance, amortization schedule, export sales calculation, variance analysis and complex reconciliations (inventory, deferred revenue, exchange rate adjustments)).
- Prepares royalty statements and payments: updates sales and contract information in the royalty database and runs royalty statements. Ensures accuracy of data. Coordinates processing and mailing of payments and necessary tax forms with Financial Services.
- Oversees contract accounts and maintenance of contract data.
- Assists in the development and review of departmental financial procedures and systems, and provides training to administrative staff as required
- Investigates discrepancies in accounts, requiring detailed analysis and knowledge of FMS and UBC accounting procedures.
- Prepares and distributes monthly agency publisher sales and inventory reports. UBC Press acts as an agent for approximately 20



publishers in different countries, requiring knowledge and accurate judgement of the application of foreign accounting and tax remittance policies.

- Calculates sales commissions payable using complex formulas and exchange rates.
- Assists with year-end procedures (i.e. accruals, account reconciliation, inventory analysis, deferred revenue, preparation of internal audit reports).
- Tracks inventory costs and capital purchases. Assists in costing manufactured and purchased inventory.
- Sets up and maintains purchase orders.
- Manages petty cash.
- Monitors P Card expenses and allocates statements to cardholders.
- Coordinates and maintains accounts receivables: grants, permissions, charge backs.
- Oversees and reconciles Distributor's accounts receivable; maintains AR sub-ledger.
- Reconciles FMS ledger accounts to internal system and resolves discrepancies.
- Administers payment records of permissions requests for use of copyrighted material.
- Coordinates and provides support to staff on finance-related policies and procedures.
- Responds to non-routine requests and queries from external stakeholders requiring investigation and analysis of complex accounts.
- Ensures accurate and timely processing of payments via FMS Live and Smart Forms, including Q-requisitions, travel reimbursements, journal vouchers, and purchase order invoices.
- Prepares cash and cheque deposits via FMS; ensures payments are properly coded and internal AR logs are updated.
- Reconciles sales invoices and maintains filing system.
- Performs day-to-day accounting functions ensuring that transactions are processed accurately and in a timely manner within specific deadlines, and according to UBC accounting policies and procedures. Determines cost distribution for transactions, answers vendor queries and maintains accurate internal account of requisition log and expense allocation.
- Works on special projects as required. Provides support to Assistant Director Finance and Operations in various accounting functions as required.

Supervision Received

Works with general direction and supervision from the Assistant Director Finance and Operations, as part of a collaborative team. Performs most duties independently. Receives specific instructions only on unusual matters or problems that depart from established policies and procedures.

Supervision Given

Provides supervision and training to clerical and work study staff regarding accounting issues.

Consequence of Error/Judgement

Ineffective processing of financial resources or inaccurate representation of the financial position of the Press could result in poor business decisions, lost revenue, increased expenses and loss of financial credibility with granting agencies or major clients. Errors in processing royalty or agency contracts and other financial documentation could cause loss of revenue and credibility with university authors and client publishers. Errors in processing or lack of discretion in processing employee information could have significant consequences for the department and the employee. Errors in processing payments could result in payment delays to vendors and added work and time spent unnecessarily. Errors in processing payments to foreign client publishers and other foreign stakeholders could result in higher costs associated with variable exchange rates. Inaccurate or incomplete audit working papers may negatively impact the level of funding the Press receives from funding agencies.

Qualifications

High School graduation and CGA CMA Level 3. plus CGA CMA Level 3, plus four years of relevant experience or an equivalent combination of education and related experience. 4 years related experience or the equivalent combination of education and experience. FMS certification required. Experience with PeopleSoft FMS, Hyperion budget system and Centre Suite software an



The University of British Columbia

Staff Job Postings

asset, MS Office (intermediate or advanced MS Excel skills) is required. Effective oral and written communication, interpersonal and organizational skills.

Ability to prioritize work, multi-task and work under pressure to meet deadlines. Ability to exercise tact and discretion when handling sensitive and or confidential matters. Ability to maintain accuracy and attention to detail. Ability to work independently and in a team environment. Ability to type at 50 wpm and to operate office equipment such as calculators, photocopier, and automated office systems. Excellent customer service skills. Experience in the Canadian book industry is highly desirable. Ability to provide timely and accurate information pertinent to decision-making process. Possession of strong analytical and problem-solving skills.

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



Job Posting

Job ID: 16746
Location: Vancouver - Point Grey Campus
Employment Group: CUPE 2950 (Cler/Secr/Library)
Job Category: CUPE 2950 Logistic & Procuremt
Classification Title: Procurement Clerk 1 (Gr4) **Business Title:** Procurement Clerk 1 (Gr4)
Department: Procure to Pay Client Services
Salary: \$38,808.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2013-10-03
Job End Date: 2014-03-31
Funding Type: Budget Funded
Other: Leave Replacement
Date Closed: 2013-10-02 **Available Openings:** 1

Job Summary

Procure to Pay Client Services provides centralized processing and operational support for procurement and payment activities and involves the responsibility of ensuring these operations are efficient in terms of maximizing available resources and effective in terms of maximizing the customer experience.

Functions under the management of the Procure to Pay unit include the Purchase Order process; the University's Procurement Card program; Customs and Logistics; Payments and general Financial Services.

The Procurement Clerk is Procure to Pay's first point of contact. As the role of the Procurement Clerk for the campus is diverse and customer focused, the Procurement Clerk must possess fluency in all Procure to Pay areas of responsibility to ensure the provision of seamless and accessible customer service to all internal and external customers. Duties range from complex to routine with the primary functions being departmental reception and customer service, as well as University procurement assistance in the form of "gatekeeper" for the Procure to Pay process.

Organizational Status

Reporting to the Procure to Pay Assistant Manager.

Work Performed

- Acting as Procure to Pay's first point of contact, provides front line customer service assistance and guidance to the University on all Procure to Pay functions, ensuring relevant procurement and financial policies procedures are understood and followed, thereby ensuring the University receives the best functional value and service.
- Provides professional customer service to all internal and external customers that typically involves action requests and or status updates regarding Procure to Pay processes and procedures.
- Works closely liaises with all levels of Payment and Procurement Services, Treasury, Internal Audit and the University's senior management team where appropriate. Establishes and maintains close working relationships with other University personnel, as well as external clients and associated vendors.
- Receives, reviews, analyzes, and data enters procurement and financial information as required, ensuring they are in accordance with relevant federal and provincial laws, University policies and procedures, and Supply Management Financial Services protocols and requirements.
- Acts as the Procure to Pay "gatekeeper", responsible to receive, analyze, verify signing authority and process all types of related requisitions checking for accuracy and completeness, following up with requestor departments as required. Maintains the



Procure to Pay registry database ensuring status records are accurate and current.

- Receives, verifies against procurement requirements, records, and date time stamps all incoming procurement bids and tender documents and liaises with relevant procurement staff as and when appropriate.
- Resolves customer service complaints and negotiates positive outcomes within scope of authority, maintaining privacy and confidentiality, and escalates as appropriate.
- Receives, processes, disseminates all incoming outgoing mail, fax messages and courier packages, arranging tracking courier deliveries and pick-ups as required.
- Maintains fluency with technical and procedural knowledge on all relevant systems and applications as well as all approved procurement and financial policies, procedures and signing resolutions.
- Provides ongoing assistance to Procure to Pay card application processing, customs and logistics, and specific projects as required.

Supervision Received

Reporting directly to the Procure to Pay Assistant Manager the incumbent works collaboratively with all staff within Procure to Pay and the campus community at large. Organizes and prioritizes workload to meet service needs, within guidelines. Performance is evaluated against objectives, as measurable results are achieved.

Supervision Given

Formally trains new staff on work procedures, and or oversees work of students and or temporary staff.

Consequence of Error/Judgement

Procure to Pay processes governed therein play a key role in enabling the University to achieve its goal of becoming one of the world's leading universities. Procure to Pay is a key stakeholder and plays an important role in the successful delivery of optimum procurement tools for the University. Actions taken or ignored by the Procurement Clerk will have a direct impact on how efficiently and effectively the systems and processes will perform and function. Errors in judgment, poor analysis, conveyance of misinformation or incomplete information to customers, or failure to act decisively could have a detrimental effect within the procurement and payment areas, and on the campus at large. Failure to uphold Procure to Pay's Mission Statement and ethical principals could result in a loss of confidence in Procure to Pay's leadership within the UBC community.

The incumbent must be able to effectively respond in a professional manner to multiple and not always clear customer enquiries in a timely fashion, as well as to support in the planning and organization of diverse activities to ensure day-to-day operational effectiveness for the Procure to Pay functions and that the University's needs are satisfied and risks are mitigated. Quick but logical thinking must be exemplified.

Qualifications

High School graduation and 1 year post-secondary education. Minimum 3 years general office and administrative experience with emphasis on customer service, procurement, customs and logistics. Ability to provide professional quality service to customers in a courteous, patient manner. Experience with Peoplesoft - FMS (UBC's Financial Management System) is preferred. Strong working knowledge of Microsoft Office applications, familiarity with a computerized procurement system (preferably with large ERP systems like Oracle or SAP) and general procurement practices. Ability to maintain accuracy and timeliness in performance of duties and ability to work in multi-disciplined teams is also vital. Ability to work proactively, independently, and can effectively prioritize and multi-task while working under pressure to meet deadlines. Accuracy and attention to detail is essential. Effective, tactful, oral and written communication skills are critical. Demonstrated interpersonal, communication and organization skills are necessary to foster and maintain effective working relationships both internally and externally. Emphasis on customer service experience and pursuit of customer service excellence is essential. 3 years relevant experience or the equivalent combination of education and experience.



The University of British Columbia

Staff Job Postings

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



Job Posting

Job ID: 16716
Location: Vancouver - Point Grey Campus
Employment Group: CUPE 2950 (Cler/Secr/Library)
Job Category: CUPE 2950 Program Assist
Classification Title: Program Assistant 2 (Gr6) **Business Title:** Program Assistant 2 (Gr6)
Department: Mechanical Engineering
Salary: \$40,752.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2013-10-15 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2013-09-30 **Available Openings:** 1

Applicants should include a letter of interest which will be reviewed as an example of their written communication skill.

Job Summary

Under minimal direction this position is responsible for project execution, advising, and secretarial functions related to undergraduate students, programs and options within the Mechanical Engineering Department and special programs, including recruitment and recognition events.

Major functions include general secretarial support, web site maintenance, communications and reporting, assisting with event planning and execution, student advising and registration support, assisting with examination arrangements, assisting with course scheduling, curriculum support, and processing Option applications.

Incumbent participates in departmental activities related to enhancing safety in the workplace. At the request of the department head or supervisor, these activities may include service on the departmental safety committee and acting as a building emergency warden.

Organizational Status

- Reports directly to Manager, Undergraduate Affairs, and ultimately to the Department Head;
- Works closely with the Associate Heads (Teaching, External) and with Option and Program Coordinators, Curriculum Chair, and Faculty Undergraduate Advisor in matters relating to their specific initiatives;
- Works in close collaboration with other support staff in the Mechanical Engineering office and within the Department as a whole;
- Liaises with a wide variety of UBC, and external (colleges, high schools), units in execution of duties;
- Works independently within general guidelines;
- Provides day-to-day supervision to Work Study, Work Learn and Co-op students, and recruits, trains, and supervises volunteers.

Work Performed

Assists the Manager in the day-to-day operations and special events associated with Undergraduate Affairs.

Answers routine correspondence and enquiries and draft other correspondence, maintain and updates the websites, arrange meetings and catering, transcribe and distribute minutes, manage supply inventory, and act as a first point of contact to visitors.

Assists with the creation of reports on activities, designing and implementing surveys of activities and performing statistical analysis. Performs literature searches, evaluating data for usefulness, and draft resource materials. Works with the Manager to produce promotional and communication materials, using Adobe Photoshop, Adobe Illustrator, and Adobe InDesign.



The University of British Columbia

Staff Job Postings

Assists with the planning and execution of events and activities, including conferences, meetings, student recognition events, outreach activities, department activities, and recruitment events. Represents the Department at internal and external events.

Provides information to current and prospective undergraduate students, and others, about registration, program requirements, course availability, timetables, and eligibility, referring difficult or unusual questions to the Manager or Faculty Advisor. Advises students in academic planning, making recommendations on course selection and sequence in order to meet student goals and graduation requirements, referring difficult cases to the Manager. Enters reports into Early Alert and follows up as required.

Assists students with resolving registration issues, including conducting conflict and pre-requisite checks to ensure eligibility, using the Student Information System. Tracks admission and registration statistics, produces reports, class lists and transcripts as required. Schedules examinations; monitors submission of grades, includes some grade entry (using FSC); processes grade appeals and coordinates supplemental special exams. Provides secretarial support for the Course Review Meetings. Maintains undergraduate student records.

Assists Manager in planning and preparing student timetables; as the Assistant Timetable Representative, schedules courses and books classrooms using Faculty Service Centre and Mech 2 system. Works with the Associate Head (Teaching) to prepare and submit curriculum changes, maintaining an up to date record and file of completed submissions. Collects all undergraduate program information and prepares documentation for CEAB accreditation and other external and internal reviews.

Coordinates all aspects of the application and interview process for the Mechatronics option, Thermofluids option, and Biomedical option.

Participates on department safety committee, undertaking safety related tasks and duties, at the request of the Safety Program Administrator (SPA). Serves as a building warden responsible for directing people to designated exits and safe areas in the event of an emergency situation. The Department will provide appropriate training.

Provides general secretarial support, as required, to the Manager. Performs other tasks in keeping with the level, as required.

Supervision Received

This is a responsible position where a high degree of accuracy, maturity and initiative is expected. Employee works independently under general administrative direction; work is not normally checked.

Supervision Given

Responsible for day-to-day work supervision and training of up to five (5) student assistants; supervision and training of student volunteers.

Consequence of Error/Judgement

Works independently under minimal supervision, applying knowledge of procedures and regulations to establish priorities. Exercises judgment and tact in dealings with students and others. Poor performance would contribute to inefficient operation, poor service, and ineffective programming, thereby affecting the reputation and credibility of the Chair, the Department and the University. Lack of accuracy in work could result in damaged relations with stakeholders. Advising impacts the quality of the student undergraduate experience. Misinterpretation of policies or program requirements could cause serious problems for students in reaching their educational objectives, may delay advancement and graduation, and damage the reputation of the department.

Qualifications

High School graduation and 1 year post-secondary education. 3 years of related experience or the equivalent combination of education and experience. - Strong organizational, planning, and problem-solving skills; ability to plan proactively;



The University of British Columbia

Staff Job Postings

- Ability to exercise logic and critical thinking; good judgment and initiative; attention to detail and a high degree of accuracy in work;
- Ability to work under pressure, prioritize work and meet deadlines; ability to cope with multiple conflicting priorities and interruptions from visitors to the office;
- Strong written and oral communication skills; ability to exercise tact and discretion;
- Ability to synthesize information from several sources to provide answers to student queries;
- A thorough knowledge of university policies and procedures related to undergraduate programs and students; knowledge of the Mechanical Engineering program and student culture is preferred;
- Ability to work both independently and within a team environment;
- Computer and web publishing experience is required. Word, Excel, Outlook, PowerPoint are required; Adobe Creative Suite, Connect (by Blackboard) and Microsoft Access would be useful;
- Ability to use word processing, spreadsheet, database, presentation and web publishing applications at an intermediate to expert level. Must be able to adapt to new software programs;
- Ability to take and transcribe minutes;
- Ability to type 50 wpm and to operate a normal range of office equipment, including a telephone for telephone reception;
- Ability to pick up and move objects up to 25 lbs (such as a box of copier paper).

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



Job Posting

Job ID: 16714
Location: Vancouver - Hospital Site
Employment Group: CUPE 2950 (Cler/Secr/Library)
Job Category: CUPE 2950 Program Assist
Classification Title: Sr Program Asst-Med Ed (Gr9) **Business Title:** Sr Program Asst-Med Ed (Gr9)
Department: Ophthalmology
Salary: \$45,456.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2013-10-07
Job End Date: 2014-10-05
Funding Type: Budget Funded
Other: Leave Replacement
Date Closed: 2013-09-30 **Available Openings:** 1

Job Summary

To provide administrative support for the Ophthalmology Residency Program and Fellowship Program. Supervising work of Undergraduate Program Assistant 2.

Organizational Status

Liaises with Physicians, Management, Private Clinics, External Agencies - Canada Employment, B.C. College of Physicians, UBC Facilities, Hospitals, etc.

Work Performed

Three key roles of this job is to:

- 1) Coordinate the Residency training program (60%)
 - By assisting the Director of Residency Training in administering work flow of the program and coordinating work processes of the Residency Training Program.
 - Coordinating and submitting payment schedules for Residency Program teaching by managing the residency budget and requesting payments and reimbursements for the residents.
 - Coordinating the resident selection process (CARMS interviews)
 - Creating and updating Residency Training Manual and policy, compiles reports utilizing One45 system to get the teaching hours for evaluation and faculty payments.
 - Organizing oral and refraction exams for Residency program, administering evaluation procedures for residency training and making arrangements for conferences and basic science training.
 - Organizing residents' graduation dinner. Responsible for travel arrangements for residents to Ft. St. John Clinic.
 - Creating the schedule for Fort St John clinic for staff and residents

- 2) Coordinate the Ophthalmology Fellowship Program (15%)
 - By ensuring immigration requirements are met for Fellow, providing information and orientation on related procedures.
 - Coordinating the appointment for Fellows' compensation and reimbursements.

- 3) Organize the Continuing Medical Education Events (15%)



The University of British Columbia

Staff Job Postings

These events include:

- Assisting with organization of Research Day - program compilation, and distribution, catering arrangements, recording attendance, ensuring necessary materials and equipment are available.
- Scheduling Clinical Days for the Department - assisting with program planning, catering, accommodations, liaises with speakers, physicians and participants.

4) Other duties (10%)

- Supervises the duties of the Undergraduate Program Assistant.
- Oversees Journal Club - ensuring journal articles are submitted and distributed to appropriate staff members. Coordinating the recruiting of junior staff and Fellows . Composing and transcribing correspondence for the Director of the program and other related tasks.

Supervision Received

Reports to the Program Director and Financial & Operations Manager.

Supervision Given

Supervises work of Undergraduate Program Assistant 2

Consequence of Error/Judgement

Supplying incorrect information or disclosure of confidential or sensitive material relating to teaching evaluations or conduct could cause serious embarrassment or have a detrimental effect on Faculty Relations.

Qualifications

High School graduation and two year post-secondary diploma. Training in stenographic skills, office procedures. 4 years related experience or the equivalent combination of education and experience. Three years' relevant UBC experience.

Ability to type 60 wpm and to operate the normal range of automated office systems and equipment.

Ability to compose clear, concise and business correspondence.

Word processing computer experience required (Word, Excel, and electronic mail preferred).

Effective oral and written communication, organizational, prioritization and interpersonal skills. Ability to exercise judgement, tact and discretion in dealing with confidential and sensitive issues. Ability to work both independently and within a team environment and to work under pressure to meet deadlines.

Ability to supervise staff.

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



Job Posting

Job ID: 16602 (Repost)
Location: Vancouver - Point Grey Campus
Employment Group: CUPE 2950 (Cler/Secr/Library)
Job Category: CUPE 2950 Public Serv Library
Classification Title: Pub Svc Library Asst 3 (Gr6) **Business Title:** Reserve & Circulation Assistant
Department: Library - Law
Salary: \$40,752.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2013-10-01 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2013-10-06 **Available Openings:** 1

This job has been reposted solely for the purpose of receiving applications for an external advertisement. While you may apply to this posting, any rights specific to internal applicants will not apply to this particular posting.

In addition to daytime shifts, evening and weekend work is required. Currently, the evening shifts are 2 pm - 10 pm every Thursday and 2 pm to 10 pm every third Monday. Weekend shifts are every fifth weekend (Saturday and Sunday from 10 am to 6 pm).

Job Summary

Performs complex duties in Reserve. Performs moderately complex duties in Circulation, Interlibrary loans, Cataloguing, Periodicals & Serials, Physical Preparation & Processing, Information Services, Collections maintenance, Office administration, and Gifts. During evening and weekend work, serves as the sole desk attendant and is responsible for all issues related to patron service.

Organizational Status

Interacts with staff in library branches, the public, and other departments on campus. Acts as liaison with Reserve staff in library branches and with faculty members. Communicates with Plant Operations and Library Human Resources.

Work Performed

1. Performs complex duties in Reserve in the Law Library. Accepts and processes reserve requests, in print and via UBC's Learning Management System (LMS). Prepares and distributes communications to faculty advising of policies, procedures and copyright restrictions relating to course reserves. Consults with faculty and librarians regarding course materials. Regularly weeds the Reserve collection by working with inventories, course lists, and input from faculty members and in consultation with the appropriate librarian. Represents the Law Library at Reserve committee meetings and reports changes in policies and procedures to supervisor.
2. Works at the circulation desk as assigned. Charges, discharges and renews materials. Checks returned materials for holds, damage, and completeness. Places holds, recalls, and storage requests. Processes rush cataloguing requests.
3. Responsible for opening or closing routines. Monitors library security gates. Receives, reports and responds to information relating to thefts and other incidents. Contacts Plant Operations, Campus Security and or, RCMP for emergency safety, security and health issues. Contacts Plant Operations for routine maintenance repairs, and keeps a log of repair requests. Maintains general appearance of library unit and ensures supplies for the public are stocked. Monitors and reports equipment condition.



The University of British Columbia

Staff Job Postings

4. Accepts and responds to queries on library policies and procedures. Explains and enforces library policies and procedures. Answers directional and information questions regarding library holdings. Interprets patron and circulation records. Assists disabled users. Provides reception services. Demonstrates how to navigate UBC Library catalogue and website. Directs patrons to known resources. Refers queries.
5. Performs comprehensive duties relating to collections maintenance, including loose-leaf filing. Processes location changes and updates item records. Plans, documents, oversees, and implements the shelf reading program in the Law Library. This includes training on reporting requirements, revising work, following up as required, and reporting problems to the Supervisor of Circulation.
6. Processes gift items and creates and deletes brief bibliographic records. Adds bound materials or standing order items. Edits item records and summary holdings statements.
7. Physically prepares library materials. Generates and applies spine labels. Checks processed materials for accuracy and completeness.
8. Gathers, records, compiles and reports attendance records for CUPE staff. Performs routine office administration tasks.
9. Performs basic troubleshooting on all Law Library equipment including copiers, printers, computers, micro reader printer, and staplers. Stocks, cleans, and provides operational assistance on this equipment. Reports problems.
10. Coordinates the work of student assistants when on duty evenings and weekends.
11. Serves as the back-up for interlibrary loan procedures and cash related duties, including maintaining cash, card dispensing and document service machines; and collecting money, replenishing stock and cash, and taking meter readings.
12. Participates in project work. Adheres to policies, procedures and guidelines.
13. Performs other related duties.

Supervision Received

Position is accountable to the head of the Law Library; receives daily supervision from the Circulation Supervisor, and performance reviews are conducted by the librarian responsible for circulation services.

Supervision Given

May explain work procedures to new or inexperienced staff. Oversees the work of student assistants when on evening and weekend duty, to ensure that tasks assigned by the Circulation Supervisor are completed. Oversees the work of individuals performing shelf reading, reviews procedures, and reports unresolvable problems to the Circulation Supervisor.

Consequence of Error/Judgement

Works independently under general supervision. Reserve work includes using judgement; errors could cause inconvenience to students and faculty members, and poor public relations with faculty. Circulation work is monitored to ensure adherence to established policies and procedures. Tasks are clearly defined and unusual problems are referred to the supervisor. Errors could cause inconvenience to both staff and patrons and could affect the library's fine revenues. Errors relating to health, facility and safety issues could result in damage to the facility or impact individuals. Errors in working with the collection could result in damage to books or financial loss. Errors in personnel records could cause inconvenience to staff and Library Human Resources.



The University of British Columbia

Staff Job Postings

Qualifications

High School graduation and two year Library Technician diploma. 3 years relevant experience or the equivalent combination of education and experience. Experience with relevant integrated library system modules preferred. Ability to effectively use Microsoft Office modules at an intermediate level. Ability to communicate effectively verbally and in writing. Ability to work effectively with the library patrons and colleagues. Ability to effectively manage multiple tasks and priorities. Ability to maintain accuracy and attention to detail. Ability to anticipate problems and issues and plan ahead. Ability to gather, record, and organize information. Ability to understand and apply policies, procedures, and instructions. Ability to coordinate, oversee, and monitor work processes. Ability to diagnose a variety of computer hardware and software problems, and complete routine repairs. Ability to perform word processing at 50 words per minute. Ability to operate the library, office, cash and document service related machines and equipment. Ability to climb stairs, push, pull and lift heavy objects up to 40 lbs. Ability to work a five day week, and to work evenings and weekends.

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



Job Posting

Job ID: 16717
Location: Vancouver - Point Grey Campus
Employment Group: CUPE 2950 (Cler/Secr/Library)
Job Category: CUPE 2950 Reception
Classification Title: Front Counter 3 (Gr4) **Business Title:** Front Counter 3 (Gr4)
Department: Botanical Grdn & Ctr for Hort.
Salary: \$38,808.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2013-10-14 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2013-10-01 **Available Openings:** 1

Job Summary

Responsible for providing financial and administrative support for the UBC Botanical Garden and Centre for Plant Research (BG) and acts as the front line person in the BG's main office.

Organizational Status

This position reports directly to the BG Administrative Manager and indirectly to the Director or delegate. Works with faculty, staff, students, volunteers and researchers. Contacts other university administrative units, service providers and vendors as necessary.

Work Performed

Administrative and Financial Responsibilities under the direction of the BG Administrative Manager.
Acts as the first point of contact at the reception desk for faculty, staff, students, volunteers, customers, visitors, service providers, and the general public.
Assists in reconciling general operating, specific purpose and endowment project grants. Troubleshoots, resolves, and follows up on financial system problems (FMS) with the offices of Supply Management, Financial Services, Human Resources, Development and Advancement Services, and other related units on campus.
Completes and tracks requisitions, journal vouchers, travel claims and expenses.
Assists with transfer of funds and payments of expenses for department project grants according to Faculty guidelines and University policies.
Prepares and verifies staff and student appointment forms, time sheets and transfer and severance forms.
Provides general program assistance to the Hort Training Program as required.
Tracks vacation and sick time for all staff, faculty and students at the BG. Provides monthly updates on sick vacation time to Administrative Manager.
Assists in collecting and reconciling revenue from admission offices.
Responsible for tracking admission revenue and provides monthly statistics to BG management.
Assists with and arranges weekly deposit.
Maintains the membership database and provides general support for membership program in a pro-active and positive manner.
Performs general support duties including word processing, photocopying, sending receiving faxes.
Maintains department list serves.



The University of British Columbia

Staff Job Postings

Maintains administrative files.

Organizes catering for meetings as required.

Maintains events calendar and event information on internal calendars.

Responds to routine, oral and e-mail inquiries, asking for assistance from the Administrative Manager and other staff faculty members as required.

Assists on special projects as required during regular working hours (e.g., Plant Sales, Apple Festival, research projects, etc.).

Responds to building concerns or concerns with rental facilities and contacts the appropriate services as necessary. Identifies items requiring follow-up and forwards to the appropriate person.

Acts as key operator problem solver for copier and fax machine in his/her immediate area.

Orders supplies, maintains inventory of supplies and arranges for servicing of office equipment. Researches and makes recommendations regarding service contracts as necessary.

Occasional evening and weekend work may be required. Work schedule accommodation will occur in such cases.

Rental Responsibilities:

Receives and processes all requests for use of the UBC Botanical Garden facilities according to Department, Faculty and University policies.

Maintains updates client materials covering the rental process including cost of facilities, procedures for securing rental space, procedures for securing liquor licences and food caterers, SOCAN fees, etc.

Provides rental information to potential clients as requested.

Schedule and provide biweekly onsite facility tours as required.

Identifies necessary resources to support rentals (e.g., hourly and volunteer staff) and works with appropriate staff.

Send and obtain signed contracts prior to client event. Informs clients in a timely manner when payments are due to secure facilities. Tracks rental revenue; reports delinquencies to Administrative Manager for follow-up as required.

Maintains inventory list of equipment in rental facilities, noting condition, and orders replacements or repairs as directed.

Assists and maintains a preferred vendors list for the rentals program.

Provides monthly reports on revenue and expenses to the administrator.

Performs other related duties as required.

Supervision Received

Receives detailed instructions during orientation and on new assignments or changes in procedures. Carries out familiar duties under limited supervision and addresses any new or unusual problems to the Administrative Manager, Director or delegate.

Supervision Given

May direct the work of student workers.

Consequence of Error/Judgement

Inability to deal with the public and volunteers in a tactful, helpful and courteous manner would directly affect the operation and give an adverse image of the Botanical Garden, the University and to the public. Errors in payroll appointment submissions could have a significant impact on employees. Impact of financial errors could seriously compromise achieving revenue targets.

Qualifications

High School graduation and one year of related post-secondary education. Trained in office procedures and basic accounting/bookkeeping processes. 3 years relevant experience or the equivalent combination of education and experience. Two years of relevant UBC experience preferred. Experience with FMS and HRMS procedures an asset. Computer experience required (Word, Excel, Access, and PowerPoint preferred). An understanding of quality customer service required. Effective oral and written



The University of British Columbia

Staff Job Postings

communication, interpersonal, analytical, problem solving and organizational skills. Ability to type 50 w.p.m. and to operate a normal range of office equipment. Ability to prioritize and work effectively under pressure to meet deadlines. Ability to maintain accuracy and attention to detail. Ability to work effectively independently and in a team environment. Ability to exercise tact and discretion. Must be available to work occasion Saturdays. Ability to effectively resolve client complaints in a calm, non-confrontational manner, and by exercising sound judgment. Ability to provide quality service to customers in a courteous, patient manner.

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



Job Posting

Job ID: 16764
Location: Vancouver - Point Grey Campus
Employment Group: CUPE 2950 (Cler/Secr/Library)
Job Category: CUPE 2950 Reception
Classification Title: Front Counter 3 (Gr5) **Business Title:** Front Counter 3 (Gr5)
Department: Music, School of
Salary: \$39,492.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2013-10-16
Job End Date: 2014-04-15
Funding Type: Budget Funded
Other: Leave Replacement
Date Closed: 2013-10-03 **Available Openings:** 1

Job Summary

Front Desk Receptionist. Provides reception and clerical duties on the main front desk; key sign-out, teaching studio assignments, auditions and classroom bookings; factual information to students, faculty and the general public.

Organizational Status

Reports to: Administration Manager
May also be assigned work by Director's Secretary Student Advisor

Interacts with: Administration Manager
Assistant to the Director
Student Advisor
Concerts & Communications Manager
Concerts & Communications Assistant
Graduate Secretary
Part-time Clerk B
Student Office Assistant
MUSA (Music Undergraduate Student Association)

Work Performed

Front desk receptionist: provides assistance in the form of factual information in response to front desk and or telephone enquiries; handles faculty and student messages and provides general assistance to students, faculty and the general public.

Responsible for locking up all classrooms and other necessary rooms in the Music Building at the end of the workday, checking to make sure all audio equipment and instruments are locked up and secured in classrooms and storage rooms, turning off lights, and making sure students and other occupants vacate the rooms being locked (unless they have special permission to remain after hours). Reports any building or equipment damage or related problems to Administration Supervisor or Electronics Technician, as appropriate. Tracks down missing keys, makes sure all keys are securely locked up at night and on weekends (together with other valuables cash). Reports lost or missing keys to Administration Supervisor. Under the supervision of the Administration Supervisor, keeps an up-to-date inventory based on Access Control Centre computer printouts.



The University of British Columbia

Staff Job Postings

Under the supervision of the Administration Supervisor, acts as front desk cashier, collecting and disseminating monies for instrument rentals and deposits, practice room key deposits, kitchen deposits, late return fees, and other miscellaneous collections arising during the year, including Vancouver Opera student dress rehearsal tickets.

Books teaching schedules for approximately 60 sessional faculty at the beginning of the academic year and on an ongoing day-to-day basis. Maintains a schedule of these 60 sessional faculty, detailing the various times they are in the building and the rooms they are using.

Issues key requisitions for students, faculty and staff with appropriate signatures and responsible for keeping precise records of keys each individual has. Also collects key deposits.

Assigns instrument lockers and keys to appropriate students and collects these keys at the end of the academic year.

Creates and maintains multiple classroom schedules (and any updates) for terms 1 and 2.

Works closely with and offers guidance and assistance to MUSA (Music Undergraduate Student Association).

Reports maintenance requests (trouble calls) to Land and Building Services.

Manages the secure access system and distributes "key fobs" to faculty members and maintains records of assigned key fobs.

Responsible for the sign-out of equipment such as video cameras, tripods, overhead projectors, multimedia projectors, tv dvd carts and extension cords to faculty.

Collects deposits, forms and makes photocopies for all instrument rental and loan agreements. Performs deposit returns and fills out appropriate paperwork upon return of instruments. This also includes, by permission of the Director, signing out and the retrieving of valuable violins from the School safe.

Provides basic undergraduate admissions information, Bachelor of Music Information packages and admissions contact information to prospective students. Also occasionally performs School of Music tours by request appointment.

Maintains a yearly up-to-date listing of Private Lessons teachers and "Gig List" members to provide to the public on a frequent basis. Requires updating forms yearly, collecting applications and references, making and sending photocopies of the applications and references to faculty heads for approval.

Maintains separate accounting records of miscellaneous personal postage and photocopying by faculty, invoicing and collecting the money owed from them.

In the summer, contacts faculty ensemble directors regarding their September audition times audition requirements. From the information provided books and coordinates 25+ audition times schedules, produces sign-up sheets and posts them. Provides a one week window in August for UBC students to e-mail or phone to schedule their audition time(s).

Assists part-time Clerk, and under direction of the Concerts & Communications Assistant, in keeping the concerts, masterclass and guest speakers publicity bulletin boards up-to-date.

In absence of part-time Clerk, assists faculty with photocopying, faxing, mailing couriers as required.

In absence of part-time Clerk, sorts and distributes incoming mail.

In absence of Assistant to the Director, makes bookings for the Recital Hall, Gessler Hall and Old Auditorium.



The University of British Columbia

Staff Job Postings

Supervision Received

Works within well-defined guidelines and procedures. Exercises some initiative and judgement in their application and in prioritizing work to meet the School's requirements. Refers all new or unusual situations or problems to Administration Supervisor.

Receives detailed instructions during orientation and on any subsequent new assignments or changes in procedure. Carries out familiar phases of the work independently. Work is subject to review for accuracy and conformity to established procedures from time to time by Administration Manager.

Supervision Given

Occasionally assigns tasks to part-time Clerk and instructs and assigns tasks to Work Study student office assistant and student instrument manager.

Consequence of Error/Judgement

First point of interaction with public, students, faculty, if good first impression is not given, it will impact on public relations of the School.

If keys and records are not kept accurately, a security problem could exist.

If student information / audition information is not handled correctly, this could cause the School to lose new students, which would impact on programs.

If room assignments are incorrect, faculty would lose crucial teaching time while another appropriate room had to be found for them.

Qualifications

High School graduation and one year of related post-secondary education. 3 years relevant experience or the equivalent combination of education and experience. Ability to assist clients in identifying appropriate courses of action Ability to exercise tact and discretion Ability to exercise sound judgment Ability to accurately process cash credit card transactions Ability to maintain accuracy and attention to detail Ability to effectively perform inventory control procedures Ability to effectively manage multiple tasks and priorities Ability to operate job-related equipment (e.g., fax machine, photocopier) Ability to effectively use <job-specific software> at an intermediate level (e.g., MS Word, MS Excel, Mac Mail). Familiarity with Mac preferred.

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



Job Posting

Job ID: 16706
Location: Vancouver - Point Grey Campus
Employment Group: CUPE 2950 (Cler/Secr/Library)
Job Category: CUPE 2950 Student Info Support
Classification Title: Student Info Support 4 (Gr7) **Business Title:** Student Info Support 4 (Gr7)
Department: Medical Admissions
Salary: \$42,072.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2013-10-01 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2013-09-30 **Available Openings:** 1

Job Summary

The core responsibility for the Student Information Support position is to provide administrative support to the Associate Dean, Admissions. In addition, the incumbent in the position prepares, evaluates and reviews medical school applications, provides support to the Admissions office and delivers applicant services to the public, prospective and current applicants. Works closely with other Admissions personnel to meet targeted deadlines in each phase of the evaluation cycle.

Organizational Status

The Student Information Support 4 position reports directly to the Admissions Manager. The incumbent works closely with other admissions staff to ensure a successful application cycle. Receives work assignments and training from management staff and clerks.

Work Performed

Administrative Support

- This position will be required to provide administrative support to the Associate Dean, Admissions.
- Maintains Associate Dean's calendars and schedules. This involves making appointments, prioritizing, screening and dealing with sensitive and confidential issues.
- Prioritizes incoming mail for Associate Dean.
- Responds to verbal and written inquiries; communicates effectively with University and external community.
- Composes draft correspondence on own initiative or under direction.
- Assists with study focus groups, e.g. acts as contact for group members and provides updates to members.
- Arranges travel bookings and conference registration for Associate Dean and administrative staff.

Admissions Clerical Support

- Acts as first point of contact and source of information for current and prospective applicants, the general public and health professionals. Provides clear, accurate information to applicants by email, in writing, in-person, by telephone or through the on-line application system. Must be knowledgeable about application requirements, prerequisite requirements, residency issues, and all other complex admissions policies and procedures. Acts as first respondent to applicant issues and complaints by gathering information, taking corrective action and referring as needed.
- Interprets and communicates policy and procedures and makes independent decisions in most instances.



The University of British Columbia

Staff Job Postings

- Provides general clerical support to admissions office in all aspects of the admissions cycle including compiling and interpreting statistical information, assisting Senior Admissions Coordinator and other Admissions Coordinators with small projects and document preparation, reading and evaluating academic, non-academic and supplemental applications, and preparing documents.
- May perform academic evaluations, including evaluation of domestic and international transcripts, researching and evaluating non-routine course equivalencies between institutions in order to determine eligibility for the program.
- May perform non-academic evaluations involving interpretation and scoring of non-academic components of an applicant's file. Contacts applicants, verifiers, and other institutions regarding discrepancies or inconsistencies in the applicant's file.
- Refers only highly complex admissions decisions to an Admissions Coordinator or Manager for assessment and decision.
- May be required to attend information sessions, fairs and or public events with other admissions personnel, for purpose of answering general information relating to the MD Undergraduate Program.
- Long shifts and flexible hours during Admissions interviews will be required of all Admissions staff.
- Performs duties related to the qualifications and requirements of the job and will be required to act as back-up to other clerical positions as needed.

Interview Event

- Assists Admissions Coordinators with Annual Interview Event. Duties includes preparation of all supporting documentation, scoring sheets, name tags, registration, signage and compilation of other supplies as necessary. Long shifts and flexible hours may be required of all admissions personnel during this event.

Other Duties

- Order general office supplies and equipment as needed.
- Organize and manage documents or supplies.
- Serves as Office Administrator in conjunction with the Admissions Manager and Senior Admissions Coordinator to determine the operational needs of the office. Oversees maintenance and repairs; submits work orders.

Supervision Received

Reports to the Admissions Manager. Take directions from Admissions Coordinators and Associate Dean, Admissions.

Supervision Given

May help supervise temporary staff and students.

Consequence of Error/Judgement

Works independently under general supervision. Work is performed in accordance with broadly established procedures and practices requiring initiative to plan and complete recurring assignments independently. There are a variety of job tasks requiring ongoing prioritization. Must apply policies and procedures fairly and consistently.

Makes independent decisions within prescribed policy and procedures. Often required to exercise judgment, particularly when performing file evaluation. Must be able to justify decisions and provide rationale when questioned. Only highly complex admission decisions are referred to Admissions Coordinator or Manager for assessment.

Tact, diplomacy and confidentiality are required at all times. Accuracy, attention to detail, and consistency are crucial.

Clerical errors would result in incorrect information being given to prospective students. Evaluation errors would result in incorrect admission decisions. Admitting the wrong person or not admitting a qualified applicant would damage the integrity of the department and University and lead to appeals involving Admissions, the Faculty of Medicine Dean, Senate and legal council

Qualifications



The University of British Columbia

Staff Job Postings

High School graduation and two year post-secondary diploma. 4 years related experience or the equivalent combination of education and experience. Ability to communicate effectively verbally and in writing. Ability to work effectively independently and in a team environment. Ability to assist clients in identifying appropriate courses of action. Ability to deal effectively with a diversity of people. Ability to analyze problems, identify key information and issues, and effectively resolve issues. Ability to maintain accuracy and attention to detail. Ability to effectively use Outlook, MS Word, MS Excel at an intermediate level. Ability to Operate a normal range of office equipment Ability to exercise tact, diplomacy and discretion.

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



Job Posting

Job ID: 16731
Location: Vancouver - Point Grey Campus
Employment Group: CUPE 2950 (Cler/Secr/Library)
Job Category: CUPE 2950 Student Info Support
Classification Title: Student Info Support 4 (Gr8) **Business Title:** Enrolment Services Coordinator
Department: Service Layer-Enrolment Serv
Salary: \$43,428.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2013-10-01 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2013-09-30 **Available Openings:** 1

Job Summary

The Enrolment Service Coordinator (ESC) is a registrarial enrolment services position which functions as a service support generalist and a visible Enrolment Services representative to ES stakeholders both internal and external to the University. The ESC works cross functionally to provide service support throughout the organization with the ability to be deployed into any ES subject matter area; and in doing so will develop student service excellence and subject matter expertise in areas of responsibility including: student recruitment, undergraduate admissions, organizational training and development, student financial support, registration, academic record support (grades, degree audit, exams). The ESC will use this broad base knowledge and understanding in project assignments involving both internal and external stakeholders. The ESC will also provide general administrative support.

Organizational Status

The ESC reports directly to an Enrolment Service Manager (ESM) or a Foundation Manager (title to be determined), and may have functional accountability to other ES Managers. The ESC works closely with other ESCs; and works collaboratively with and in support of ESPs and other staff across the ES organization. The ESC represents ES on teams, committees and working groups internal and external to ES.

Work Performed

- Assists ESPs with complex student files including investigating, analyzing and interpreting facts, policies, regulations, procedures; summarizing findings; and making recommendations.
- Attends meetings and consultations with ESPs and or other ES managers where appropriate.
- Assists and provides recommendations on improving ES student service, systems and processes, tools and communication programs, such as those that would enhance the student and or ESP understanding of tuition, fees, financial support and planning.
- Assists ESPs in supporting sponsored students. Administers, coordinates and oversees work flow and processes of the sponsorship billing program.
- Assists ESPs, with understanding student and faculty needs to ensure service excellence. Organizes student and or faculty focus groups including establishing participants, developing focus group questions, co-facilitating the session, and recording, analyzing and summarizing information for recommendations and presentation.
- Processes, analyzes and verifies various student records and documents such as review of assigned standing, campus work permit verification and reports, confirmation of enrolments, background checks and RESPS and Education verifications.



The University of British Columbia

Staff Job Postings

- Performs various transactions and updates in student information systems, ensuring accuracy of data and correcting errors.

Research, Knowledge Management and Business Improvement

- Conducts research on industry standards and best practices in higher education.
- Develops and interprets complex statistical and qualitative reports, and makes recommendations and presentations.
- Participates in identifying processes and systems that require improvement. Documents and maps current business processes, assists with process analysis and measurement, and makes recommendations for process improvements.
- Reviews Departmental policies and procedures and provides input and recommendations for change.
- Updates and maintains the ES knowledge base and or WIKI. Ensures the knowledge base remains relevant and up to date.
- Interprets University and Student Services publications, policies and procedures in order to make recommendations to resolve student problems or issues or to improve ES business processes. Applies knowledge of applicable legislation and external regulations in making decisions and recommendations as appropriate.

Prospective student and applicant support

- Reviews student documentation submitted to support application for admission, including verifying completeness and authenticity of documents and preparing electronic student file for review by Admission Advisors.
- Co-ordinates Broad Based Admissions (BBA) reading and administration including, organizing BBA training: scheduling participants and presenters, preparing and circulating materials, disseminating reading assignments and following up where required, and providing trouble shooting support to readers.
- Participates in activities and events directed to prospective and admitted students, including co presenting at event information booths.
- Assists with the planning and coordination of recruitment and yield events including, scheduling participants and presenters, booking venues, coordination of roles with faculty-based recruitment professionals, coordinating and tracking the inventory and shipment of recruitment materials across Canada.
- Triage prospective student e-mails, forwarding e-mails to the appropriate ESP or subject matter expert; and respond when appropriate.

Organizational Development Training

- Working with the Centre for Excellence ODL team, participates in the design and development of training workshop content, materials and presentations.
- Delivers presentations and co-facilitates training sessions as a subject matter expert.
- Assists with the recruitment of instructors and subject matter experts.
- Coordinates training and or workshop set up including researching and booking learning space, developing and distributing promotional materials, managing participant registration, arranging payments.

Student Financial Support, Registration & Academic Record Support and Scheduling & Exam Support

- Coordinates various adjudication processes including preparing reports, files for consideration, making recommendations, recording decisions, and preparing files for appeal and or audit.
- Distributes cheques to students.
- Processes added credit and exchange credit, change of registration, change of grades, and reviews of assigned standing.
- Updates biographical (name, citizenship) information in the Student Information System
- Processes FIPPA requests.
- Verifies student and enrolment graduation status in accordance with applicable legislation and policy.

Provides support during peak periods for exam and course scheduling including liaising with students, responding to student enquiries, arranging invigilators, preparing and distributing materials, facilitating exam and course schedule times. General Administrative Support

- Develops, implements and maintains administrative procedures and systems, including filing and scanning various student record



The University of British Columbia

Staff Job Postings

documents.

- Organizes events, including booking travel, rooms, meeting spaces, venues and catering, processing special occasion license applications, managing participant registration and arranging invoice payments.
- Performs cash handling for various fees and daily transaction reconciliation.
- Ordering and maintaining office and cash coin supplies.
- Provides reception support.

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

Supervision Received

Reporting to an Enrolment Services Manager or a Foundation Manager, the incumbent will receive training, guidance and performance development to achieve specific goals and objectives. The ESC will also receive mentorship from ESPs, as well as other ES Managers to whom there is a functional accountability relationship. May work on assigned projects under minimal supervision.

Supervision Given

May be required to orient, train, provide direction and or supervise student employees and or volunteers. May participate in the hiring of staff and or student employees.

Consequence of Error/Judgement

Work performed by the ESC is essential to supporting the cohesion of student and non-student facing functions of the new service model in Enrolment Services. ESCs are required to handle a variety of tasks which require sound judgment, accuracy and attention to detail. ESCs errors could also compromise the reputation of Enrolment Services and the University's ability to provide an excellent student experience.

Qualifications

High School graduation and two year post-secondary diploma. four years of related experience, or an equivalent combination of education, training and experience. 4 years related experience or the equivalent combination of education and experience. Training in student services, student affairs, or a related field is an asset. Experience in a service centered environment required, preferably within student services. Sound and current knowledge of best practices in enrolment or student services in at least one of the following areas preferred: student records, registration, student recruitment, admissions, or student financial support. Proficiency with standard office software required. Previous experience with Student Information Systems and or other database solutions preferred, e.g., wikis. Must have the capacity and ability to develop broad base knowledge and understanding in multiple areas of the registrarial profession. Ability to work flexibly and adapt to changing priorities as required. Excellent interpersonal, communication and presentation skills required. Ability to investigate, research and perform problem based learning. Ability to problem solve and exercise sound judgment. Ability to work both independently and within a team environment. Must show initiative and the ability to effectively prioritize and multitask. Demonstrated accuracy and attention to detail, especially when working under pressure to meet deadlines.

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



The University of British Columbia

Staff Job Postings

telephone and cable organizations and recommending preferred contractor or vendor.
Provides input into department policies and procedures
Maintains database of contacts and stakeholders
Prepares correspondence, templates and generic reports
Assists with administration of finances, including tracking and maintaining financial records, travel claims and requisition payment
Assists with planning and coordinating events and functions both at UBC, downtown and other venues
Schedules appointments, meetings and conferences
Prepares agendas, arranges and coordinates meetings including taking, transcribing and editing minutes of meetings
Screens incoming mail and materials
Maintains and modifies website
Conducts web searches and retrieves information on a need be basis

Supervision Received

Reports to the Managing Director and works autonomously under broad direction.

Supervision Given

Supervises temporary staff and or students.

Consequence of Error/Judgement

Works autonomously under broad direction. Work is performed within prescribed limits of which the individual does have some recommendations and input. Resolves fairly complex problems dealing with suppliers and contractors. Being a small Centre located off campus the individual needs to have good judgement and handle situations in the absence of the Managing Director. Poor decisions could lead to more costly venues than is necessary. Poor handling of a situation could lead to loss of productivity in terms of facilities not being serviced or repaired in a timely manner. Inaccurate work could lead to course materials being reissued

Qualifications

High School graduation and two years post-secondary education. 4 years related experience or the equivalent combination of education and experience. UBC experienced preferred. Computer experience required (WordPerfect, Word, Excel, PowerPoint and electronic mail applications preferred). Effective oral and written communication, interpersonal and organizational skills. Ability to type 60 wpm and operate normal range of office equipment. Ability to use word processing, spreadsheet, database, presentation and electronic mail applications at an intermediate level. Ability to prioritize work and meet deadlines. Ability to maintain accuracy and attention to detail. Ability to interpret policies and procedures. Ability to exercise tact and discretion. Ability to work independently and as a member of a team. Web editing skills. Intermediate level of usage of the following software: Microsoft (word, excel, powerpoint, Outlook, entourage), MAC and PC platforms, Adobe Professional, Wordpress and Web editing software, Will also use: Campus Wide Login (CWL), iMIS Website (Website content management system), CV Online, David Lam Library Search, Engines, Request Schedule Events Online Systems (RSEOS).

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



Job Posting

Job ID: 16700
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Accounting
Classification Title: Accounting, Level A **Business Title:** MDRU: Accountant
Department: Earth and Ocean Sciences
Salary: \$49,226.00 - \$59,094.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2013-10-05
Job End Date: 2014-10-04 **Possibility of Extension:** Yes
Funding Type: Grant Funded
Other:
Date Closed: 2013-09-30 **Available Openings:** 1

Job Summary

This position will focus on supporting our researchers by managing all the finances for up to 40 different research projects with a total annual budget of over a million dollars . The ideal candidate will possess expert knowledge of UBC's accounting research administration practices and will gain satisfaction by working through the detail in order to achieve a larger goal.

Organizational Status

Reports to the MDRU Business Manager and has a dotted line report to the EOAS Director of Resources and Operations. Works with the MDRU Director, Project Investigators, Faculty, staff, and students in the Department. Liaises with Finance, ORS, UILO, NSERC, government agencies and industries. Trains and supervises temporary office staff in matters relating to finance and project co-ordination.

Work Performed

- Works with Senior Researchers to prepare budgets for project proposals.
- Interacting with UILO to complete project initiation, administration and financing.
- Dealing with industry research partners to complete financing arrangements.
- Preparing financial forecasts and variance reports, and resolving any discrepancies.
- Taking necessary action to ensure compliance with relevant budgets and regulations.
- Providing monthly budget snapshots of each project to Senior Researchers.
- Preparing year-end financial statements for all project accounts.
- Preparing semi-annual financial statements for all NSERC-funded research projects, including providing justification for any deviations.
- Administrating and reconciling all P-card transactions for research projects.
- Assisting with purchasing equipment. This involves but isn't necessarily limited to obtaining quotes, negotiating prices and arranging for payment.
- Responsible for ensuring that all MDRU's employees and students are placed on payroll and that they are renewed as required.
- Working with internal and external stakeholders to establish funding contracts.
- Keeping abreast of changes in UBC's guidelines, and accounting practices as well as relevant external changes in the law and best practices.
- Evaluating and recommending accounting internal controls, policies and procedures to ensure compliance with university, granting



The University of British Columbia

Staff Job Postings

agencies and accounting policies.

- Analyzing financial operations and making recommendations for improvement as needed.
- Providing instructions to the finance clerks so they can issue pay invoices, create JVs, and reimburse expenses.
- Coordinating operational logistics for field work, often in remote or international locations
- Organizing technical meetings and short courses related to research projects.
- Any other duties as required.

Supervision Received

Works independently under general managerial direction. Work is reviewed in terms of adherence to policies and procedures.

Supervision Given

Will give work instructions to the finance clerk, and will take on a larger management role in absence of the Business Manager.

Consequence of Error/Judgement

Researchers may over or under estimate their financial position, employees students may not get paid.

Qualifications

Undergraduate degree in a relevant discipline and Completion of one year in an accredited accounting program (CGA or CMA or CA).

Minimum of two years experience or the equivalent combination of education and experience. Previous experience in dealing with UBC research administration and accounting. Ability to maintain accuracy and attention to detail. Ability to prioritize and work effectively under pressure to meet deadlines. Ability to apply generally accepted accounting principles in an appropriate manner. Ability to manage complex financial arrangements. Ability to accurately gather, organize, and summarize financial information in a way that is easily understood by a layperson. Ability to analyze problems, identify key information and issues, and effectively resolve. Ability to work effectively with a diversity of people. Superior organizational skills.

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



Job Posting

Job ID: 16669
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Accounting
Classification Title: Accounting, Level C **Business Title:** Revenue Monitoring Manager
Department: Mining Engineering
Salary: \$57,417.00 - \$68,929.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2013-10-15
Job End Date: 2017-10-14 **Possibility of Extension:** Yes
Funding Type: Grant Funded
Other:
Date Closed: 2013-10-08 **Available Openings:** 1

Job Summary

The Revenue Monitoring Manager is responsible for the financial management of a newly established interdisciplinary, coalition-based, international Institute focused on improving the capacity of developing country governments to optimize the contribution of mining, oil and gas production to sustainable economic growth and poverty reduction. "The Institute" is funded through a five-year start-up contribution from Foreign Affairs, Trade and Development Canada (DFATD, formerly CIDA) and operates across three coalition member academic sites: University of British Columbia (UBC), Simon Fraser University (SFU), and Ecole Polytechnique de Montreal (EPM).

The Manager is a key member of the management team, and provides financial leadership, expertise and direction to senior leadership on a variety of financial and business operation matters, and on the interpretation of the financial implications of activities. This position will work with the leadership team to develop and manage various revenue generation activities.

The Manager is responsible for ensuring full accountability and transparency on all Institute financial activities. S he manages all aspects of the financial operation of the Institute, including organization, budgeting, accounting, payroll, planning, forecasting, reporting, costs analysis, compliance monitoring, development and implementation of financial guidelines and internal control systems. The Manager will be responsible for tracking all contributions (cash and in-kind) from over 60 strategic partners from academia, government, non-governmental organizations and the private sector.

Organizational Status

Reports to the Director, Institute Development and Management, and the Executive Director. The Manager participates as a senior member of the Institute management team. Has supervisory responsibility for the finance assistant(s) at UBC.

Acts as the main point of contact on all financial matters for 28 core personnel including 10 faculty and 18 staff as well as numerous faculty, research associates and graduate students. Personnel are located across three academic coalition member sites in Canada with contract personnel working in Canada and internationally.

Liaises with the Administrator of the Norman B. Keevil Institute of Mining Engineering at UBC, various university units (Central Finance, Internal Audit, Treasury), and a large strategic partner network.

Work Performed

Works in the Institute office on the UBC Point Grey campus. Position may require a limited amount of local, national, and



international travel.

Planning, Budget and Control

- Responsible for directing and advising on all finance and accounting functions across the Institute and its coalition member sites. Supervises the quality of accounting and financial reporting for the Institute to ensure finances are managed according to legislation, policies and procedures and generally accepted accounting principles.
- Leads the Institute in strategic budget preparation, including advising on allocations to programs, thematic areas and programmatic objectives. Responsible for developing detailed and complex budgets and financial plans for Institute across three coalition member sites. Operating budget: initially \$8M annum minimum with expected revenues increasing on an annual basis as the Institute grows.
- Contributes to the planning, development, training and implementation of integrated coalition systems, tools and procedures to achieve greater efficiency and handle the growing complexity of the Institute.
- Develops programmatic budgets on an ongoing basis for the Institute's varied international development activities to enable the Institute to be responsive to emerging needs of developing-country clients. Includes assessment of domestic and international human resource needs, cost-benefit analysis, risk management, and long-term planning and monitoring.
- Performs market research and makes recommendations to senior leadership on business development opportunities. Develops analytical models to evaluate opportunities and returns.
- Implements budget policy and procedure throughout the Institute.
- Manages the reporting of performance and makes financial projections for the Institute and Activity Centres.
- Makes decisions regarding unusual or new accounting transactions or processes.
- Analyzes and translates complex accounting transactions to senior leadership and individuals at all levels.
- Assesses the impact of surpluses deficits and monitors unique requirements by the federal government (e.g staffing consulting ratios), and reviews any large variances with the appropriate senior leadership.
- Develops systems and processes to identify and resolve problems and improve financial management of Institute resources.
- Ensures that the Institute, including coalition and strategic partners are expending in accordance with agency guidelines and are in financial order at all times.
- Provides support to Institute, coalition and strategic partners' management and staff on all aspects of the financial management of their accounts.
- Ensures that all internal cost recoveries and external billings have been made and that revenues are being collected on a timely basis.
- Ensures that all Activity Centres are operating at maximum efficiency, particularly in relation to cost effectiveness.
- Reviews new sub-agreements and contracts for compliance with Institute's policies and best practices, including environment and gender policies, assessing and managing risks.

Policy, Development and Establishment of Standards and Support to Faculty and Staff

- Develops effective fiscal policies and procedures that enhance coalition member policies, including designing and overseeing an RFP and procurement policy for the Institute that ensures best value.
- Implements new internal controls to improve workflow efficiency, accuracy of financial data and avoidance of errors, duplication and omissions.
- Ensures that all UBC and relevant federal government policies and procedures are adhered to.
- Maintains a current knowledge of all relevant federal and provincial legislation and regulations relating to financial issues.
- Provides financial advice, training, support and ongoing assistance to Institute and coalition and strategic partners' staff.
- Ensures appropriate reconciliation is performed for all balance sheet and master sub accounts on a timely basis.
- Ensures that all areas in the Institute are in compliance with internal and external audit requirements. Implements spot audits of transactions to ensure compliance with federal government guidelines.

Financial Reporting

- Responsible for the financial integrity of the Institute's financial operations; advises senior leadership on the internal control environment; manages financial risk, business risk and control risk.
- Advises senior leadership on causes of large variance between budget and actual amounts and variances in comparative years' results, as revealed by analytical review.



- Directs the preparation of reports to comply with federal government requirements including financial statements, forecast, and request for cash advances. Works collaboratively with the coalition partners for the required reports for consolidation in a timely manner.
- Oversees all on-line processing of financial transactions including the development and implementation of an ongoing financial monitoring to ensure spending within approved budget.
- Oversees funds received from all sources and ensures reporting is completed on all financial activities as identified in memorandums and contracts.
- Tracks all cash and in-kind contributions from over 60 strategic partners from academia, government, NGOs, and the private sector.

Accounting

- Serves as signing authority for project grant accounts and authorizes transfer of funds, year-end accruals and prepayments.
- Performs other responsibilities related to this position.

Administration

- Administers and reviews credit card activity on a monthly basis; works to ensure proper documentation and filing of records for auditing.
- Manages and oversees facilities-related services.
- Develops, implements and maintains policies and procedures for acquisition, utilization, maintenance and replacement of furniture and equipment.
- Responsible for security, authorization of keys and controlled access. Assumes responsibility for emergency call-out for building and other emergencies.

Supervision Received

Works under the direction of the Director, Institute Development and Management. Manager is required to exercise considerable judgment and initiative in duties and responsibilities.

Supervision Given

Directly manages finance assistant(s) (CUPE 2950) and indirectly manages program staff on finance related activities across the coalition member sites.

Consequence of Error/Judgement

This position must have a thorough understanding of the principles of accounting and strategic financial management skills to create processes to establish the direction of the Institute's accounting functions, and to enable financial results and risks to be readily determined. Effective management of resources is critical for the success of the Institute. The position is a critical point of contact for leadership and programmatic staff, and is expected to make decisions and recommendations impacting the Institute's international development programming. The position will require strong facilitation skills to ensure strategic stakeholder contributions in budget development, and budgetary processes across the coalition members.

Errors and or errors in judgment could undermine the Institute's funding base and the ability to set and implement priorities for allocation of resources, resulting in an inability to achieve the mandate of the Institute and in a loss of stature and credibility to the University and the public. Errors in designing and implementing new processes, procedures and systems could result in serious impact to the operational activities of the Institute. Work requires diplomacy, confidentiality, and an understanding of interdisciplinary education and research projects and university governance.

The Institute will have significant reputational benefits to UBC and its coalition members.

Mismanagement of this portfolio would have significant reputational consequences for faculty and schools associated with the Institute, for the Presidents of the coalition Universities, and for CIDA and the federal government more broadly.

Qualifications



The University of British Columbia

Staff Job Postings

Undergraduate degree in a relevant discipline and Completion of an accredited Accounting program (CA, CGA or CMA). Undergraduate degree in a relevant discipline and completion of an accredited Accounting program (CA, CGA, CMA). Experience in a senior accounting position managing fund accounting, budgeting, financial analysis, financial tracking and reporting systems preferred.

Experience with the UBC financial and supply management procedures, or working with government funding agencies is desirable.

- Ability to consolidate data from various sources to develop budgets and financial reports that support senior leadership decision-making.
- Initiative, creativity and flexibility to develop options for the resolution of complex financial issues.
- Track record in grants management as it relates to compliance and reporting of government, corporate and foundation grants.
- Demonstrated supervisory skills with the ability to effectively manage staff and workflow to meet changing priorities and deadlines.
- Advanced skills with computerized accounting systems, spreadsheets and database software. Demonstrated leadership within a team environment.
- Ability to multi-task and meet tight deadlines. Methodical and systematic in work approach.
- Capable of working well with diverse groups and individuals.
- Fluent in English; fluency in French an asset. Minimum of five years experience or the equivalent combination of education and experience.

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



Job Posting

Job ID: 16736
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Administration
Classification Title: Administration, Level A **Business Title:** Executive Assistant to the Dean
Department: Applied Science, Deans Office
Salary: \$45,579.00 - \$54,717.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2013-09-30 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2013-10-01 **Available Openings:** 1

Job Summary

Responsible for senior level management of the Dean's activities, conducting faculty-related research for the Dean, managing activities, projects, facilities, services, goals and objectives of the Dean's Office, managing academic and non-academic activities on behalf of the Dean, managing administrative support for the Dean, liaising with Associate Deans, Heads, Directors, senior University officials and administrators across campus and at peer institutions, government officials, and prominent members of the external community. Manages a variety of ongoing, annual and one-time academic projects and activities within the Office of the Dean.

The incumbent is also the Office Manager for the Dean's Office, responsible for supervision of the other admin support staff in the Dean's Office and for supporting the HR processes for the faculty and staff of the Dean's Office.

Organizational Status

This position reports administratively to the Manager, Operations, and functionally to the Dean. Works directly with the Dean on a daily basis, and works closely with the Associate Deans, Department Heads, School Directors and senior staff, as well as frequent interactions with industry officials, federal and provincial government officials, other universities and senior officials.

The Faculty of Applied Science is a core unit, the third largest Faculty in the University, numbering over 290 full-time faculty, over 300 staff and over 7,500 undergraduate and graduate students. The Faculty of Applied Science includes the six Engineering Departments, the Schools of Architecture & Landscape Architecture, Community and Regional Planning, and Nursing, five major research centres, four multi-disciplinary programs and the School of Engineering at UBC Okanagan.

The Dean's Office has 4 Associate Deans and 60 staff to support the activities of the Faculty and its departments, schools, programs and centres.

Work Performed

- Researches and drafts letters, proposals, reports and other materials.
- Provides consultative support and participates on various senior Faculty committees and in ad hoc meetings. Responsibilities include contributing to agenda content, pre-meeting discussion, topic research, briefing papers, presentation, coordination and follow-up action and locating and providing resources as required. Post meeting responsibilities include communicating with committee members, researching and writing reports and coordinating the implementation of the meeting outcomes. Committees include the Engineering Advisory Council (professionals from industry), the Faculty Executive (Department Heads, School Directors,



The University of British Columbia

Staff Job Postings

Associate Deans and other senior staff of the Dean's Office), and the Faculty Working Climate and Equity Review.

- Oversees the Dean's schedule.
- Develops, analyzes, prepares and reviews briefing notes and plans for the Dean for speeches and presentations in collaboration with communications and development teams as needed.
- Serves as the primary contact for external organizations and agencies; communicates on behalf of the Dean as directed; may accompany the Dean, Associate Deans or senior Faculty to meetings and events.
- Assists the Dean with a variety of special projects and reports especially those that pertain to the improvement and development of Faculty policy and procedures. Specifically liaising with other section heads to keep them apprised of latest developments requirements and actions coming out from the Senior Management Team.
- Conducts research and compiles information from a variety of sources to be used by the Dean.
- Participates in strategic planning and policy development.
- Maintains an ongoing awareness of generic issues pertinent to engineering, nursing, architecture and community planning, particularly current international and national issues that affect education and research in these sectors.
- Represents the Faculty of Applied Science at internal and external meetings and liaises with external bodies at a national provincial level (e.g. CEAB, APEGBC, CEBC, BCIC), in order to contribute more widely to educational development.
- Develops and maintains an active network of internal and external contacts, and promotes the initiatives of the Faculty and the University, as appropriate.
- Recommends policies and procedures for improved office efficiencies and processes.

Office Manager, APSC Dean's Office:

- Manages the administrative support staff in the Dean's Office by recruiting, training, evaluating, coaching, managing performance and terminating employment. Works with staff to set priorities. Ensures that shared functions are scheduled in a manner, which ensures minimum reduction of service levels. Assesses efficiency of and implements change to improve work processes. Plans and manages temporary staffing needs.
- Ensures procedure manuals for the Administrative Office are developed and updated on a regular basis to ensure minimal to no disruption in service delivery.
- Maintains the position management library for academic positions in the Dean's Office.
- Oversees staff recruiting processes in eRecruit; works with Associate Deans, Assistant Deans and Directors to ensure staff positions are correctly classified and advertised.
- Oversees electronic Personnel Action Forms (ePAF) for all HR and Payroll functions.
- Oversees special events on behalf of the Dean.
- Manages Freedom of Information requests on behalf of the Dean.
- Performs other duties as required.

Supervision Received

This position reports administratively to the Manager, Operations, and works independently under direction of the Dean on a day-to-day basis, receiving direction on objectives and then devising all methods and procedures to accomplish the objectives in a timely manner.

Supervision Given

Manages the administrative support staff in the Dean's Office. Plans and manages temporary staffing needs.

Consequence of Error/Judgement

Discretion and handling of confidential issues is imperative and could greatly impact the reputation of the Dean and the Faculty as a whole. It is important that the Engineering Advisory Council and Senior Management Team Committees are organized and utilized to achieve optimum efficiencies. Bad judgement and lack of planning for these groups could lead to organisational breakdown in the Faculty and miscommunication to these groups and others could adversely impact on the professional image of the Faculty and can ultimately impact on the Faculty's fundraising efforts.

Qualifications



The University of British Columbia

Staff Job Postings

Undergraduate degree in a relevant discipline. Minimum of two years experience or the equivalent combination of education and experience. o Relevant experience would be in a senior administrative role preferably as an Executive Assistant to a President, CEO or equivalent.

- o Knowledge of University policies and procedures, administrative management, fundraising and alumni relations desirable.
- o Computer experience required (MS Word, Excel, Access, PowerPoint and Outlook preferred). Ability to effectively use word processing, spreadsheet, scheduling, mail and presentation applications at an advanced level (MS Office preferred). Ability to work effectively in a team environment and to bring energy, motivation and enthusiasm to the job. Ability to compose correspondence, reports, presentations, and other written materials using clear concise business English. Ability to plan, schedule and organize a variety of complex events such as conferences, visits by foreign dignitaries, receptions, and off-site executive-level meetings. Excellent oral and written communication, interpersonal and organizational skills. Ability to work effectively independently with minimal direction. Ability to manage staff performance by establishing standards and goals, evaluating performance, providing feedback, and taking corrective action. Ability to analyze problems, identify key information and issues, and effectively resolve. Ability to take and transcribe accurate meeting minutes. Ability to obtain and disseminate information effectively and tactfully with individuals from all levels of the University and the external community. Ability to be thorough, accurate, and have a high level of attention to detail. Ability to effectively manage multiple tasks and priorities under pressure to meet deadlines in a hectic environment, exercising confidentiality, sensitivity, tact and discretion. - Flexible approach to work; willingness to work irregular hours as and when necessary
- Ability to travel when necessary, including full driving license and access to car for work-related business.

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



Job Posting

Job ID: 16750
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Administration
Classification Title: Administration, Level B **Business Title:** Administrative Manager
Department: Dept of Curriculum & Pedagogy
Salary: \$53,163.00 - \$63,821.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2013-10-01 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2013-10-02 **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 Administrative Manager is responsible for managing all financial, human resource (for faculty and staff), administrative, organizational infrastructure, and communication activities of the Department of Curriculum and Pedagogy in the Faculty of Education. This position requires an extensive knowledge of university policies, procedures and practices, good judgment and the ability to work independently. This is a full time key management and essential operational position.

The Department of Curriculum and Pedagogy includes 37 full-time faculty, 32 sessional lecturers, as well as 1 post-doctoral fellow, 6 adjunct and seconded professors and 4 visiting professors. The graduate program comprises over 413 students pursuing Masters (MA, MEd) and doctoral programs. The department offers 180 course sections in the winter and over 90 in the summer. There are 44 graduate teaching assistants and 17 graduate academic assistants involved in these academic activities in the Department. Faculty maintain active and ongoing research programs in the 7 research labs and 15 teaching labs, obtaining more than \$6.6 million annually from national and international government and private sector research granting agencies. Faculty research grants support the employment of over 32 student researchers, 2 management and professional staff and 1 CUPE staff. There are 2 management and professional, 4 CUPE 2950 and 1 CUPE 116 supporting the operations and administration of the Department.

Organizational Status

Reports to the Department Head, with a dotted line report to the Director of Finance. Works with other units within the Faculty of Education and interacts with: Human Resources, Financial Services, Faculty Relations, Land and Building Services, Supply Management, Health, Safety and Environment and other administrative units as necessary across campus.

Work Performed

Financial:

- Manages and is responsible for all aspects of the Departments' financial resources and activities
- Participates in shaping financial policy to implement short and long term fiscal strategies
- Identifies, analyzes and addresses problems for financial analysis and report preparation using complex FMS tools such Hyperion, Position Management and Smart View.
- Forecasts annual expenditures; initiates revenue and expenditure proposals; oversees financial expenditures and authorizes expenditures on behalf of the Head;



- Accountable for and administers annual general purpose operating budget of 5.1 million
- Accountable for and administers faculty contract and research grants of up to 1.6 million per year
- Advises for overall financial planning and assesses impact of surplus deficit and review variances
- Ensures ongoing compliance with University and or agency policies and procedures for all operating and or contract and research grants
- Manages internal financial system for various projects including: academic equipment grants, departmental expenses, innovative and or outreach projects, faculty travel expenses, research stipends and other various grants

Human Resources:

- Manages the Human Resources of the Department, including hiring, disciplining, and termination of staff.
 - Implements, and maintains standard processes and practices for recruiting and hiring to ensure selection of best candidates.
- Recruits and hires all support staff
- Analyzes staff workloads and workflow and initiates changes to organizations structure ensuring people and systems are in place to support the operations of the Department
 - Provides creative leadership and guidance by implementing sound performance management practices, ensuring training needs are identified and opportunities are offered
 - Manages faculty, sessional, adjunct, emeriti and visiting scholar hiring appointments ensuring compliance with university and faculty hiring procedures
 - Manages graduate student hiring processes for all Graduate Teaching Assistants, Graduate Research Assistants, and Graduate Academic Assistants within the Department
 - Provides guidance and direction to faculty members regarding human resource management and employee relations
 - Promotes effective and cooperative labour management relations
 - Analyses, interprets and implements various collective agreements (CUPE 116, CUPE 2950, CUPE 2278, Faculty Association) in conjunction with HR Advisor
 - Ensures departmental practices are consistent with these agreements and department personnel are aware of and follow relevant articles
 - Carries out performance appraisals, performs probationary increase assessment
 - Resolves personnel conflicts, grievance matters and oversees disciplinary procedures and termination processes as required
 - Recommends promotions and reclassifications
 - Responsible for staff vacation scheduling and maintenance of records on vacation entitlements, medical leaves and appointments and leaves of absence
 - Designs, implements and maintains efficient policy for office administration and departmental technological support systems
 - Leads change initiatives with respect to human resources and employee relations, staff recognition and development, succession planning, compensation and other areas as applicable

Administration:

- Responsible for the overall strategic direction, administration and coordination of the Department.
- Develops and manages policies and procedures for the efficient administration, organization and operation of the Department
- Oversees yearly academic timetabling and course scheduling including administration of curriculum changes
- Allocates faculty, sessional and graduate teaching assistant workloads and processing of related appointments
- Advises Faculty of relevant policies and practices of the University and collective agreements
- Develops related policies and procedures to process the Appointment, Reappointment, promotion and Tenure of tenure-track and tenured faculty members
- Manages sessional, adjunct, emeriti and visiting scholar appointments ensuring compliance with university and faculty procedures
- Develops related policies, procedures, and systems for the allocation of Departmental graduate student awards and adjudication procedures
- Plans Departmental sponsored events (such as conferences, institutes, celebrations, and faculty, sessional and teaching assistant orientations)
- Researches and overseas new strategic initiatives for departmental business development, recruitment, communications and outreach
- Liaises with academic stakeholders both on and off campus as necessary for the Department



The University of British Columbia

Staff Job Postings

Facilities:

- Manages labs research spaces, and Centers within the Department
- Manages office space utilization including initiating purchases and negotiating leases for equipment and other related items required for the administrative and research operations of the department; computer equipment, safety equipment, furniture, telecommunication needs and other large items
- Conducts ongoing analysis and audits, implementing modification and renovations to facilities as necessary
- Liaises with Campus Planning, IT Services, architects, site staff, contractors, trades personnel and suppliers. Reviews and approves special projects construction plans
- Represents the Department in the faculty-wide Safety Committee; ensuring safety requirements and modifications are carried out as required by the University Health, Safety and Environment Department, Worker's Compensation Board and other outside regulatory bodies; ensuring staff and students receive adequate WHMIS and other safety training; acting as Fire Safety Director for the Department; and implementing adequate security measures to prevent theft and unauthorized entry
- Assumes responsibility for emergency call-out for building or other emergencies

Supervision Received

Works under general direction of the Head of the Department and the Director of Finance.

Supervision Given

Manages departmental staff by organizing workloads and assigning tasks, evaluating performance and development and maintaining discipline. Supervises research staff indirectly through supervisors (faculty, M&P staff) on issues relating to training and performance, and directly when dealing with disciplinary matters.

Consequence of Error/Judgement

High degree of judgment and initiative required in determining appropriate decisions, involving the implementation of Department, Faculty and University policies and in the design and implementation of those policies; designs and implements strategies for the efficient management of Departmental resources. Resolves issues not clearly covered by established guidelines.

Qualifications

Undergraduate degree in a relevant discipline. Minimum of three years experience or the equivalent combination of education and experience. Supervisory and Accounting experience an asset. Ability to work independently and within a team environment. Effective interpersonal, oral and written communication, organizational, supervisory, and decision-making skills. Ability to exercise initiative, sound judgment, sensitivity, tact, discretion and leadership skills. Ability to work effectively under pressure, and foster harmonious and productive working relationships. Must have thorough knowledge of University policies and procedures, financial, analytical and budgetary skills, human resources, record management, space planning and operational management experience.

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



Job Posting

Job ID: 16748
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Administration
Classification Title: Administration, Level B **Business Title:** Administrative Manager
Department: Dept of Educational Studies
Salary: \$53,163.00 - \$63,821.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2013-10-01 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2013-10-02 **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 Administrative Manager is responsible for managing all financial, human resource (for faculty and staff), administrative, organizational infrastructure, and communication activities of the EDST department of the Faculty of Education. This position requires an extensive knowledge of university policies, procedures and practices, good judgment and the ability to work independently. This is a full time key management and essential operational position. Responsible for administration, facilities and support services for 2.5 buildings including a computer lab.

The EDST Department includes 36 full-time faculty, and at any one time 30 sessional lecturers, and approximately 12 adjunct professors. The graduate program comprises over 400 students pursuing Masters (MA and MEd) and Doctoral (PhD and EdD) programs. EDST Faculty teach over 115 course sections in the winter and over 45 course sections in the summer. There are also over 15 graduate teaching assistants involved in the teaching of academic courses throughout the year. Faculty maintain active and ongoing research programs, obtaining approximately \$2 million annually from national and international government and private sector research granting agencies. At any one time, Faculty research grants can support the employment of over 25 student researchers. There is 1 management and 4 CUPE 2950 supporting the operations and administration of the Department. Administrative offices, classrooms and research labs are located in various locations including Scarfe Library Block, Scarfe Office Block and Ponderosa.

Organizational Status

Reports to the Department Head with a dotted line report to the Director of Finance. Works with other units within the Faculty of Education and interacts with: Human Resources, Financial Services, Faculty Relations, Enrolment Services, Land and Building Services, Supply Management, Health, Safety and Environment and other administrative units as necessary across campus.

Work Performed

Financial

- Manages and is responsible for all aspects of the Departments' financial resources and activities
- Participates in shaping financial policy to implement short and long term fiscal strategies
- Identifies, analyzes and addresses problems for financial analysis and report preparation using complex FMS tools such Hyperion, Position Management and Smart View.
- Forecasts annual expenditures; initiates revenue and expenditure proposals; oversees financial expenditures and authorizes



The University of British Columbia

Staff Job Postings

expenditures on behalf of the Head;

- Accountable for and administers annual general purpose operating budget of approximately 5 million
- Accountable for and administers faculty contract and research grants of up to 2 million per year
- Advises for overall financial planning and assesses impact of surplus deficit and review variances
- Ensures ongoing compliance with University and or agency policies and procedures for all operating and or contract and research grants
- Manages internal financial system for various projects including: academic equipment grants, departmental expenses, innovative and or outreach projects, faculty travel expenses, research stipends and other various grants

Human Resources

- Manages the Human Resources of the Department, including hiring, disciplining, and termination of staff.
 - Implements, and maintains standard processes and practices for recruiting and hiring to ensure selection of best candidates.
- Recruits and hires all support staff
- Analyzes staff workloads and workflow and initiates changes to organizations structure ensuring people and systems are in place to support the operations of the Department
 - Provides creative leadership and guidance by implementing sound performance management practices, ensuring training needs are identified and opportunities are offered
 - Manages faculty, sessional, adjunct, emeriti and visiting scholar hiring appointments ensuring compliance with university and faculty hiring procedures
 - Manages graduate student hiring processes for all Graduate Teaching Assistants, Graduate Research Assistants, and Graduate Academic Assistants within the Department
 - Provides guidance and direction to faculty members regarding human resource management and employee relations
 - Promotes effective and cooperative labour management relations
 - Analyses, interprets and implements various collective agreements (CUPE 116, CUPE 2950, CUPE 2278, Faculty Association) in conjunction with HR Advisor
 - Ensures departmental practices are consistent with these agreements and department personnel are aware of and follow relevant articles
 - Carries out performance appraisals, performs probationary increase assessment
 - Resolves personnel conflicts, grievance matters and oversees disciplinary procedures and termination processes as required
 - Recommends promotions and reclassifications
 - Responsible for staff vacation scheduling and maintenance of records on vacation entitlements, medical leaves and appointments and leaves of absence
 - Designs, implements and maintains efficient policy for office administration and departmental technological support systems
 - Leads change initiatives with respect to human resources and employee relations, staff recognition and development, succession planning, compensation and other areas as applicable

Administration

- Responsible for the overall strategic direction , administration and coordination of the Department.
- Develops and manages policies and procedures for the efficient administration, organization and operation of the Department
- Oversees yearly academic timetabling and course scheduling including administration of curriculum changes
- Allocates faculty, sessional and graduate teaching assistant workloads and processing of related appointments
- Advises Faculty of relevant policies and practices of the University and collective agreements
- Develops related policies and procedures to process the Appointment, Reappointment, promotion and Tenure of tenure-track and tenured faculty members
- Manages sessional, adjunct, emeriti and visiting scholar appointments ensuring compliance with university and faculty procedures
- Develops related policies, procedures, and systems for the allocation of Departmental graduate student awards and adjudication procedures
- Plans Departmental sponsored events (such as conferences, institutes, celebrations, and faculty, sessional and teaching assistant orientations)
- Researches and overseas new strategic initiatives for departmental business development, recruitment, communications and outreach
- Liaises with academic stakeholders both on and off campus as necessary for the Department



The University of British Columbia

Staff Job Postings

Facilities

- Manages labs research spaces, and Centers within the Department
- Manages office space utilization including initiating purchases and negotiating leases for equipment and other related items required for the administrative and research operations of the department; computer equipment, safety equipment, furniture, telecommunication needs and other large items
- Conducts ongoing analysis and audits, implementing modification and renovations to facilities as necessary
- Liaises with Campus Planning, IT Services, architects, site staff, contractors, trades personnel and suppliers. Reviews and approves special projects construction plans
- Represents the Department in the faculty-wide Safety Committee; ensuring safety requirements and modifications are carried out as required by the University Health, Safety and Environment Department, Worker's Compensation Board and other outside regulatory bodies; ensuring staff and students receive adequate WHMIS and other safety training; acting as Fire Safety Director for the Department; and implementing adequate security measures to prevent theft and unauthorized entry
- Assumes responsibility for emergency call-out for building or other emergencies

Supervision Received

Works under general direction of the Head of the Department and the Director of Finance & IT.

Supervision Given

Manages departmental staff by organizing workloads and assigning tasks, evaluating performance and development and maintaining discipline. Supervises research staff indirectly through supervisors (faculty, M&P staff) on issues relating to training and performance, and directly when dealing with disciplinary matters.

Consequence of Error/Judgement

High degree of judgment and initiative required in determining appropriate decisions, involving the implementation of Department, Faculty and University policies and in the design and implementation of those policies; designs and implements strategies for the efficient management of Departmental resources. Resolves issues not clearly covered by established guidelines.

Qualifications

- Undergraduate degree in a relevant discipline. Minimum of three years experience or the equivalent combination of education and experience. Supervisory and Accounting experience an asset. - Ability to work independently and within a team environment.
- Effective interpersonal, oral and written communication, organizational, supervisory, and decision-making skills.
 - Ability to exercise initiative, sound judgment, sensitivity, tact, discretion and leadership skills.
 - Ability to work effectively under pressure, and foster harmonious and productive working relationships.
 - Must have thorough knowledge of University policies and procedures, financial, analytical and budgetary skills, human resources, record management, space planning and operational management experience.

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



Job Posting

Job ID: 16749
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Administration
Classification Title: Administration, Level B
Business Title: Administrative Manager
Department: Eductnl&Cnslng Psych & Spec Ed
Salary: \$53,163.00 - \$63,821.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2013-10-01
Ongoing: Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2013-10-02
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 Administrative Manager is responsible for managing all financial, human resource (for faculty and staff), administrative, organizational infrastructure, and communication activities of the ECPS department of the Faculty of Education. This position requires an extensive knowledge of university policies, procedures and practices, good judgment and the ability to work independently. This is a full time key management and essential operational position.

The ECPS Department includes at any one time 46 full-time faculty, and approximately 70 sessional lecturers, as well as 3 post-doctoral fellows, 9 adjunct and seconded professors. The graduate program comprises over 525 students pursuing Masters (MA, MEd) and doctoral programs. ECPS Faculty teach over 280 course sections in the winter and over 130 in the summer. There are also over 20 teaching assistants involved in these academic activities. Faculty maintain active and ongoing research programs in the 17 research labs, obtaining more than \$3.3 million annually from national and international government and private sector research granting agencies. At any one time, Faculty research grants can support the employment of over 72 student researchers, 6 management and professional level staff and 3 CUPE staff in the Department. There is 1 management and 5 CUPE 2950 supporting the operations and administration of the Department. Administrative offices, classrooms and research labs are located in various locations including Scarfe Library Block, Scarfe Office Block and Ponderosa.

Organizational Status

Reports to the Department Head with a dotted line report to the Director of Finance. Works with other units within the Faculty of Education and interacts with: Human Resources, Financial Services, Faculty Relations, Land and Building Services, Supply Management, Health, Safety and Environment and other administrative units as necessary across campus.

Work Performed

Financial

- Manages and is responsible for all aspects of the Departments' financial resources and activities
- Participates in shaping financial policy to implement short and long term fiscal strategies
- Identifies, analyzes and addresses problems for financial analysis and report preparation using complex FMS tools such Hyperion, Position Management and Smart View.
- Forecasts annual expenditures; initiates revenue and expenditure proposals; oversees financial expenditures and authorizes



expenditures on behalf of the Head;

- Accountable for and administers annual general purpose operating budget of 7 million (CGAT, JPSW, DLTL)
- Accountable for and administers faculty contract and research grants of up to 3.3 million per year (350,000 Grants, 2.5 Million Research, 225,000 VTP)
- Advises for overall financial planning and assesses impact of surplus deficit and review variances
- Ensures ongoing compliance with University and or agency policies and procedures for all operating and or contract and research grants
- Manages internal financial system for various projects including: academic equipment grants, departmental expenses, innovative and or outreach projects, faculty travel expenses, research stipends and other various grants

Human Resources

- Manages the Human Resources of the Department, including hiring, disciplining, and termination of staff.
 - Implements, and maintains standard processes and practices for recruiting and hiring to ensure selection of best candidates.
- Recruits and hires all support staff
- Analyzes staff workloads and workflow and initiates changes to organizations structure ensuring people and systems are in place to support the operations of the Department
 - Provides creative leadership and guidance by implementing sound performance management practices, ensuring training needs are identified and opportunities are offered
 - Manages faculty, sessional, adjunct, emeriti and visiting scholar hiring appointments ensuring compliance with university and faculty hiring procedures
 - Manages graduate student hiring processes for all Graduate Teaching Assistants, Graduate Research Assistants, and Graduate Academic Assistants within the Department
 - Provides guidance and direction to faculty members regarding human resource management and employee relations
 - Promotes effective and cooperative labour management relations
 - Analyses, interprets and implements various collective agreements (CUPE 116, CUPE 2950, CUPE 2278, Faculty Association) in conjunction with HR Advisor
 - Ensures departmental practices are consistent with these agreements and department personnel are aware of and follow relevant articles
 - Carries out performance appraisals, performs probationary increase assessment
 - Resolves personnel conflicts, grievance matters and oversees disciplinary procedures and termination processes as required
 - Recommends promotions and reclassifications
 - Responsible for staff vacation scheduling and maintenance of records on vacation entitlements, medical leaves and appointments and leaves of absence
 - Designs, implements and maintains efficient policy for office administration and departmental technological support systems
 - Leads change initiatives with respect to human resources and employee relations, staff recognition and development, succession planning, compensation and other areas as applicable

Administration

- Responsible for the overall strategic direction, administration and coordination of the Department.
- Develops and manages policies and procedures for the efficient administration, organization and operation of the Department
- Oversees yearly academic timetabling and course scheduling including administration of curriculum changes
- Allocates faculty, sessional and graduate teaching assistant workloads and processing of related appointments
- Advises Faculty of relevant policies and practices of the University and collective agreements
- Develops related policies and procedures to process the Appointment, Reappointment, promotion and Tenure of tenure-track and tenured faculty members
- Manages sessional, adjunct, emeriti and visiting scholar appointments ensuring compliance with university and faculty procedures
- Develops related policies, procedures, and systems for the allocation of Departmental graduate student awards and adjudication procedures
- Plans Departmental sponsored events (such as conferences, institutes, celebrations, and faculty, sessional and teaching assistant orientations)
- Researches and overseas new strategic initiatives for departmental business development, recruitment, communications and outreach



The University of British Columbia

Staff Job Postings

- Liaises with academic stakeholders both on and off campus as necessary for the Department

Facilities

- Manages labs research spaces, and Centers within the Department
- Manages office space utilization including initiating purchases and negotiating leases for equipment and other related items required for the administrative and research operations of the department; computer equipment, safety equipment, furniture, telecommunication needs and other large items
- Conducts ongoing analysis and audits, implementing modification and renovations to facilities as necessary
- Liaises with Campus Planning, IT Services, architects, site staff, contractors, trades personnel and suppliers. Reviews and approves special projects construction plans
- Represents the Department in the faculty-wide Safety Committee; ensuring safety requirements and modifications are carried out as required by the University Health, Safety and Environment Department, Worker's Compensation Board and other outside regulatory bodies; ensuring staff and students receive adequate WHMIS and other safety training; acting as Fire Safety Director for the Department; and implementing adequate security measures to prevent theft and unauthorized entry
- Assumes responsibility for emergency call-out for building or other emergencies

Supervision Received

Works under general direction of the Head of the Department and the Director of Finance & IT.

Supervision Given

Manages departmental staff by organizing workloads and assigning tasks, evaluating performance and development and maintaining discipline. Supervises research staff indirectly through supervisors (faculty, M&P staff) on issues relating to training and performance, and directly when dealing with disciplinary matters.

Consequence of Error/Judgement

High degree of judgment and initiative required in determining appropriate decisions, involving the implementation of Department, Faculty and University policies and in the design and implementation of those policies; designs and implements strategies for the efficient management of Departmental resources. Resolves issues not clearly covered by established guidelines.

Qualifications

- Undergraduate degree in a relevant discipline. Minimum of three years experience or the equivalent combination of education and experience. Supervisory and Accounting experience an asset. - Ability to work independently and within a team environment.
- Effective interpersonal, oral and written communication, organizational, supervisory, and decision-making skills.
 - Ability to exercise initiative, sound judgment, sensitivity, tact, discretion and leadership skills.
 - Ability to work effectively under pressure, and foster harmonious and productive working relationships.
 - Must have thorough knowledge of University policies and procedures, financial, analytical and budgetary skills, human resources, record management, space planning and operational management experience.

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



Job Posting

Job ID: 16751
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Administration
Classification Title: Administration, Level B **Business Title:** Administrative Manager
Department: Language & Literacy Education
Salary: \$53,163.00 - \$63,821.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2013-10-01 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2013-10-02 **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 Administrative Manager is responsible for managing all financial, human resource (for faculty and staff), administrative, organizational infrastructure, and communication activities of the LLED department of the Faculty of Education. This position requires an extensive knowledge of university policies, procedures and practices, good judgment and the ability to work independently. This is a full time key management and essential operational position. Responsible for all administration for two buildings, a digital literacy centre (DLC), Centre for Research in Chinese Language and Literacy Education (CCRCL) and the Ritsumeikan Academic Exchange Programme (RITS).

The LLED Department includes 30 full-time faculty, and at any one time 20 sessional lecturers, and approximately 10 adjunct and seconded professors. The graduate program comprises over 200 students pursuing Masters (MA, MEd) and doctoral programs. LLED Faculty teach over 200 course sections in the winter and over 70 in the summer. There are also over 20 graduate teaching assistants involved in the teaching of academic courses throughout the year. Faculty maintain active and ongoing research programs, obtaining approximately \$1 million annually from national and international government and private sector research granting agencies. At any one time, Faculty research grants can support the employment of over 20 student and staff researchers. There is 1 management and 3 CUPE 2950 supporting the operations and administration of the Department. Administrative offices, classrooms and research labs are located in various locations including Scarfe Library Block, Scarfe Office Block and Ponderosa.

Organizational Status

Reports to the Department Head, with a dotted line report to the Director of Finance. Works with other units within the Faculty of Education and interacts with: Human Resources, Financial Services, Faculty Relations, Land and Building Services, Supply Management, Health, Safety and Environment and other administrative units as necessary across campus.

Work Performed

Financial

- Manages and is responsible for all aspects of the Departments' financial resources and activities
- Participates in shaping financial policy to implement short and long term fiscal strategies
- Identifies, analyzes and addresses problems for financial analysis and report preparation using complex FMS tools such Hyperion, Position Management and Smart View.



- Forecasts annual expenditures; initiates revenue and expenditure proposals; oversees financial expenditures and authorizes expenditures on behalf of the Head;
- Accountable for and administers annual general purpose operating budget of approximately 6 million
- Accountable for and administers faculty contract and research grants of up to 1 million per year
- Advises for overall financial planning and assesses impact of surplus deficit and review variances
- Ensures ongoing compliance with University and or agency policies and procedures for all operating and or contract and research grants
- Manages internal financial system for various projects including: academic equipment grants, departmental expenses, innovative and or outreach projects, faculty travel expenses, research stipends and other various grants

Human Resources

- Manages the Human Resources of the Department, including hiring, disciplining, and termination of staff.
 - Implements, and maintains standard processes and practices for recruiting and hiring to ensure selection of best candidates.
- Recruits and hires all support staff
- Analyzes staff workloads and workflow and initiates changes to organizations structure ensuring people and systems are in place to support the operations of the Department
 - Provides creative leadership and guidance by implementing sound performance management practices, ensuring training needs are identified and opportunities are offered
 - Manages faculty, sessional, adjunct, emeriti and visiting scholar hiring appointments ensuring compliance with university and faculty hiring procedures
 - Manages graduate student hiring processes for all Graduate Teaching Assistants, Graduate Research Assistants, and Graduate Academic Assistants within the Department
 - Provides guidance and direction to faculty members regarding human resource management and employee relations
 - Promotes effective and cooperative labour management relations
 - Analyses, interprets and implements various collective agreements (CUPE 116, CUPE 2950, CUPE 2278, Faculty Association) in conjunction with HR Advisor
 - Ensures departmental practices are consistent with these agreements and department personnel are aware of and follow relevant articles
 - Carries out performance appraisals, performs probationary increase assessment
 - Resolves personnel conflicts, grievance matters and oversees disciplinary procedures and termination processes as required
 - Recommends promotions and reclassifications
 - Responsible for staff vacation scheduling and maintenance of records on vacation entitlements, medical leaves and appointments and leaves of absence
 - Designs, implements and maintains efficient policy for office administration and departmental technological support systems
 - Leads change initiatives with respect to human resources and employee relations, staff recognition and development, succession planning, compensation and other areas as applicable

Administration

- Responsible for the overall strategic direction , administration and coordination of the Department.
- Develops and manages policies and procedures for the efficient administration, organization and operation of the Department
- Oversees yearly academic timetabling and course scheduling including administration of curriculum changes
- Allocates faculty, sessional and graduate teaching assistant workloads and processing of related appointments
- Advises Faculty of relevant policies and practices of the University and collective agreements
- Develops related policies and procedures to process the Appointment, Reappointment, promotion and Tenure of tenure-track and tenured faculty members
- Manages sessional, adjunct, emeriti and visiting scholar appointments ensuring compliance with university and faculty procedures
- Develops related policies, procedures, and systems for the allocation of Departmental graduate student awards and adjudication procedures
- Plans Departmental sponsored events (such as conferences, institutes, celebrations, and faculty, sessional and teaching assistant orientations)
- Researches and overseas new strategic initiatives for departmental business development, recruitment, communications and outreach



The University of British Columbia

Staff Job Postings

- Liaises with academic stakeholders both on and off campus as necessary for the Department

Facilities

- Manages labs research spaces, and Centers within the Department
- Manages office space utilization including initiating purchases and negotiating leases for equipment and other related items required for the administrative and research operations of the department; computer equipment, safety equipment, furniture, telecommunication needs and other large items
- Conducts ongoing analysis and audits, implementing modification and renovations to facilities as necessary
- Liaises with Campus Planning, IT Services, architects, site staff, contractors, trades personnel and suppliers. Reviews and approves special projects construction plans
- Represents the Department in the faculty-wide Safety Committee; ensuring safety requirements and modifications are carried out as required by the University Health, Safety and Environment Department, Worker's Compensation Board and other outside regulatory bodies; ensuring staff and students receive adequate WHMIS and other safety training; acting as Fire Safety Director for the Department; and implementing adequate security measures to prevent theft and unauthorized entry
- Assumes responsibility for emergency call-out for building or other emergencies

Supervision Received

Works under general direction of the Head of the Department and the Director of Finance & IT.

Supervision Given

Manages departmental staff by organizing workloads and assigning tasks, evaluating performance and development and maintaining discipline. Supervises research staff indirectly through supervisors (faculty, M&P staff) on issues relating to training and performance, and directly when dealing with disciplinary matters.

Consequence of Error/Judgement

High degree of judgment and initiative required in determining appropriate decisions, involving the implementation of Department, Faculty and University policies and in the design and implementation of those policies; designs and implements strategies for the efficient management of Departmental resources. Resolves issues not clearly covered by established guidelines.

Qualifications

- Undergraduate degree in a relevant discipline. Minimum of three years experience or the equivalent combination of education and experience. Supervisory and Accounting experience an asset. - Ability to work independently and within a team environment.
- Effective interpersonal, oral and written communication, organizational, supervisory, and decision-making skills.
 - Ability to exercise initiative, sound judgment, sensitivity, tact, discretion and leadership skills.
 - Ability to work effectively under pressure, and foster harmonious and productive working relationships.
 - Must have thorough knowledge of University policies and procedures, financial, analytical and budgetary skills, human resources, record management, space planning and operational management experience.

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



Job Posting

Job ID: 16745
Location: Vancouver - Hospital Site
Employment Group: Management&Professional (AAPS)
Job Category: Administration
Classification Title: Administration, Level F **Business Title:** Sr. Director of Admin. & Patient Care Services
Department: Paediatrics
Salary: \$83,293.00 - \$104,115.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2013-11-18 **Ongoing:** Yes
Job End Date:
Funding Type: Grant Funded
Other:
Date Closed: 2013-10-24 **Available Openings:** 1

Job Summary

The Senior Director is responsible for providing comprehensive executive level strategic management and operational leadership for a large, highly complex and functionally integrated (clinical-academic) provincial Department. As this is a functionally integrated role between the University and PHSA, the position reports through the Head, Department of Pediatrics to the Chief Operating Officer and the Executive Director, Faculty Affairs of the Dean's office, UBC Faculty of Medicine.

The Senior Director functions as an integral member of the Child Health Management Team, working collaboratively with other senior clinical and medical directors and department heads to develop and implement strategies to enhance collaboration and partnership between the departmental administrative structure and clinical operations, while ensuring operational excellence and efficiency relative to the department's clinical, academic and research mandates. Develops and implements solutions to standardize practice and maximize operational efficiency; as well as establishes and ensures monitoring of productivity and quality performance standards.

This position is a joint UBC PHSA position and will be posted through both organizations.

Organizational Status

The Senior Director is responsible for leading the development and advancement of a solid foundation for the Department, including the implementation of long-term strategic actions to promote the Department's functional integration, development and growth. Oversees the areas of finance, human resources (including managing and directing staff), physician human resource planning and compensation framework, labor relations, policy development, faculty practice management, distribution of medical resources, communications, site development, equipment and facilities management. Develops and implements policy for the integrated Department, ensuring sufficient rigor and transparency with respect to business functions. Works with a provincial mandate through PHSA, the Department, UBC Faculty of Medicine distributed sites, and with Child Health BC to build regional and provincial capacity in child and youth health service and medical education.

The position provides critical linkages between BCCH SHHC Executive, Divisions (including Neonatology at BCWH), Departments, Child Health BC, the University of British Columbia's (UBC) Faculty of Medicine, the Provincial Health Services Authority (PHSA), the Children and Family Research Institute (CFRI), and the Ministry of Health (MoH).

Work Performed



The University of British Columbia

Staff Job Postings

- Leads the management of complex, multi-disciplinary, cross-organizational projects focused on enhanced integration of the clinical and academic agendas and sustained growth. Identifies, develops, and supports opportunities for new initiatives by establishing priorities, creating and implementing business cases, engaging cross-institutional stakeholders, managing allocated resources and designing performance metrics. Acts as a liaison on strategic alliances.
- Provides complete stewardship and management of all Departmental financial resources and assets. Collaborates and oversees the development of Departmental budgets, routinely assessing financial obligations, risks and liabilities, and implements effective financial models, cost and revenue allocation strategies.
- Develops implements strategic objectives and tactical plans that reflect provincial, national and global developments relating to faculty practice management which maintains the organizations' competitive position in the academic healthcare market.
- Develops and directs the full scope of policy, financial, human resource and operational planning and implementation of the AFP. Negotiates with internal and external partners, including faculty, PHSA Physician Compensation & Planning, PHSA HR, UBC Faculty Affairs, the Physician Secretariat Office, the British Columbia Medical Association (BCMA) and the MoH to facilitate consensus, mediate resolution, broker agreement and resolve issues with respect to the financial and policy framework of the AFP.
- Supports the maintenance and advancement of the provincial mandates for the integrated Department, with appropriate liaison and oversight at all regional sites (responsibility for trainees, residents, placements and management of services).
- Engages and negotiates with the MoH, Ministry of Child & Family, University (Associate Dean, Research, Faculty of Medicine, Research Services, Industry Liaison and Research & Trust Accounting) and other relevant governmental and non-governmental bodies and granting agencies for additional resourcing. Interfaces and engages with regulatory and accrediting agencies including HEABC, Physician Secretariat Office, BCMA, the College of Physicians & Surgeons of BC, the Royal College of Physicians of Canada, and corporate legal services as required, representing and providing effective advocacy on behalf of the Department.
- Contributes to the development of new policies and procedures within PHSA, the Hospital and UBC where appropriate.
- Oversees policy development and the provision of requisite leadership and infrastructure support for medical trainees in close collaboration with the Associate Head Education.

Supervision Received

Reports to the Head, Department of Pediatrics, BC Children's Hospital and Sunny Hill Health Centre (BCCH SHHC), BC Women's Hospital (BCWH) and University of British Columbia (UBC) as well as the Senior Vice President for BC Children's and Sunny Hill.

Supervision Given

Direct and indirect supervision of over 250 staff, including management and professional staff, academic and clinical secretaries, research assistants and technicians, data managers, etc.

Consequence of Error/Judgement

Errors may result in loss of financial resources, inadequate planning for key activities, and compromise departmental, and hospital and or university integrity.

Qualifications

Master's degree in a relevant discipline. A level of education, training, and experience equivalent to a Masters Degree in Business Administration, Health Administration or related field. Minimum of 9 years experience or the equivalent combination of education and experience. Seven (7) to ten (10) years recent related experience with emphasis on strategic, human resource and financial leadership, including negotiations management. Strong skills in operations management. Innovative and proven leadership skills within a multi-site academic health care environment and complex organization. Demonstrated ability to lead teams and to promote teamwork. Broad knowledge of business administration including strategic and operational planning within academic healthcare. Ability to provide strategic direction and to analyze resolve problems from a global perspective. Ability to prioritize and manage multiple tasks and projects and to work collaboratively and build consensus with diverse groups. Demonstrated understanding and experience of quality assurance process, operational planning and program development. Exceptional



The University of British Columbia

Staff Job Postings

communication, interpersonal and public relation skills. Proven ability to negotiate, interpret and write contract terms and conditions, along with the skills and expertise to mediate resolutions to complex situations. Ability to critically analyze and synthesize utilization and statistical data. Highly developed analytical and critical thinking skills. Demonstrated ability to exercise tact, sound judgment and initiative in dispute resolution.

All positions in the Department of Paediatrics at BC Children's Hospital require a Criminal Record Check (CRC). A pre-employment CRC is required as part of the recruitment process and any offer of employment is contingent pending positive results of the CRC.

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



Job Posting

Job ID: 16781
Location: Kelowna - UBC Okanagan
Employment Group: Management&Professional (AAPS)
Job Category: Clerk To Bd. Or Senate
Classification Title: Clerk to Board/Senate,Level A **Business Title:** Associate Academic Governance Officer
Department: UBCO - Enrolment Services
Salary: \$62,010.00 - \$74,441.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2013-10-15 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2013-10-04 **Available Openings:** 1

Job Summary

The Associate Academic Governance Officer provides secretariat services to the University's academic governance bodies, with a focus on standing and ad-hoc committees of the Vancouver Senate and the Council of Senates. This position also manages Senate-approved and other content for publication in the Calendar and collaborates with the Calendar production team.

Organizational Status

Reports directly to an Academic Governance Officer in Senate & Curriculum Services with accountability to the Calendar Editor. Interacts with Senators, Faculty curriculum representatives, members of the University executive, senior governance staff, and communications service providers.

Work Performed

Governance Support:

Provides secretariat services to governance bodies, including the faculties, the Senates and the Council of Senates, with a focus on standing and ad-hoc committees of the Vancouver Senate. Secretariat services include agenda preparation, report proposal policy drafting, minutes writing, records management, meeting scheduling and facilities coordination. Routine to moderately complex tasks are performed independently under general supervision, while complex issues may require involvement of senior secretariat staff.

Advises governance bodies and members of the University community on institutional policies and procedures, precedents, and guidelines.

Coordinates approval workflows between Enrolment Services, Faculties, and academic governance bodies to ensure that proposals (including a large volume of curriculum proposals) move efficiently from one level of approval to the next and that appropriate consultation takes place.

Assists with the conduct of University elections

Makes routine to moderately complex oral and written presentations to governance bodies;



The University of British Columbia

Staff Job Postings

Conducts research into matters of institutional policy both internal and external to the University; summarizes findings and reports results.

Drafts the University's academic year, in accordance with UBC policies and procedures and in consultation with the campus community.

Calendar Coordination:

Editorial: Writes, edits, and proofreads content for publication in the Calendar. Reviews submissions for compliance with Senate policies, procedures, and decisions, as well as University guidelines for Calendar content and style; makes decisions on inclusion of proposed content and communicates those decisions to academic and administrative units.

Content management: Maintains Senate-approved and other Calendar content in several databases. Participates in the selection and or development of databases and other content management tools.

Project management and production liaison: Works with content owners and production staff to finalize content and plan Calendar web launches.

Participates in decision making related to the following: selection development of tools for Calendar content management, and the overall structure, layout, and design of the Calendar to optimize the user experience.

Communications Planning and Execution:

Coordinates the annual communications planning process for the Senate & Curriculum Services unit and participates in cross-departmental and cross-portfolio integration of annual unit plans.

Manages content for the unit's website and other communications media in order to execute annual communications plans.

Performs other related duties as required

Supervision Received

Reports directly to an Academic Governance Officer, with accountability to the Calendar Editor. Works independently on projects under general direction.

Supervision Given

Supervises the Senate & Curriculum Services Secretary on a project basis and other Enrolment Services temporary clerical staff on an as-needed basis.

Consequence of Error/Judgement

The Associate Academic Governance Officer plays a critical and visible role in supporting the academic governance of the University and in the presentation of Calendar information to the public. The position has access to sensitive governance, policy, and strategic planning information, the untimely disclosure of which could cause acute embarrassment to the University and or legal action.

The Calendar is the official record of the University's admissions standards, academic regulations, and curricula; errors, omissions, or delays result in confusion and difficulty for students, faculty, and staff at UBC, as well as prospective students and their advisors. The Calendar forms a type of contract between the University and its students, and the University is therefore legally liable for any errors.



The University of British Columbia

Staff Job Postings

Qualifications

Undergraduate degree in a relevant discipline. Minimum of three years experience or the equivalent combination of education and experience. A minimum of three years higher-education or public-sector experience preferred, with working knowledge in the areas of governance and policy development. Experience in project management an asset. Technical writing, editing, and proofreading skills in compliance with style guides and with superior attention to detail. Effective oral and written communication skills.

Working knowledge of parliamentary procedures an asset. Demonstrated tact, sensitivity, and diplomacy. Ability to establish and maintain effective working relationships. Ability to lead multifaceted projects and to work with a variety of stakeholders to ensure project success. Ability to work independently within broad policy and procedural frameworks. Ability to adapt to changing priorities, work under pressure, and meet deadlines. Knowledge of databases, word processing, spreadsheets, and web authoring tools. Demonstrated ability to function as a member of a team.

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



Job Posting

Job ID: 16780
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Information Systems & Tech
Classification Title: Info.Sytems&Technlgy, Level A **Business Title:** Computer Support Specialist
Department: Psychology
Salary: \$45,579.00 - \$54,717.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2013-11-01
Job End Date: 2014-08-31 **Possibility of Extension:** Yes
Funding Type: Budget Funded
Other:
Date Closed: 2013-10-08 **Available Openings:** 1

Job Summary

The Department of Psychology requires a confident, customer-oriented, resourceful and enthusiastic Computer Support Specialist to function as part of our Helpdesk Team. As a member of the IT team, the position works under general direction and occasional supervision, and will be responsible for providing telephone, e-mail and in-person support to staff, faculty and students. This position will provide first level Help Desk support. A customer service focus is mandatory for success in this position.

Organizational Status

Reports to the Director, IT. This position interacts with department staff, faculty and students.

Work Performed

Problem determination, escalation, and resolution of requests made to the Department Help Desk.

Performs analysis, diagnosis, and resolution of complex desktop problems for users, recommends and implements corrective solutions as needed.

Assists users to diagnose and resolve problems, escalates when necessary, and documents problem status and action taken.

Installs, configures, tests, and troubleshoots workstations and related hardware and software.

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

Installs, sets up, and supports wireless network in the office and for laptops and mobile devices.

Liaises with third-party support and equipment vendors when necessary.

Performs other related duties as required.

Supervision Received



The University of British Columbia

Staff Job Postings

Required to work independently. Supervised by the Director, IT. Meets weekly and receives specific instructions as required.

Supervision Given

None.

Consequence of Error/Judgement

Error in judgement or decision-making will negatively impact on the Department of Psychology. Exercises judgement and initiative in handling matters of a non-routine nature requiring interpretation of University and Department guidelines, policies and procedures. Computer and network issues have a direct effect on department and research productivity, efficiency and effectiveness.

Qualifications

Undergraduate degree in a relevant discipline. Educational background in Computer Science or equivalent combination of education and experience. Minimum of one year experience or the equivalent combination of education and experience. Minimum one year of related experience in computer troubleshooting (hardware, software, and networking). Experience with installing and troubleshooting computer equipment, software and peripherals. MS Windows and Office support. Network and email support. Customer service experience, preferably at a help desk, using problem tracking software in an enterprise environment. Familiarity with virus scanning tools. Ability to install and maintain computer hardware. Ability to install and implement computer software applications. Ability to diagnose a variety of computer hardware problems, and complete routine repairs. Ability to diagnose a variety of computer software problems, and complete routine repairs. Ability to build, maintain and troubleshoot databases. Ability to effectively resolve client complaints in a calm, non-confrontational manner, and by exercising sound judgment. Ability to provide quality service to customers in a courteous, patient manner. Ability to communicate effectively verbally and in writing. Effective interpersonal and organizational skills. Ability to be thorough, accurate, and have a high level of attention to detail. Ability to prioritize and work effectively under pressure to meet deadlines. Ability to effectively manage multiple tasks and priorities. Ability to work effectively independently and in a team environment. Ability to exercise tact, discretion, diplomacy, and initiative.

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



Job Posting

Job ID: 16758
Location: Kelowna - UBC Okanagan
Employment Group: Management&Professional (AAPS)
Job Category: Information Systems & Tech
Classification Title: Info.Sytems&Technlgy, Level B **Business Title:** Support Analyst I - Service Technician (TERM)
Department: UBCO - IT Services
Salary: \$53,163.00 - \$63,821.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2013-10-01
Job End Date: 2014-03-31
Funding Type: Budget Funded
Other:
Date Closed: 2013-10-10 **Available Openings:** 1

This is a Term position to March 31, 2014

Job Summary

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

This position works a fixed schedule but is required to supply infrequent relief for Support Analyst I - Client Services positions that provide coverage from 7:30am to 7:30pm, Monday through Friday.

Organizational Status

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

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

Work Performed

This position:

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



The University of British Columbia

Staff Job Postings

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

Core Duties:

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

May design basic record and report formats.

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

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

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

Deploys new hardware, software, networking and security updates.

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

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

Prepares and maintains documentation in accordance with prescribed standards.

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

Performs other related duties as required.

Supervision Received

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

Supervision Given

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

Consequence of Error/Judgement

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



The University of British Columbia

Staff Job Postings

faculty, staff and the general public].

Qualifications

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

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

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

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

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

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

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

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

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



Job Posting

Job ID: 16760
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Information Systems & Tech
Classification Title: Info.Sytems&Technlgy, Level B **Business Title:** Project Coordinator
Department: UBC IT - IT Application Devlp
Salary: \$53,163.00 - \$63,821.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2013-09-30
Job End Date: 2015-03-31 **Possibility of Extension:** Yes
Funding Type: Budget Funded
Other:
Date Closed: 2013-10-04 **Available Openings:** 1

Job Summary

The Project Coordinator works on project management activities including gathering information from users and a variety of other sources and contributing to the entire project lifecycle. The incumbent will work with and provide support to the project team, tracking progress, managing communications, conducting analyses, and other associated project tasks.

Organizational Status

The Project Coordinator reports to the Program Manager, Student Interaction Transformation Program (SITP), while working closely with management and staff in UBC IT, and other administrative and academic units.

Work Performed

Specific Duties:

- Responsible for reporting either for individual projects or in aggregate, on the scope, schedule, resources, metrics and financial status of SITP program projects to the Program Manager
- Generate project procurement documentation (PR, RFI, RPP) for SITP projects and administer and oversee the approval processes
- Audit SITP projects for compliance with the approved UBC IT Project Management Framework
- Facilitate project meetings, project communications and status reporting
- Responsible for the implementation and maintenance of SITP ShareIT (Sharepoint) project sites
- Work with project managers to establish work breakdown structure and project plans for specific projects

Core Duties:

- Gathers information from users and a variety of other sources, refines project requirements, and develops small modules of larger project plans with support of senior members of the team.
- Assists in the preparation of budget estimates and staffing requirements for project plan,
- Compiles information for the development of schedules and timelines.
- Assists with the allocation of resources to projects according to project plans and resource availability.
- Provides orientation and work direction to project team members as assigned by Project Manager.
- Maintains project documentation including logs and schedules and notifies Project Managers of variances from project plan.



- May coordinate some activities as directed by Project Manager.
- Maintains appropriate professional designations and up-to-date knowledge of current information technology techniques and tools.
- Performs other related duties as required.

Supervision Received

Works within general policies and an administrative framework. Work is reviewed in terms of achievement of specific objectives. Performance is reviewed by the Project Manager(s) and Program Manager(s) along with feedback from project and program team members and stakeholders.

Supervision Given

Manages and coordinates the completion of assigned work in collaboration with project team members and other staff.

Consequence of Error/Judgement

Information Technology plays a key role in enabling the University to achieve its goal of becoming one of the world's leading universities. The Project Coordinator plays a significant role in supporting the implementation of systems and processes. Work requires judgment and initiative. Errors could have a significant impact on the success of project delivery, subsequent effects on UBC's strategic goals and visions.

Qualifications

Undergraduate degree in a relevant discipline. A degree in Business, Computer Science or Management Information Systems is preferred. Minimum of two years experience or the equivalent combination of education and experience. Minimum of two years experience or the equivalent combination of education and experience. Experience with project coordination and management is preferred. Familiarity working in a technical environment is mandatory. Experience working in an academic environment would be an asset.

Proficiency with all MS Office Business Productivity Tools.

Excellent interpersonal and team skills. Self-directed and willing to take initiative in relation to carrying out assigned tasks. Ability to work independently, under pressure and meet deadlines.

Excellent time management, organizational and coordination skills.

Collaboration - Takes initiative to actively participate in team interactions. Without waiting to be asked, constructively expresses own point of view or concerns, even when it may be unpopular. Ensures that the limited time available for collaboration adds significant customer value and business results.

Communication for Results - Converses with, and writes to, peers in ways that support transactional and administrative activities. Seeks and shares information and opinions. Explains the immediate context of the situation, asks questions with follow-ups, and solicits advice prior to taking action.

Problem Solving - Asks questions and looks for data that helps to identify and differentiate the symptoms and root causes of every day, defined problems. Suggests remedies that meet the needs of the situation and those directly affected. Resolves problems and escalates issues appropriately.

Accountability - Checks assumptions about mutual expectations and clarifies standards of overall performance. Checks the scope of responsibilities of self and others. Monitors day-to-day performance and takes corrective action when needed to ensure desired performance is achieved.



The University of British Columbia

Staff Job Postings

Analytical Thinking - Collates and reports information. Identifies trends and exceptions. Investigates to define problems more accurately. Sorts information in order of importance. Identifies relationships and linkages between components. Identifies variable potential causes and effects. Solicits guidance to define criteria and assign values of importance and urgency. Escalates issues of an exceptional nature.

Business Enterprise Knowledge - Inquires about the relationship of technology to the business as it pertains to assigned area of responsibility and related projects. Seeks out relevant information from available sources including supervisors, peers, clients, intranet Internet, and documentation.

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



Job Posting

Job ID: 16740
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Information Systems & Tech
Classification Title: Info.Sytems&Technlgy, Level C **Business Title:** System Analyst
Department: Chemistry
Salary: \$62,010.00 - \$74,441.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2013-10-01
Job End Date: 2014-09-30
Funding Type: Grant Funded
Other:
Date Closed: 2013-10-01 **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 UBC WestGrid site is a part of a CFI-funded project for high-performance computing (HPC) within Compute Canada and currently operates two HPC compute clusters (glacier.westgrid.ca - 800 nodes of commodity dual processors and orcinus.westgrid.ca - 950 high density servers providing 9600 computational cores) with LINUX as the primary operating system.

Major responsibilities of this position include:

- a) Using a systematic approach to resolve complex technical issues of software hardware in a networked environment.
- b) Making recommendations for and implementing software installations and upgrades.
- c) Monitoring and tuning performance of computing systems.
- d) Maintaining network and data integrity and security.
- e) Consulting with users and providing user support, documentation and help ensure the effective use of HPC resources by faculty members and students.
- f) Responsible for designing and implementing hardware and software solutions integrating all WestGrid and Compute Canada infrastructure.

Organizational Status

Reports to and collaborates with the Team Leader of the UBC WestGrid site. Interacts and collaborates with all WestGrid users (faculty members at Canadian universities including UBC, postdoctoral fellows, graduate students, staff). Works closely with the IT and other HPC support staff within WestGrid and UBC IT Services.

Work Performed

The HPC System Analyst essential tasks and duties include:

1. responsible for designing and implementing hardware and software solutions integrating all WestGrid and Compute Canada infrastructure.
2. using a systematic approach to resolve complex technical issues of software hardware in a networked environment.



The University of British Columbia

Staff Job Postings

3. planning, designing and implementing network solutions to keep data communication uninterrupted, ensuring the security and integrity of both hardware and data.

4. designing and implementing services; assisting in writing RFPs and subsequently performing cost analyses of various bids to make recommendations for the purchase of needed resources (hardware software licenses).

5. consulting with users to meet UBC WestGrid facility needs and capabilities and providing comprehensive support and advice to all users.

6. interfacing and collaborating with all members of WestGrid supporting staff to ensure a high level of integration of computing resources.

7. defining and documenting procedures for monitoring and tuning systems and devising programming tools to automate these procedures.

8. planning designing and auditing the security of computers and data.

9. assisting with hiring support personnel by serving on committees that evaluate applications.

10. remaining conversant on new technologies and software

Supervision Received

Works with considerable latitude and independence reporting to Team Leader (Site Manager) who assesses progress on projects.

Supervision Given

Provide training and direction to supporting staff, advises and trains faculty, graduate students and other users on various computer and network related IT issues.

Participates in WestGrid HPC Analysts and Systems groups, making recommendations on hardware purchases and configuration and integration of hardware and software within WestGrid infrastructure. This can also involve the participation in hiring additional support personnel.

Consequence of Error/Judgement

Errors could result in serious damage to computing and networking equipment, loss of research time, loss of computing and networking services, loss of all data, unauthorized access to confidential information.

Qualifications

Undergraduate degree in a relevant discipline. University degree in computer science, physical sciences, mathematics or engineering, or an equivalent combination of education, training and experience. Minimum of three years experience or the equivalent combination of education and experience. Minimum 5 or more years experience as systems administrator in an UNIX environment. Previous experience working with clustered HPC systems. Thorough knowledge of Linux Unix operating systems, shell programming, networking, programming languages (C C++, Fortran), scripting languages (Perl, Python), parallel and distributed computing. Comprehensive knowledge of cluster management tools (Xcat and CMU) and TSM backup. Ability to learn new skills quickly and adapt rapidly to new situations. Effective oral and written communication, interpersonal, analytic, problem-solving, and organizational skills. Must have effective management and supervisory skills. Ability to work effectively under pressure to meet deadlines. Ability to work both independently and within a team environment.



The University of British Columbia

Staff Job Postings

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



Job Posting

Job ID: 16778
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Information Systems & Tech
Classification Title: Info.Sytems&Technlgy, Level C **Business Title:** Programmer Analyst II
Department: UBC IT - Applications Devlpmnt
Salary: \$62,010.00 - \$74,441.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2013-06-03 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2013-10-04 **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 Programmer Analyst II designs computer application solutions for existing complex or campus-wide computer systems.

The Programmer Analyst II will play an important role in all aspects of the development or implementation of strategic Academic Systems applications. These applications include the Student Service Centre, Faculty Service Centre, the Awards Module, Consolidated Billing Module, Application Systems, Learning Management Systems as well as a number of third party provided modules.

Organizational Status

Interacts directly with other University technology professionals and with faculty, staff and students.

Reports to the Manager of Development, UBC-IT. On a daily basis, the position will work under the direction of a Project Program Manager while assigned to a development project. Work may also be directed and reviewed by a Senior Programmer Analyst or team lead.

Work Performed

Specific Duties:

- Consults with users to clarify business and testing requirements and consults with senior and intermediate developers, UX Architects designers and business analysts to create designs and solutions associated with software development to meet requirements
- Based on consultation, develops, tests and implements approved solutions with direction and guidance from senior developers or project managers
- Responsible for the implementation of approved solutions which includes programming, testing and completion of tasks to move to production
- Ensures approved designs are incorporated into Technical Specifications
- Provide ongoing maintenance and support for the implemented solution application
- Collaborates with Architects, Senior Programmer Analysts and other Programmer Analysts to provide input into both the Application and Technical architecture as they relate to the University's enterprise-wide Student Information Systems
- Provides technical expertise to committees and less experienced Programmer Analysts on the design and code reviews to ensure



The University of British Columbia

Staff Job Postings

that they are efficient and in line with development best practices and meet client needs

- Responsible for communicating the changes to the team and stakeholders
- Consults and provides recommendations on project planning and implementation as required
- Participates in third party package software implementation (including development of reports, system interfaces, data conversions, and custom package extensions)
- Works with vendor technical training staff, developers, BAs and users in the configuration of third party applications for the University.
- Prepares training plans, training materials, and trains staff as required during system implementation. May provide configuration and implementation training for subsequent releases of third party applications.
- Develops a high level of expertise in the functionality of vendor product(s). Works directly with the vendor's technical support centre in order to resolve product issues.
- Investigates and remains current with industry technology trends in Applications field such as: Security, privacy, e-commerce, PCI, workflow, systems development methodologies, web-services, applications middleware, anti-spam and anti-virus, electronic forms, etc.
- Builds and maintains good working relationships and collaborates with others to achieve client objectives

Core Duties:

- Designs, develops and programs custom software, defines detailed application specifications, standards, and diagrams and develops coding logic flowcharts
- Develops overall systems design, researches and evaluates vendor supplied applications, provides customize or develop recommendations, and implements accordingly
- Analyzes and reviews existing or proposed system features and integration, security, scalability and performance requirements with clients, business analysts, and team members
- May manage small to medium sized projects and related budgets
- Packages in house developed applications for production or integrates vendor supplied applications
- Provides technical expertise, training, and consultation to other staff
- Develops or modifies software application design and specific modules
- Conducts testing of new or customized application modules to ensure application meets specifications
- Documents functions and changes to new or modified modules, tests activities results, error handling and backup recovery procedures
- Provides ongoing maintenance and operational support for applications
- Supports software development lifecycle and applies and follows appropriate programming development methodologies and best practices
- Maintains appropriate professional designations and up-to-date knowledge of current information technology techniques and tools
- Performs other related duties as required.

Supervision Received

Works autonomously in accordance with general instructions as to methods and procedures. Work is reviewed in terms of achievement of desired results.

Works under the general direction of the Manager, Applications Development, UBC-IT. Results are reviewed for achievement of overall and long term objectives.

The Programmer Analyst II also takes direction from the Project Manager for daily Project based activities and tasks, and may work under the direction of a Senior Programmer Analyst for specific project tasks.

Supervision Given

May provide guidance, coaching and technical leadership to, and provide feedback on performance of more junior Programmer Analysts.



Where appropriate, in a team leadership role, the Programmer Analyst II may provide guidance with respect to the work of other Programmer Analysts, Business Analysts, QAs, users and other staff assigned to projects.

Consequence of Error/Judgement

The position takes an active, participatory role in ensuring the reliability and high availability of UBC mission critical 7x24 systems including application monitoring, tier 2 support, problem analysis and resolution, and ensuring services meet or exceed customer service levels at all times.

Errors in judgment, poor planning, or failure to act decisively could have a detrimental effect on these systems. Unreliable systems and code errors that disrupt the operations of these system, or failure to meet contractual obligations for performance and availability will damage the reputation of UBC and UBC-IT. This could adversely impact the University community, including the large majority of students, faculty and staff, and could cost hundreds of thousands of dollars in lost productivity, funding and revenue.

Provides input into decisions within established guidelines regarding the application of computing devices or programs to meet set requirements or makes decisions regarding solutions to defined problems.

The position will work with more senior Programmer Analysts, Build Engineers, Business Analysts and Quality Assurance staff in ensuring the highest quality of the software promoted into our UBC production environments.

Qualifications

Undergraduate degree in a relevant discipline. University degree or technical diploma in an IT-related discipline, preferably in Computer Science. Minimum of three years experience or the equivalent combination of education and experience. Experience doing progressively more responsible systems development work in designing, developing and implementing medium to large scale software applications. Demonstrated ongoing career development through active and self-motivated professional development. Knowledge of Student Information Systems is highly desirable.

- Experience designing, developing and implementing Web Services. An understanding of Service Oriented Architecture (SOA) using SOAP would be beneficial
- Strong Java skills including experience with the current versions releases and an awareness of upcoming enhancements in the following technologies; JDK, Java Enterprise Edition (EE), Servlets, JSP, JSTL, UI Development tools and concepts (e.g. GWT, JSF, Swing, UX)
 - Strong knowledge and practical experience using many of the following; core Object Oriented Analysis and Design concepts, design techniques and patterns, UML, XML, Struts and Spring frameworks, Hibernate and ORM concepts, configuration management concepts and tools (e.g. build management, code repositories, version control), preferably Perforce, SVN, Ant, Maven
 - Strong knowledge and practical experience with SQL, data modeling and database design. Very good working experience with Oracle. Experience or knowledge using MS SQL Server and or MySQL would be beneficial
 - Good understanding and with some experience with Testing best practices concepts (e.g. Test and Behavior Driven Development) and testing tools (e.g. JUnit, Cucumber, and concepts)
 - Experience integrating 3rd Party provided software with other systems is highly desirable. This includes data interfaces, configuration and installation
 - Experience using PHP, Drupal and or Wordpress development tools environments would be beneficial
 - Experience using .net, C Sharp development tools environment would be beneficial
 - Knowledge and or experience with workflow and rules engines, BPEL and ESB would be beneficial
 - Some familiarity with designing and developing applications for mobile devices would be beneficial
- Good project management skills including a working knowledge of SDLC methodologies, preferably RUP and Agile methodologies (e.g. Lean, XP or Scrum)

Collaboration - Actively solicits ideas and opinions from others to efficiently and effectively accomplish specific objectives targeted at defined business outcomes. Openly encourages other team members to voice their ideas and concerns. Shows respect for



The University of British Columbia

Staff Job Postings

differences and diversity, and disagrees without personalizing issues. Utilizes strengths of team members to achieve optimal performance.

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

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

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

Business Process Knowledge - Maps full business processes and designs operational process flow. Facilitates group input and drafts proposals for process improvements. Identifies resource implications. Implements process improvement recommendations within the context of overall business processes.

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

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



Job Posting

Job ID: 16762
Location: Vancouver - Other
Employment Group: Management&Professional (AAPS)
Job Category: Information Systems & Tech
Classification Title: Info.Sytems&Technlgy, Level D **Business Title:** Systems Manager
Department: Ctr-Molecular Med&Therapeutics
Salary: \$70,106.00 - \$87,633.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2013-09-30
Job End Date: 2014-09-29
Funding Type: Grant Funded
Other:
Date Closed: 2013-10-04 **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 candidate plans, implements, and maintains major sectors of computing services at the Centre for Molecular Medicine and Therapeutics (CMMT).

The position is under the direction of the CMMT Senior Manager, IT and is responsible for all user-facing IT infrastructure from strategic planning to final implementation and maintenance. In addition, the individual implements, maintains and supports Linux side non-user facing IT infrastructure. The individual also recommends, procures, tests, and installs IT and research related software hardware and acts as the primary liaison for the CMMT Systems Group to users and other IT groups on site.

Organizational Status

The position reports directly to the CMMT Senior Manager, IT, and interacts with the CMMT community and other IT groups that work in concert with the CMMT Systems Group.

Work Performed

Provides strategic planning and development, as well as implementation and troubleshooting, to maintain the computer infrastructure including:

- Evaluates, designs, and maintains all Windows network infrastructure (Exchange, Active Directory, DHCP, DNS, WINS, File sharing, Print, and Virtualization servers).
- Assesses requirements, provides planning and implements computing solutions for various groups with regards to data capture management, workflow, and output.
- Determines the strategic direction of user-facing services for CMMT IT.
- Maintains email servers with specific emphasis on spam reduction, backup recovery, account list maintenance and security compliance.
- Monitors and maintains networking equipment such as web servers, firewalls and switches while acting as a liaison to external groups that share networking infrastructure.
- Plans, designs and maintains network services such as DNS, DHCP, VPN and WINS
- Establishes and maintains backup and disaster recovery procedures.



The University of British Columbia

Staff Job Postings

- Maintains a high-level of security on all systems. Proactively searching for security flaws in the computing network. Enforcing account security compliance and managing access controls permissions.
- Installing and configuring desktop and server operating systems (or system updates) including Windows (all forms), Linux (RedHat, Ubuntu, CentOS), and MacIntosh.
- Produces user-facing and IT internal documentation for all network and centralized computing services.
- Maintains and upgrades the computing infrastructure.
- Provides all front-line user support and triages issues to optimize the resolution process.
- Provides user and organization level firewall virus protection and virus removal services.
- Oversees the maintenance of core server systems from backup to hardware replacement with very little interruption in work downtime.
- Supports off-site users.
- Installs and manage server level software as required by various groups (eg, Wiki software, proprietary research software).

Supervision Received

The position works independently, reporting to the Senior Manager, IT, CMMT.

Supervision Given

This position does not directly supervise any personnel.

Consequence of Error/Judgement

The consequence of error would be critical to the computer infrastructure of the CMMT. Error could result in jeopardy to hardware data entire CMMT network and loss of important research and financial data.

Qualifications

Undergraduate degree in a relevant discipline. B.Sc. or appropriate Information Technology professional degree. A minimum of 5 years of experience, in-depth knowledge of applications and the business requirements supporting them or the equivalent combination of education and experience. - Experience with IP based switched LAN networking environments and experience managing a heterogeneous environment with Linux, DOS, Windows 95 98 NT 2000 XP Vista, MAC OS and printing services.

- Experience with networking services infrastructure such as DNS, DHCP, SSH VPN.
- Advanced knowledge of Active Directory, Exchange, Hyper-V and other Microsoft Windows Server technologies.
- Experience with web development technologies such as Drupal CMS, PHP, CSS, HTML
- Experience with planning and development of diverse networks
- Knowledge of Windows networking structure and peer servers offered by Microsoft Windows 98 XP and MAC OS.
- Experience managing centralized file sharing, and data back up facilities on Windows NT.
- Understanding of Linux Unix based networks

- Ability to communicate effectively verbally and in writing. Ability to work effectively independently and in a team environment. Experience with installation and operation of Linux operating systems and services is required. Experience with installation and use of WIKI software. Ability to learn new software programs.

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



Job Posting

Job ID: 16767
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Information Systems & Tech
Classification Title: Info.Sytems&Technlgy, Level D **Business Title:** Programmer Analyst II
Department: UBC IT - Applications Devlpmnt
Salary: \$70,106.00 - \$87,633.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2013-09-26
Job End Date: 2013-12-31 **Possibility of Extension:** Yes
Funding Type: Budget Funded
Other:
Date Closed: 2013-10-04 **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 Programmer Analyst II designs computer application solutions for existing complex or campus-wide computer systems.

The Programmer Analyst II will play an important role in all aspects of the development of strategic Academic Systems applications. These applications include the Student Service Centre, Faculty Service Centre, the Awards Module, Consolidated Billing Module, Application Systems, Learning Management Systems as well as a number of third party provided modules.

Organizational Status

Interacts directly with other University technology professionals and with faculty, staff and students. Reports to the Manager of Development, UBC-IT. On a daily basis, the position will work under the direction of a Project Program Manager while assigned to a development project. Work may also be directed and reviewed by a Senior Programmer Analyst or team lead.

Work Performed

Specific Duties:

- Collaborates and consults with the Architects and Senior Programmer Analysts to provide input into both the Application and Technical architecture as they relate to the Student Information System.
- Provides feedback on the work performed by Developer's in regard to design and code reviews on behalf of other Programmer Analysts to ensure efficiency and adherence to development standards.
- Collaborates with other developers, UX Architects Designers and DBAs in developing and consulting on the various design elements associated with software development. Ensures that designs that s he writes are incorporated into Technical Specifications as required.
- Provides senior technical input into project planning and implementation.
- Builds and maintains good working relationships and engages with and provides input and feedback to others to achieve client objectives.

Core Duties:

- Designs, develops and programs custom software, defines detailed application specifications, standards, and diagrams and develops coding logic flowcharts.



- Develops overall systems design, researches and evaluates vendor supplied applications, provides customize or develop recommendations, and implements accordingly.
- Analyzes and reviews existing or proposed system features and integration, security, scalability and performance requirements with clients, business analysts, and team members.
- Manages small to medium sized projects and related budgets.
- Packages in house developed applications for production or integrates vendor supplied applications.
- Provides technical expertise, training, and consultation to other staff.
- Develops or modifies software application design and specific modules.
- Conducts testing of new or customized application modules to ensure application meets specifications.
- Documents functions and changes to new or modified modules, tests activities results, error handling and backup recovery procedures.
- Provides ongoing maintenance and operational support for applications.
- Supports software development lifecycle and applies and follows appropriate programming development methodologies and best practices.
- Maintains appropriate professional designations and up-to-date knowledge of current information technology techniques and tools.
- Performs other related duties as required.

Supervision Received

Works autonomously in accordance with general instructions as to methods and procedures. Work is reviewed in terms of achievement of desired results.

Works under the general direction of the Manager of Development, Academic Systems, UBC-IT. Results are reviewed for achievement of overall and long term objectives.

The Programmer Analyst II also takes direction from the Project Manager for daily Project based activities and tasks, and may work under the direction of a Senior Programmer Analyst for specific project tasks.

Supervision Given

May provide guidance, coaching and technical leadership to, and provide feedback on performance of more junior Programmer Analysts.

In a project leader role, the Programmer Analyst II may direct and supervises work of other Programmer Analysts, Business Analysts, QAs, users and other staff assigned to projects.

May provide input recommendations into the hiring and evaluation of staff.

Consequence of Error/Judgement

The position takes an active, participatory role in ensuring the reliability and high availability of UBC mission critical 7x24 systems including application monitoring, tier 2 support, problem analysis and resolution, and ensuring services meet or exceed customer service levels at all times.

Errors in judgment, poor planning, or failure to act decisively could have a detrimental effect on these systems. Unreliable systems and code errors that disrupt the operations of these system, or failure to meet contractual obligations for performance and availability will damage the reputation of UBC and UBC-IT. This could adversely impact the University community, including the large majority of students, faculty and staff, and could cost hundreds of thousands of dollars in lost productivity, funding and revenue.

Provides input into decisions within established guidelines regarding the application of computing devices or programs to meet set



The University of British Columbia

Staff Job Postings

requirements or makes decisions regarding solutions to defined problems.

The position will work with more senior Programmer Analysts, Build Engineers, Business Analysts and Quality Assurance staff in ensuring the highest quality of the software promoted into our UBC production environments.

Qualifications

Undergraduate degree in a relevant discipline. University degree in an IT-related discipline preferred. A minimum of 4 years of experience with progressive responsibility with systems development work in designing, developing and implementing medium to large scale software applications. A minimum of 5 years of experience, in-depth knowledge of applications and the business requirements supporting them or the equivalent combination of education and experience. Demonstrated ongoing career development through active and self-motivated professional development.

Knowledge of Student Information Systems is highly desirable.

Strong Java skills including experience with the current versions releases and an awareness of upcoming enhancements in the following technologies; JDK, Java Enterprise Edition (EE), Servlets, JSP, JSTL, UI Development tools and concepts (e.g. GWT, JSF, Swing, UX).

Strong knowledge and practical experience with CRM configurations, preferably SugarCRM.

Proven experience with integrating 3rd party applications with a core, central system.

Strong knowledge and practical experience using many of the following; core Object Oriented Analysis and Design concepts, design techniques and patterns, UML, XML, Struts and Spring frameworks, Hibernate and ORM concepts, configuration management concepts and tools (e.g. build management, code repositories, version control), preferably Perforce, SVN, Ant, Maven.

Good understanding and with some experience with Testing best practices concepts (e.g. Test and Behavior Driven Development) and testing tools (e.g. JUnit, Cucumber, and concepts).

Very good understanding and experience with SQL, data modeling and database design.

Experience with the following are assets: designing, developing and implementing Web Services; an understanding of Service Oriented Architecture (SOA) using SOAP; using PHP, Drupal and or Wordpress development tools environments; .net, C Sharp development tools environment; and MS SQL Server and or MySQL.

Knowledge and or experience with workflow and rules engines, BPEL and ESB is an asset.

Familiarity with designing and developing applications for mobile devices is an asset.

Ability to conduct needs analyses, plan, organize, manage, monitor, complete, and evaluate projects within allocated time and resources.

A working knowledge of SDLC methodologies, preferably RUP and Agile methodologies (e.g. Lean, XP or Scrum).

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

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



The University of British Columbia

Staff Job Postings

prior to taking action when appropriate.

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

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

Business Process Knowledge - Maps full business processes and designs operational process flow. Facilitates group input and drafts proposals for process improvements. Identifies resource implications. Implements process improvement recommendations within the context of overall business processes.

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

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



Job Posting

Job ID: 16739
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Information Systems & Tech
Classification Title: Info.Sytems&Technlgy, Level D **Business Title:** Project Manager II
Department: UBC IT - Comunctn&ColbartnTech
Salary: \$70,106.00 - \$87,633.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2013-09-04
Job End Date: 2014-03-31 **Possibility of Extension:** Yes
Funding Type: Budget Funded
Other:
Date Closed: 2013-10-01 **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 Project Manager II manages the entire project lifecycle of medium scale or complex projects including developing project plans, assembling project teams, assigning individual responsibilities, identifying appropriate resources needed, and developing schedules to ensure timely completion of projects.

Organizational Status

UBC IT Communication and Collaboration Technologies provides a suite of communications, collaboration and authentication services to the University community, including voice (telecom), contact centre, email, calendaring, UBC Events, digital signage, SharePoint services and an Enterprise Emergency Notification system.

Reports to the Manager, Communication and Collaborations Technologies. Works independently and jointly within the Communication and Collaboration Technologies Team. Provides leadership depending on the current assignment. Collaborates with management and staff from all sections of UBC Information Technology, other administrative and academic offices, and faculty to coordinate systems development and enhancement projects. Interacts directly with other University technology professionals.

Work Performed

Specific Duties:

- Provides complete project management activities for Collaboration and Communication technologies. Project cycle runs from need analysis through to final project completion.
 - Coordinates and works with Clients, UBC IT internal departments in addition to outside departments, regulatory groups, vendors, and consultants & contractors with the goal of providing reliable IT infrastructure and service solutions to projects.
 - Prepares IT budget estimates and quotations based on project requirements
 - Prepares project plans, risk management plans, communication plans, change management plans, and aspects of contingency plans.
 - According to approved plans, makes necessary contacts, obtains signatures and authorizations for necessary forms, and notifies necessary units within UBC to initiate project work as it relates to UBC IT.
 - Maintains project logs, documenting the steps and people interactions needed and performed during all phases of a project.
- Produces written reports outlining the progress of projects, writes signoff letters and other documents associated with the



The University of British Columbia

Staff Job Postings

completion of a project.

- Compiles information for the development of schedules and timelines for various UBC IT departments to ensure work performed is completed on schedule. Allocates resources to projects according to project plans and resource availability.
- Performs some business analysis work required to understand the project scope and process mappings

Core Duties:

- Initiates projects following appropriate project management methodology including gathering and defining project requirements, developing project charters, project plans, budgets and schedules, identifying staffing requirements, and forming project teams.
- Selects and follows project management methods, procedures, and quality objectives, and tracks metrics for assessing progress.
- Balances workload, provides guidance and work direction to project team, including scheduling, assignment of work, review of project efforts and removal of roadblocks which may inhibit project success.
- Ensures that all team members have the tools and training required to perform effectively, and provides the team with constructive feedback as it pertains to project performance.
- Assesses variances from the project plans, budgets and schedules, develops and implements changes as necessary to ensure that the project remains within specified scope and is within time, cost, and quality objectives, and keeps management aware of the situation.
- Conducts formal reviews with business sponsor at all phases of the project including completion to confirm acceptance and satisfaction.
- Identifies potential areas for improvement in current methodologies and provides guidance to other less experienced project managers.
- Develops and maintains a productive working relationship with project sponsors, vendors and key clients.
- Maintains appropriate professional designations and up-to-date knowledge of current information technology techniques and tools.
- Performs other related duties as required.

Supervision Received

Works under the general direction of the Manager, Communication and Collaboration Technologies, Information Technology and the daily direction of a Team Lead or project manager as assigned. The Project Manager must be able to work independently as well as contribute actively and collaborate openly as a team member.

Supervision Given

Provides direction and guidance to project team members to make sure that projects are completed on time and on budget. Monitors progress of projects as assigned and coordinates activities to ensure that deadlines are met.

Consequence of Error/Judgement

Errors in UBC IT estimates could result in the University project going over budget. Errors in UBC IT scheduling could result in delays that can cause operational issues for departments during their critical schedules. Consequently, the reputation of the university can be at risk.

Qualifications

Undergraduate degree in a relevant discipline. PMP certification is an asset. A minimum of 5 years of experience, in-depth knowledge of applications and the business requirements supporting them or the equivalent combination of education and experience. Extensive experience with and knowledge of project management best practices.

- Proven track record of initiating and completing successful projects.
- Excellent knowledge of IT technology, disciplines, practices and business processes
- Excellent knowledge of University policies, procedures and guidelines
- Good understanding of UBC IT service level agreements



The University of British Columbia

Staff Job Postings

- Knowledge of UBC and UBC IT financial processes is an asset.
- Ability to conduct needs analyses, plan, organize, manage, monitor, complete, and evaluate projects within allocated time and resources.
- Ability to provide quality service to customers in a courteous, patient manner.
- Excellent communication skills
- Strong interpersonal skills with the ability to resolve conflicts at all levels.
- Ability to effectively facilitate group meetings to achieve desired outcome
- Ability to develop and deliver effective presentations and workshops
- Ability to maintain accuracy and attention to detail and effectively manage multiple tasks and priorities
- Ability to work in a team environment, either as a team leader or member
- Ability to make sound decisions in circumstances of ambiguity, uncertainty, and pressures of limited time
- Ability to deliver defined results within budget and schedule
- Ability to write clear and well-structured business documents related to connectivity projects (e.g. business requirements, project plans, budget estimates, service level agreements, project status reports, sign-off agreements, etc)
- Ability to present project information to audiences of mixed IT knowledge and experience

Collaboration - Consistently fosters collaboration and respect among team members by addressing elements of the group process that impedes, or could impede, the group from reaching its goal. Engages the right people within and beyond organizational boundaries, by matching individual capabilities and skills to the team's goals. Works with a wide range of teams and readily shares lessons learned and credit for team accomplishments.

Communication for Results - Converses with, writes reports for, and creates delivers presentations to all levels of colleagues and peer groups in ways that support problem solving and planning. Seeks a consensus with business partners. Debates opinions, tests understanding, and clarifies judgments. Brings conflict into the open empathetically. Explains the context of multiple interrelated situations, asks searching, probing questions, and solicits expert advice prior to taking action and making recommendations.

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

Accountability - Sets enhanced objectives for self and others. Monitors performance trends and identifies opportunities to improve standards. Provides regular feedback and suggests alternative approaches necessary to ensure that organizational objectives and superior standards are achieved. Delegates responsibility and reallocates resources as needed to ensure that priorities are met for initiatives within area of responsibility.

Analytical Thinking - Determines criteria for assessing issues and opportunities. Establishes clear goals and priorities needed to assess performance. Identifies relationships and linkages between different information sources. Anticipates issues that are not readily apparent on the surface. Identifies root causes and effects. Establishes clear goals and priorities. Anticipates potential problems and develops solutions needed to resolve them. Systemically analyzes relationships between apparently independent problems and issues. Reviews and cross-reviews reports. Identifies trends as well as isolated events. Translates analytical reports into management presentations, and provides guidance to resolve issues. Anticipates the possible outcome of potential solutions. Identifies areas of significant concern or opportunity. Probes and initiates research to identify critical problems.

Business Enterprise Knowledge - Develops and implements technical solutions that meet operational improvement needs. Ensures that decisions are supported by relevant stakeholders, as well as sound performance data. Effectively communicates technology changes to clients and how the changes affect their business drivers.



The University of British Columbia

Staff Job Postings

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



Job Posting

Job ID: 16687
Location: Vancouver - Hospital Site
Employment Group: Management&Professional (AAPS)
Job Category: Information Systems & Tech
Classification Title: Info.Sytems&Technlgy, Level D **Business Title:** Business Analyst II
Department: MedIT
Salary: \$70,106.00 - \$87,633.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2013-10-07 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2013-09-30 **Available Openings:** 1

Job Summary

The Business Analyst II leads the assessment of client needs in an effort to align business initiatives with information technology solutions.

The Business Analyst II provides consultation services to clients to ensure effective, problem free use of collaboration technologies and related services within the Faculty of Medicine. The Business Analyst II is responsible for leading analysis of client requirements, recommending solutions, developing and enhancing processes to support client needs, and leading problem management and critical incident activities. This role is customer facing and requires highly effective and efficient analytical, communication and conflict resolution skills.

Organizational Status

MedIT is the core IT service delivery support unit within the Faculty of Medicine, overseen by the Chief Operating Officer, within Facilities and Operations.

Reports to the Collaboration Technologies Operations Manager, MedIT.

The role works closely with other MedIT units in delivering IT services and liaises between external business units, consultants and partners that assist in delivering IT services across the province of British Columbia.

Work Performed

Specific Duties:

- Leads and provides advice in the assessment of business processes to support strategic goals of MedIT
- Provides leadership, guidance and direction in the management of the knowledge base and other repositories for information
- Serves as project lead identifying and managing linkages between process and tasks to deliver collaborative technologies including leading the development of appropriate tools and processes to collect data, analysis and reporting.



The University of British Columbia

Staff Job Postings

- Consults and advises to operating staff and client departments.
- Leads critical incident reviews and provides recommendations applying logic, analysis and business knowledge to assist support staff in mitigating error and meeting customer needs and to reduce or eliminate risk of reoccurrence.
- Plans quality assurance mechanisms to ensure real-time service delivery and leads business improvement initiatives related to service delivery.
- Ensures accuracy of event schedules, eliminating conflicts and errors.
- Leads analysis of functional, system and program specifications bridging multiple initiatives.
- Contributes to on-going strategic planning and develops methodologies for improvements.

Core Duties:

- Leads the assessment of client needs utilizing a structured requirements process (gathering, analyzing, documenting, and managing changes) to identify business priorities and recommends options
 - Identifies, elicits, and documents business requirements, defines business rules and communicates requirements for the implementation of business solutions
 - Communicates with stakeholders of varying technical ability and subject matter expertise
 - Leads short-term planning sessions to implement integrated business process improvements and documents discussion and agreements
 - Provides consultative services for the development of policies and procedures
 - Analyzes metrics to ensure for client satisfaction
 - Provides input to feasibility studies for standard development projects and enhancements
 - Provides technical guidance and leadership to less-experienced individuals
 - Prepares functional, system and program specifications
 - Develops user test cases and validates test results during user acceptance testing and system acceptance testing stages.
- Typically performs functional testing
- May prepare project status reports and communicate status to client
 - Maintains appropriate professional designations and up-to-date knowledge of current information technology techniques and tools
 - Performs other related duties as required

Supervision Received

Works autonomously in accordance with general instructions, methods and procedures. Work is reviewed in terms of achievement of desired results and objectives.

Supervision Given

This position does not supervise, but will be required to collaborate closely with IT AV staff and lead IT and business improvement initiatives related to service delivery.

Consequence of Error/Judgement

Work requires judgment and initiative. Errors could have a significant impact on the delivery of the Distributed Medical Undergraduate Program's curriculum with subsequent effects on Medical School Accreditation.

Qualifications



The University of British Columbia

Staff Job Postings

Undergraduate degree in a relevant discipline. Degree or diploma in IT or Business preferred. A minimum of 5 years of experience, in-depth knowledge of applications and the business requirements supporting them or the equivalent combination of education and experience. in-depth knowledge of applications and the business requirements supporting the

- Experience in an active customer service role, particularly dealing with demanding and busy clients.

-Experience working with enterprise collaboration technologies including video conferencing, audio conferencing, web conferencing and other associated technologies.

-Experience with process development methodologies, including process mapping, process flow diagrams, decision diagrams and other visual process aids.

-Experience in developing, interfacing and manipulating multiple databases, data sets, development of relational tables and construction of queries, particularly within an enterprise reporting tool.

-Experience with quality assurance processes within a service delivery function.

-Experience and understanding of enterprise scheduling tools.

Experience with an enterprise incident management tracking system.

-Experience in clients requirements analysis.

-Experience leading technology initiatives.

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

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

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

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

Business Process Knowledge - Maps full business processes and designs operational process flow. Facilitates group input and drafts proposals for process improvements. Identifies resource implications. Implements process improvement recommendations within the context of overall business processes.

Initiative - Seeks out new challenges that require risk taking. Determines the resources, team support, and technical needs



The University of British Columbia

Staff Job Postings

necessary to enable success and procures them. Keeps responding to the challenge in spite of obstacles and setbacks.

Strong analytical skills. Ability to visualize, articulate and solve complex problems and concepts and make decisions or recommendations based on available information.

Ability to map requirements and use cases to test scripts in determining suitability of products for service offerings. Strong understanding of collaboration technologies features and functions.

Excellent oral and written communication, organizational and interpersonal skills. Ability to effectively diffuse and handle difficult customers and complaints.

Ability to lead initiatives with peers in the development of processes. Ability to mentor more junior staff in process development activities.

Ability to multi-task and prioritize work requests with little notice. Ability to work unsupervised.

Ability to make informed decisions within a framework without consultation with management. Ability to work on multiple projects and work in a fast-paced environment.

Ability to learn new skills quickly and to work in a highly fluid and sometimes ambiguous environment.

Understanding of IT Service Management frameworks, particularly incident, problem and change management processes.

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



Job Posting

Job ID: 16713
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Information Systems & Tech
Classification Title: Info.Sytems&Technlgy, Level D **Business Title:** Client Service Coordinator
Department: UBC IT - Client Services
Salary: \$70,106.00 - \$87,633.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2013-09-30 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2013-10-02 **Available Openings:** 1

Job Summary

The Client Services Coordinator oversees the daily operations of information technology services within a designate client Faculty or portfolio of departments by acting as liaison between UBC IT service providers and the user groups within the faculty, including the planning, coordination, implementation, and management of the overall technology service

The Client Service Coordinator is responsible for conducting business process assessments to ensure business needs within the faculty or department are identified, and that requirements are understood., Working with staff and managers within UBC IT and externally, helps translate these needs into IT solutions that align business initiatives with information technology solutions.

The Client Services Coordinator contributes to the development of UBC and Faculty business and project plans, policies, standards requirements, and provides budget details to the client unit to ensure the successful implementation and operations of integrated, cost-effective IT services within a specific Faculty or unit and manages related projects and operations.

Organizational Status

The Client Services group within UBC Information Technology is responsible for providing broad overall management of UBC IT's services within a client portfolio and acting as their single point of contact for UBC IT's services, including obtaining and supporting services, and developing and reporting on performance measurements.

The Client Service Coordinator interacts with staff and faculty across the designated faculty or unit and provides them with technology advice. Within UBC Information Technology, the Client Services coordinator works at an intermediate level, reporting to the Senior Client Service Manager responsible for the designated faculty or department. Actively participates as a member of the UBC IT Services Group leadership team.

This position has interdependencies with: UBC IT Infrastructure group, UBC IT Client Services Group, UBC IT Project Office, UBC IT Strategy group, UBC IT Human Resources groups, UBC IT Finance groups, various members of designated departments and faculties, other IT groups on campus, and selected vendors providing ongoing contracted services to UBC IT.

Work Performed

- Based on business needs, develops the overall IT operating plan for a department or faculty
 - Plans and directs the day to day operations of a Client IT support unit, including administrative, teaching, and research support, and management of teaching and research labs as required
- Develops operational plans, processes and practices to ensure efficient and effective IT operations in accordance with established service levels



The University of British Columbia

Staff Job Postings

- Identifies implementation options, evaluates risks, benefits, complexity and flexibility of the various options, and discusses approach and recommendations with staff and stakeholders.
- Produces and reviews performance reports, analyzes results; Identifies issues and takes appropriate actions to resolve
- Responds to client escalations and follows up to ensure timely resolution. Analyzes issues and takes appropriate corrective action
- Consults with senior members of the client organization to understand expectations and requirements
- Coordinates and schedules the activities of a multi-disciplinary team of staff and ensures excellent performance through collaboration with UBC IT service owners, and coaching and mentoring for service excellence
- Coordinates the activities related to strategic assessments of IT services within the faculties, make recommendations for optimizing resources, and develop associated plans upon request.
- Provides advice to academic, administrative, and research units within their portfolio, and proposes strategic and tactical directions for meeting their current and future technology needs, taking into account the current and planned portfolio of services and business processes to align them with UBC's campus IT strategy
- Proactively identifies areas that are of key risk or are not aligned with the overall strategic directions and works with key stakeholders to identify the appropriate actions
- Coordinates the provisioning of enterprise services, ensuring customer-driven direction.
- Analyzes and reviews functional requirements, system features, integration requirements, security requirements, scalability and performance requirements.
- Develops a solid understanding of individual Faculty and Administrative units environment and priorities; applies this knowledge to the gathering of requirements for technology solutions
- Under the overall guidance of a Client Service Manager, works with staff within client units to ensure coordination of the IT operations on a day-to-day basis, including resource allocation, prioritization, and resolution of issues
- Develops and implements communication strategies to keep users informed across the client units
- Responsible for day-to-day communications with clients
- Coordinates the daily activities of support staff assigned to support the various units in order to ensure appropriate service delivery
- Responds to client escalations to investigate and resolve issues
- Analyzes data from applications and maps to Key Performance Indicators and produces reports for the Senior Client Service Manager as required
- Works with members of the UBC IT service teams to ensure a solid understanding of IT products and services
- Develops solid working relationships with the staff and leadership of designated Faculties and Administrative units on campus in order to fully understand the operating environment and shares this with other staff within UBC IT in order to facilitate good client service
- Provides coordination of information technology services within a designated client portfolio, under the guidance of a Client Service Manager, supports the translation of client needs and UBC's information technology technical strategy into service requirements and makes recommendations for optimizing resources.
- Develops working relationships across the client organization.
- Maintains appropriate professional designations and up-to-date knowledge of current information technology techniques and tools.
- Performs other related duties as required.

Supervision Received

Works under the administrative direction of a Senior Client Services Manager, UBC IT, Information Technology. Results are reviewed for achievement of overall and long-term objectives and broad strategic and operational goals. The Client Service Coordinator has interdependencies with the members of the UBC IT Leadership team. The Client Service Coordinator must be able to work independently and assume full responsibility for his/her decisions.

Supervision Given

Leads interdisciplinary project and service teams comprising of UBC IT staff, Faculty IT staff, and contractors. May supervise direct reports.



Consequence of Error/Judgement

Information Technology plays a key role in enabling the University to achieve its goal of becoming one of the world's leading universities. The Client Service Coordinator plays an important role in the implementation and operation of the IT services for their Client groups. These units may include academic units with responsibility for teaching, learning and scholarship, and administrative units responsible for the efficient, cost effective delivery of a wide range of services and processes that must meet the needs of students, faculty and staff.

If UBC IT strategic plans do not support the strategic goals of the University, or the UBC IT services, facilities and support that clients units receive are not fully aligned with their needs and goals, the University's information technology resources will not enable the University to achieve its strategic goals and vision. As the Client Service Manager 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

Undergraduate degree in a relevant discipline. University degree in Commerce, Computer Science, Engineering, or Marketing preferred. A minimum of 5 years of experience, in-depth knowledge of applications and the business requirements supporting them or the equivalent combination of education and experience. Minimum of 5 years of related experience in coordinating or delivering IT services in a Faculty, Department, or small to medium sized Organization

At least 2-3 years project management, business analysis or systems integration experience, or an equivalent combination of education and experience.

Operational knowledge and 2-3 years experience working with IT products and services, such as Email, Portals, Blogs, Wiki's, Intranets, web and videoconferencing tools, networks, storage solutions.

At least 1 years experience developing business plans, communication strategies, marketing strategies, project charter and other management documents. - Knowledge of operational processes required for service development, service management, service implementation, service delivery, and ongoing lifecycle management of services.

- Demonstrated ongoing career development through active and self-motivated professional development. Demonstrated track record and commitment to delivering results and proactively supporting the applications.

- Knowledge and experience in business analysis and requirements gathering

- Experience developing operational processes required for service development, service management, service implementation, service delivery, and ongoing lifecycle management of services.

- Experience in change management, budget development and financial management. Knowledge and experience working within ITIL processes and service management techniques.

- Experience in areas of tactical planning, risk management, business process improvement, continuous improvement, quality assurance, research, applications development and maintenance, operations management and customer service.

- Effective leadership, consulting, facilitation, conflict resolution and negotiation and team-building skills are required as well as the ability to coach and mentor staff; the ability to build relationships and to consult with customers and potential customers; and the ability to interact at all organizational levels.

- A demonstrated understanding of key trends and players in the IT industry and higher-education sector. Actively solicits ideas and opinions from others to efficiently and effectively accomplish specific objectives targeted at defined business outcomes.

Openly encourages other team members to voice their ideas and concerns. Shows respect for differences and diversity, and disagrees without personalizing issues. Utilizes strengths of team members to achieve optimal performance. Conducts discussions with and writes memoranda to all levels of colleagues and peer groups in ways that support troubleshooting and problem solving. Seeks and shares relevant information, opinions, and judgments. Handles conflict empathetically. Explains the context of interrelated situations, asks probing questions, and solicits multiple sources of advice prior to taking action when appropriate. Applies problem-solving methodologies and tools to diagnose and solve operational and interpersonal problems. Determines the potential causes of the problem and devises testing methodologies for validation. Shows empathy and objectivity toward individuals involved in the issue. Analyzes multiple alternatives, risks, and benefits for a range of potential solutions. Recommends resource requirements and collaborates with impacted stakeholders. Establishes and maintains relationships and alliances. Shares information and readily determines to whom to go for relevant information. Seeks assistance and feedback in the problem solving



process. Partners with others to achieve expectations. Keeps informed on business operations data. Gains consensus for suggestions from supervisors and project teams. Implements solutions for technological improvements that align with day-to-day business needs. Provides a business-based rationale for determining the necessity of incremental technological improvements and communicates viewpoint using the customers' own terminology. Participates in change initiatives by implementing new directions and providing appropriate information and feedback. Offers ideas for improving work and team processes. Experiments with new approaches and improves productivity through trial and error.

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



Job Posting

Job ID: 16743
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Information Systems & Tech
Classification Title: Info.Sytems&Technlgy, Level D **Business Title:** Application Systems Administrator
Department: UBC IT - Systems
Salary: \$70,106.00 - \$87,633.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2013-09-30 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2013-10-02 **Available Openings:** 1

Job Summary

The Application Systems Administrator provides systems and application support to department and faculties that have been on-boarded by UBC-IT, and contributes to the design, provisioning and configuration of applications and systems based on needs.

The Application Systems Administrator installs and supports applications and systems hardware solutions, defines scope, and provides recommendations for systems supported as part of regular operations. This position also provides systems infrastructure provisioning, configuration, and support in addition to the management of the application hosting environment in a timely, efficient manner in accordance with all service level agreements.

The Application Systems Administrator has a good understanding of Incident Management and Request Fulfillment principles and practices and takes an active role in the resolution of major incidents.

This position works to provide coverage during core hours (8AM to 5PM) but requires flexibility as some work required by on-boarded clients must be performed outside of regular business operating hours. The Application Systems Administrator will also be required to act in an on-call capacity to provided maintenance activity and in the event of major service disruptions

Organizational Status

The Application Systems Administrator supports clients of UBC's Department of Information Technology (UBC IT). This position reports to the Senior Manager, UBC IT Systems. The Application Systems Administrator requires extensive contact with UBC staff, faculty, and students and also with members of the general public. The Application Systems Administrator accepts tasks from the Senior Manager and the Team Lead of UBC IT Systems. This position works closely with Systems Architects, other Systems Administrators of UBC IT Systems and collaborates with management and staff of various UBC IT departments.

Work Performed

Specific Duties:

- Analyzes client needs to provide UBC IT supported clients with application specific system administration support
- As assigned, completes projects and activities which may include the analysis and investigation of issues related to hardware or software, activities required to deploy hardware, security assessments and applying of security fixes
- Analyzes requirements and monitors, modifies, and updates network and server monitoring systems and ensures all technologies and



The University of British Columbia

Staff Job Postings

services offered by UBC IT Systems are monitored.

- Ensures appropriate security is maintained across all technologies and services offered by Systems.
- Prepares and maintains documentation for supported applications in accordance with prescribed standards.
- Documents, configures, installs applications and supporting tools on UBC IT systems
- Maintains the application hosting environment by ensuring appropriate lifecycling and patching, following best practices for testing impacts on applications
- Analyzes impacts of activities and then plans and implements communication strategies when activities may impact clients
- Documents, configures, installs, and maintains server and storage infrastructure.
- Documents, configures, installs, and maintains virtualization infrastructure.
- Documents, configures, installs, and maintains backup and disaster recovery infrastructure.
- Documents, configures, installs, and maintains patch management and antivirus solutions.
- Documents, creates, and manages computer and network accounts for various systems.
- May be required to provide training on support procedures to other IT Support staff.
- Assists in maintaining an inventory of equipment, service contracts, warranties and maintenance agreements.
- Supports users for on-boarded clients, both remotely and in-person, to diagnose and resolve problems, escalates when necessary, and documents problem status and action taken.

Core Duties:

- Manages the operation of application hosting technologies and services for on-boarded clients by UBC IT
- Consults with users on present or proposed business procedures, problems, and requirements in order to define systems needs and streamline system work flow.
- Supports the monitoring and analysis of systems issues and contributes to recommendations for all systems supported infrastructure as part of regular operations.
- Contributes to the design, provisioning and configuration of systems.
- Acts as a liaison between technical groups and stakeholders to coordinate the system's installation and ensure technical compatibility and satisfaction.
- Contributes to the preparation of documentation and definition of system specific dependencies to assist in problem analysis including user and technical manuals for review by senior Systems Analysts.
- Contributes to the development of best practices, standards, procedures and quality objectives across systems infrastructure or platforms.
- Maintains appropriate professional designations and up-to-date knowledge of current information technology techniques and tools.
- Resolve incidents, fulfills service requests, and ensures proper change management process is followed.
- Performs other related duties as required.

Supervision Received

Works under the general direction of the Team Lead, UBC IT Systems. Must be able to work independently and carry out work to completion. Keeps the Senior Manager and the Team Lead of UBC IT Systems informed of the status of work in progress. Works on tasks to meet deadlines on various projects. Work is reviewed in terms of achievement of desired results.

Supervision Given

This position works as a member of a UBC IT Systems support team. This position may require the training of newly hired staff on software and hardware used by UBC IT Systems and UBC IT staff.

Consequence of Error/Judgement

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



Qualifications

Undergraduate degree in a relevant discipline. A minimum of 5 years of experience, in-depth knowledge of applications and the business requirements supporting them or the equivalent combination of education and experience. The Application Systems Administrator demonstrates strong technical, analytical, and problem-solving skills in order to design, install, trouble-shoot, and maintain IT infrastructure. Knowledge of computer networks and system monitoring. A good understanding of data storage, backup and recovery, and load balancing. Experience configuring and supporting VMware environments, operating system and application patch management, and antivirus solutions. Experience supporting Windows, Mac, and Linux server configurations. Must be able to move and lift a wide assortment of equipment. In addition, the Systems Administrator II is expected to plan and carry out multiple tasks and projects, prioritize and organize effectively, work under pressure and meet established timelines. Ability to work independently and in a team environment with minimal supervision. Demonstrated willingness to learn and continually upgrade skills. Excellent written and verbal English communication skills are critical.

Ability to analyze problems, identify key information and issues, and effectively resolve.

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

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

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

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

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

Initiative - Seeks out new challenges that require risk taking. Determines the resources, team support, and technical needs necessary to enable success and procures them. Keeps responding to the challenge in spite of obstacles and setbacks.

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



Job Posting

Job ID: 16546
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Educational Programming
Classification Title: Educ. Programming, Level A **Business Title:** Course Specialist (Junior)
Department: The Sauder School of Business
Salary: \$42,204.00 - \$50,664.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2013-10-07 **Ongoing:** Yes
Job End Date:
Funding Type: Self Funded
Other:
Date Closed: 2013-09-30 **Available Openings:** 1

Job Summary

The position is an entry-level position, with typical responsibilities including writing assignment and examination materials and assisting in course materials development; participating in curriculum reviews; redesigning existing materials to meet client needs; marking of examinations and assignments; and acting as a content and academic advisor to a wide range of students. The position contributes to the creation of curricular content within a specific academic discipline. The position may manage graduate student staff and support service staff directly and indirectly and responds to the educational needs of a nationally distributed student audience.

Organizational Status

Reports to the Senior Course Specialist and works with student tutors and graders, as well as various full- and part-time staff involved in course and examination production and delivery.

Work Performed

Academic Operations - the position requires judgment in maintaining the academic integrity of the Division's courses and examinations. Responsibilities include assisting in the development of course, assignment and examination materials and providing academic support in the development and production of program offerings where expertise is appropriate. This position assists the Course Specialists or Senior Course Specialists in the management of the workflow of the Division's internal textbook production and delivery teams. The position assists in the hiring and supervising of summer and part-time tutors on academic issues, provides tutorial instruction and responds to student enquiries that go beyond part-time tutor capabilities.

Program Development - the position contributes to the planning and development of the Division's numerous programs and their related examinations. The position participates in the assessment of program offerings and assists in developing and redesigning procedural guidelines and policies to meet educational and organizational goals.

Student Relations - the position contributes to the Division's complex public relations activities and acts as a content and academic advisor to a wide range of students, and includes addressing academic policy issues with students. The position requires conflict resolution skills and an in-depth knowledge of program content and education technology. It also requires a specific knowledge of the policies applicable to the Division's various programs and general knowledge of the issues related to the educational programs of regulatory organizations and professional associations.



The University of British Columbia

Staff Job Postings

Supervision Received

May be responsible for managing the workflow of student tutors and graders, as well as various full- and part-time staff involved in course and examination production and delivery.

Supervision Given

The position works under the direction of the Senior Course Specialist(s), within defined policies and procedures. Work is reviewed with respect to effectiveness, accuracy and progress towards established objectives. The position consults with the Senior Course Specialists, who provide direction on course development and program planning.

Consequence of Error/Judgement

This position is expected to exercise judgment in establishing priorities, carrying tasks through to completion, and in referring issues to more senior staff. Decisions made will have a direct impact on program offerings and of students' experiences with those programs. Poor decisions could negatively impact the organization's reputation with students and with industry stakeholders, and ultimately, effect profitability.

Qualifications

Undergraduate degree in a relevant discipline. Requires post-secondary degree in real estate or urban land economics or finance. Minimum of two years experience or the equivalent combination of education and experience. This position requires knowledge of the real estate industry in Canada, and preferable also internationally. Candidates must possess exceptionally strong written and oral communication and interpersonal skills. The position requires a creative individual who is skilled in working in team-based projects. The position also requires some knowledge of the regulatory framework of numerous sectors of the real estate industry in Canada and abroad, and a well-developed understanding of the competitive nature of professional real estate education.

May require some travel within and outside Canada.

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



Job Posting

Job ID: 16671 (Repost)
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Educational Programming
Classification Title: Educ. Programming, Level C **Business Title:** Scholarships and Fellows Lead/Program Coordinator
Department: Mining Engineering
Salary: \$62,010.00 - \$74,441.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2013-10-15
Job End Date: 2016-10-14 **Possibility of Extension:** Yes
Funding Type: Grant Funded
Other:
Date Closed: 2013-10-02 **Available Openings:** 1

Job Summary

The Scholarships and Fellows Lead and Program Coordinator within the newly established Canadian International Institute for Extractive Industries and Development ("The Institute") is responsible for managing participation in a broad network of training and engagement programs for a newly established, interdisciplinary, coalition-based, international Institute focused on improving the capacity of developing country governments to optimize the contribution of mining, oil and gas production to sustainable economic growth and poverty reduction. "The Institute" is funded through a five-year start-up contribution from Foreign Affairs, Trade and Development Canada (DFATD, formerly CIDA) and operates across three coalition member sites: University of British Columbia (UBC), Simon Fraser University (SFU), and Ecole Polytechnique de Montreal (EPM).

The Scholarships & Fellows Lead is responsible for the management and delivery of the Institute's: Graduate Scholarship Program to support students from developing countries to undertake graduate programs related to extractive industries governance at approved Canadian Universities. Students will play an important role in contributing to research, reports, presentations, and learning materials for use in 'client' countries.

Fellows Program to support short-term fellowships for government academic fellows to travel to Canada (or other developing countries) and participate in Institute-related learning activities. Fellows are high-level government officials or academic leaders who are in a strategic position and who have strong capacity to make a contribution to achieving lasting transformation in client countries. Fellowships may be held within academic institutions, government departments or NGOs.

As Program Coordinator, the position provides coordination support to the activities related to the Learning and Education Centre, and supports the continued engagement of all Institute participants. Programs will be designed in a way that ensures direct benefits to in-country, long-term capacity building.

Organizational Status

Reports to the Assistant Director, Learning and Education Centre based in the Keevil Institute for Mining Engineering at UBC, and works closely with the Director, Learning and Education Centre based at SFU. She will work collaboratively with all Institute faculty, program and administrative staff across all coalition member academic institutions. The Lead Coordinator will have regular, ongoing contact with a large international network of strategic partners from academia, government, NGOs, and the private sector.

Work Performed



Program Development

- Develops and maintains guidelines and processes for accepting and adjudicating applications including assessment of eligibility and terms of reference for adjudication committees.
- Prepares strategic plans and project management timelines in consultation with Centre Directors.
- Develops policies and procedures for student and fellow participation in Institute programs, including engagement, applied research, learning and education, and advisory services.
- Works closely with Communications Lead to develop communication and marketing materials, and to ensure the development of effective communication strategies. Actively markets and promotes opportunities for strategic partner participation. Leads outreach seminars and networks with relevant stakeholders to ensure broad program awareness.
- Solicits and develops processes to match prospective students fellows with Institute-related expertise and or with specific Institute projects or placements.
- Develops programs, resources and coaching mentoring approaches that are responsive to the needs of scholarship fellowship recipients to enhance their learning experience and ensure full engagement with Institute programming. Organizes and leads orientation and regular information and networking sessions (web-based and other) with cohorts of students and fellows.
- Liaises and networks with like-minded scholarship and fellowship funding organizations and university awards departments to ensure best practice in the design and delivery of the programs.
- Develops and promotes business models for cost recovery and sustainability where appropriate. Sources other financial support (e.g. awards, travel grants, etc.) available for Institute-funded students and fellows. Actively supports development opportunities related to securing ongoing funding and pursue new funding opportunities.
- Works with Centre Directors and faculty to monitor program quality and to develop a program evaluation strategy to ensure developing-country impact, Institute engagement, and organizational learning. Prepares various reports for review or approval; manages data collection regarding recruitment, retention and academic success etc.
- Develops and tracks budget and program expenditures.

Program Implementation

- Manages the adjudication and review processes and award distribution process. Prepares candidate summaries and recommendations for admission rejection and review by the admissions committee; overseeing the tracking and monitoring of award distribution.
- Facilitates links between incoming requests and student fellow opportunities within the Institute, and ensures communication between identified stakeholders.
- Works in partnership with relevant Institute faculty, senior staff and or strategic partners to ensure tailored individual learning and leadership programs are developed for each student fellow to maximize client-country linkages and benefits (e.g. course assignments, thesis topics, field work).
- Works with Learning Centre Directors to ensure regular assessment of individual student fellow progress against learning objectives and that all required documents are reviewed and complete.
- Liaises and provides leadership to coalition members and strategic partners to provide seamless and knowledgeable services for Institute students and fellows. Advances the ability of students and fellows to contribute to the Institute and to earn respect for their contributions.
- Assists with trouble-shooting and facilitates comprehensive support required to enable success. Provides respectful and responsive assistance and or referrals to appropriate linkages related to cultural adjustment, leadership and involvement, student life, wellness, career development, academic supports, etc. Guides students and fellows in determining a resolution or course of action and mediates on their behalf when necessary.
- Acts as a key contact and representative of the Institute's fellows program nationally and internationally to external stakeholders. Manages interactions with university departments, strategic partners, and developing country governments to advance the goals and objectives of the fellows program.
- Ensures that all awards are consistent with the Institute's gender and inclusion policies to achieve a broad representation in terms of gender, ethnicity, geographic and disciplinary backgrounds.
- Acts as a point of contact for other distinguished visiting scholars or post-doctoral fellows who are conducting Institute-related work, assisting with their agenda at the Institute.
- Performs duties consistent with the mandate of the Scholarships and Fellows Program as requested.



Alumni-Participant Network

- Develops and implements an overarching strategy to re-engage all "alumni" of Institute programmatic activities (across all Activity Centres) through strategic outreach to maintain a vibrant network of champions and experts based in developing countries.
- Ensures regular and effective communication with the participant network (e.g., distribution of policy briefs, relevant information for country field, best practices, invitations to regional and international events, external funding opportunities etc.). Collaborates with Centre Directors to identify and solicit communication and engagement opportunities.
- Develops and manages engagement activities across coalition member academic sites, nationally and internationally (e.g. events, webinars, etc.). Leverages the capacity of the network (or individual participants) to deliver locally-based engagement events that support the Institute's mandate.
- Supports and encourages connections across the participant network to create an environment of knowledge sharing and cooperation through networking, mentorship activities, participation in regional events, etc. Develops and implements targeted communication strategies to ensure the network is kept apprised of Institute activities and relevant opportunities.
- Develops meaningful recognition programs for graduates and "alumni".
- Promotes and manages travel bursaries and other awards available through the Institute to (re)engage "alumni" in Institute activities, such as participation in regional dialogues, conferences, or other Institute training activities.
- Manages a participant network database that facilitates communication and networking. Employs new media (e.g. Facebook, Linked-In, etc.) as relevant to support engagement.

Coordination within Learning & Education Centre

- Develops and coordinates the delivery of a range of learning and education programs, including the development of flexible learning initiatives, to program participants in developing countries.
- Assumes responsibility for special projects, institutes, workshops and initiatives related to the Fellows Program and alumni engagement.
- Coordinates the delivery, logistics and guidelines for programming. Provides advice, direction and project management regarding the development and implementation of international initiatives and program expansions.
- Coordinates the administrative functions of the role including budget and human resources. Oversees the management of consultants and external services.
- Undertakes projects and other duties as assigned by the Learning and Education Centre.

Supervision Received

Works independently with guidance and consultation from the Assistant Director of the Learning and Education Centre and the Director of the Learning and Education Centre. Works in close collaboration with Institute faculty, staff and students. Works with wide latitude and independence. S/he is required to exercise extensive judgment and initiative in duties and responsibilities. Work is reviewed in terms of the achievement of broad goals and the overall success of relevant initiatives.

Supervision Given

Will provide supervision to support staff (CUPE 2950) and may on occasion manage consultants, student assistants and external service providers on specific tasks.

Consequence of Error/Judgement

Fellows and scholarship recipients from developing countries will provide the Institute with a critical opportunity to nurture ambassadors who will contribute to the Institute's mandate and vision. As a future generation of leaders in developing countries, these individuals are vital as key connectors and change agents for effective extractive sector governance and management in their countries. Effective training programs are critical for the success of the Institute. Errors in judgment may have an impact on enrolment, funding, reputation and program quality. Must be able to work independently and exercise extensive judgment and decision making in managing proactive and reactive educational needs and issues. Actions and decisions could have significant



impact on the public image and reputation of the Institute and coalition members. Work requires diplomacy, confidentiality, and an understanding of interdisciplinary education working in an international development setting.

The Institute will have significant reputational benefits to UBC and its coalition members. Mismanagement of this portfolio may have significant reputational consequences for faculty and schools associated with the Institute, for the coalition Universities, and for DFATD and the federal government more broadly.

Qualifications

Master's degree in Education. Experience in a student development environment, preferably with international programming experience. Experience working directly with international students, scholars or fellows at the post-secondary level. Experience in international development and or extractives industry resource management a strong asset.

Skills

- Excellent interpersonal skills and intercultural understanding.
- Demonstrated ability to work effectively with diverse communities of students and to promote inclusion.
- Ability to manage the complexity inherent within a multi-faceted work environment focused on broad outcomes for students and learners.
- Ability to work effectively in a team environment and to develop effective working relationships with students, faculty, staff, and international stakeholders.
- Knowledge of University systems, structures, processes, and decision-making structures.
- Knowledge of theories of intercultural communication and student engagement.
- Experience working with developing country governments or international funding agencies an asset.
- Excellent communication skills including fluency in English. Language proficiency in French or Spanish desirable. Minimum of six years experience or the equivalent combination of education and experience.

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



Job Posting

Job ID: 16547
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Educational Programming
Classification Title: Educ. Programming, Level C **Business Title:** Course Specialist Senior
Department: Sauder - Real Estate Division
Salary: \$62,010.00 - \$74,441.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2013-10-07 **Ongoing:** Yes
Job End Date:
Funding Type: Self Funded
Other:
Date Closed: 2013-09-30 **Available Openings:** 1

Job Summary

The position is responsible for the planning, development, assessment and delivery of the Division's education programs. The position is integral to the Division's overall strategic vision, and typical responsibilities include conducting curriculum reviews and needs assessments; consulting with clients to determine their educational needs, and developing new or redesigning existing programs to meet those needs; collaborating with instructional support units and curriculum developers to facilitate the delivery of the Division's educational programs; participating in market research to identify potential educational programming opportunities; recruiting instructors; conducting instructional design research and analyses; and, assisting in developing marketing plans for the Division's educational programs. The position is responsible for developing policies, systems and organizational practices related to the Division's licensing education and examination operations, and contributes directly in the creation of curricular content within a specific academic discipline. The position manages staff and instructors directly and indirectly and responds to the educational needs of a nationally distributed student audience.

Organizational Status

Reports to the Director and works with editors, tutors and graders, as well as various full- and part-time staff involved in academic operations, course and examination production and delivery.

Work Performed

Academic Operations - the position is responsible for maintaining the academic integrity of the Division's courses and examinations. Responsibilities include conducting needs assessments and consulting with external stakeholders to identify new and existing curricular requirements and providing academic support in the development and production of program offerings. This position is responsible for hiring and managing consultant contributors and manages related functions of the Division's internal textbook production and delivery teams. The position advises summer and part-time tutors on academic issues, provides tutorial instruction and responds to student enquiries that go beyond part-time tutor capabilities, and edits and writes new course and examination materials where expertise is appropriate.

Program Development - the position plans, develops and implements educational policies for the successful operation of the Division's numerous programs and their related examinations, balancing the need for customer-focused student services with maintaining the academic and regulatory integrity and security of the programs. The position conducts instructional design research and analyses, and develops and redesigns programs and policies, systems and organizational practices to meet educational



and organizational goals.

Student Relations - the position is a key part of the Division's complex public relations activities and acts as a content expert and academic advisor to a wide range of students, and includes addressing academic, regulatory and equity policy issues with students and stakeholders. The position carries a critical conflict resolution mandate, and requires in-depth knowledge of program content, education technology, and an understanding of the competitive, political and regulatory environment within the real estate industry in Canada and abroad. It also requires a specific knowledge of the licensure, enforcement and regulatory issues related to the educational programs of regulatory organizations and of the specific policies applicable to the Division's various programs.

May require some travel within and outside Canada.

Supervision Received

Responsible for overseeing the workflow of both internal and external authors, editors, tutors and graders, as well as various full- and part-time staff involved in academic operations, course and examination production and delivery.

Supervision Given

The position works under broad directives set by the Director and Associate Director, and is expected to exhibit considerable autonomy in pursuing the strategic vision of the Division. Work is reviewed with respect to adherence to broad policies and progress towards goals. The position consults with the Director and Associate Director, who provide direction, input and advice on course development, strategy, financial matters, and policy issues.

Consequence of Error/Judgement

This position makes decisions regarding the Real Estate Division's program administration and curriculum design. As such, decisions in this area have both immediate and long-term impacts on the operating results of the organization. In playing a key role respecting the development of programs for important clients such as the Real Estate Council of BC and the Financial Institutions Commission, poor decisions by this person would have significant and permanently negative effects on profitability. Decisions made regarding curriculum, program structure, and delivery have a direct impact on students' ability to learn, on their ability to meet academic and professional licensing requirements, and ultimately on their ability to become active members of the real estate industry and supporters of the Sauder School of Business.

Qualifications

Master's degree in Education. Requires post-secondary degree in real estate or urban land economics, finance or law. Education experience or related educational discipline preferred. Minimum of six years experience or the equivalent combination of education and experience. Demonstrated ability to operate strategically in a complex competitive environment.

This position requires an in-depth knowledge of the real estate industry both in Canada and internationally. Candidates must possess exceptionally strong written and oral communication and interpersonal skills. The position requires a creative individual who is skilled in working in team-based projects. The position also requires an extensive knowledge of the legal and regulatory framework of numerous sectors of the real estate industry in Canada and abroad, and a well-developed understanding of the competitive nature of professional real estate education.

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



Job Posting

Job ID:	16694		
Location:	Vancouver - Point Grey Campus		
Employment Group:	Management&Professional (AAPS)		
Job Category:	Educational Programming		
Classification Title:	Educ. Programming, Level C2	Business Title:	Manager, Graduate Student Programs
Department:	Center for Teaching, Learning&Tech		
Salary:	\$66,969.00 - \$80,395.00 (Annual)		
Full/Part Time:	Full-Time		
Desired Start Date:	2013-11-01	Ongoing:	Yes
Job End Date:			
Funding Type:	Budget Funded		
Other:			
Date Closed:	2013-10-03	Available Openings:	1

Job Summary

The Manager, Graduate Student Programs, provides leadership in program development and assessment of the Graduate Student Programs in the Centre for Teaching, Learning and Technology (CTLT). The portfolio encompasses all activities developed and pursued in direct response to stakeholder teaching and learning needs and in alignment with the pillars of Place and Promise.

Organizational Status

The Centre for Teaching, Learning and Technology (CTLT) works collaboratively with academic and administrative units throughout UBC to build innovative and effective strategies in support of learning and teaching. The CTLT develops programs, facilitates workshops, lectures, panel discussions, communities of practice and conferences aimed at professionals who are interested in further developing their teaching skills. The CTLT also partners with UBC Faculties to develop and deliver distance learning courses, in both print and online formats.

Work Performed

- Leads the development and delivery of innovative programs for UBC graduate students that support the advancement of learning-centered practice in socially and culturally diverse classrooms, and makes decisions regarding the strategic direction and priorities of Graduate Student Program areas within the CTLT.
- Liaises with Academic Director and other program leads in the CTLT to make certain the strategic drivers of the CTLT and the University are reflected in the program development model.
- Develops and implements an evaluation framework for the Graduate Student Programs that includes stakeholder needs assessments that inform program directions. Designs and develops new and innovative offerings to meet the educational needs identified by needs assessments.
- Develops programs and resources that support the graduate student's integration of the scholarship of teaching and learning and its application in the classroom.
- Selects, hires, supervises, and evaluates the work of Coordinators in the core program areas, ensuring that they have the resources and professional development opportunities they need to do their work.
- Collaborates and consults with appropriate stakeholders such as Academic Departments, Faculty of Graduate Studies, UBC Library and other Universities in the development of pedagogical tools for the delivery of Graduate Student Programs
- Provides direction to CTLT's Marketing & Communications team on the development of marketing plans to support the Graduate Student Programs.



- Provides direction to the Educational Resource Developer in the creation of support resources and documentation for the Graduate Student Programs.
- Models a community of practice approach to build interest and awareness in the Graduate Student Programs.
- Manages budgets, in consultation with Senior Manager, for the Graduate Programs portfolio, and makes financial decisions to keep each program on target.
- Makes decisions regarding specific course and program content and delivery methods with Coordinators.

Supervision Received

The Manager, Graduate Student Programs reports directly to the Senior Manager, Teaching and Learning Professional Development.

Supervision Given

This position directs the work and professional development of educational programmers (coordinators) responsible for the development of all activities designed in response to graduate student teaching and learning needs. Specifically, supervises the Graduate Student Program Coordinator, the Coordinator of the Graduate Student Certificate Program (GCP), and the Coordinator of UBC TA Training (SHINE Program). This position liaises with and draws upon the expertise of the other CTLT staff to develop programs that address the teaching and learning needs of the University Community.

Consequence of Error/Judgement

Errors in judgment may have negative consequences on the quality of teaching and learning at UBC. They may also result in the inefficient use of resources, poor relations among educational developers and or staff, and may damage the reputation of the University and the CTLT.

Must respond to faculty department requests in a timely and professional manner. Must exercise a high level of professionalism and judgment when dealing with various units and departments, as well as with non-UBC colleagues. Failure to follow best practices and exercise sound judgement could result in significant resource and reputation costs to the Centre, and could possibly have a negative impact on future internal and external partnerships.

Qualifications

Master's degree in Education. A minimum of 7 years of experience or the equivalent combination of education and experience. minimum seven years of related experience in educational development field. Demonstrated teaching and facilitation background, with grounding in the Instructional Skills Workshop (ISW) method, and with intercultural and diversity awareness integrated into practice. Proven project and team management skills with ability to prioritize and work effectively under pressure to meet multiple deadlines. Knowledge of University policies and procedures is considered an asset. Effective oral and written communication, interpersonal, planning, organizational, and problem solving skills. Ability to work both independently and within a team environment. Ability to exercise diplomacy, tact, and discretion.

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



Job Posting

Job ID: 16776
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Educational Programming
Classification Title: Educ. Programming, Level C2 **Business Title:** Flexible Learning Liaison
Department: Center for Teaching, Learning & Tech
Salary: \$66,969.00 - \$80,395.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2013-09-15 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2013-10-04 **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 Flexible Learning Liaison is responsible for facilitating the planning, development, administration and evaluation of educational projects within and across a Faculty (or Faculties). Working closely with a designated Faculty Lead and present within the academic units supported, the Liaison is the key point of contact between the Centre for Teaching, Learning and Technology (CTLT) and a designated Faculty. The incumbent facilitates program management and operational support for Flexible Learning (FL) projects and surfaces additional educational services needs that align with the strategic direction of the Faculty. Using an evidence informed approach, the Flexible Learning Liaison will work collaboratively with departments to identify needs, determine how to best address these needs, and facilitate resultant projects through implementation and evaluation.

Organizational Status

The Flexible Learning Liaison reports jointly to the Faculty Lead and the FL Program Manager. The Liaison works closely with Faculty members, Faculty-based educational staff and members of the Centre for Teaching, Learning and Technology.

Work Performed

WORK PERFORMED

The primary responsibilities of the Flexible Learning Liaison are partnership services and program facilitation. Other responsibilities will be dependent on Faculty needs.

Partnership Services

- Serve as the primary contact, liaison and resource with respect to Flexible Learning between the Faculty and CTLT ensuring that resources and services are made available to support flexible learning program needs.
- Develop relationships with faculty and support specialists across departments and other academic units, acting as a primary contact and resource;
- Establishes and maintains relationships with partners in other Faculty support organizations, academic service areas and technology providers in order to facilitate knowledge-transfer, best practice development and community-building.
- Consults within Faculties and Academic Departments Program areas to identify needs and expectations for CTLT services;
- In consultation with the Faculty Lead, the CTLT Academic Director, CTLT Managing Director and Faculty-based support staff, facilitates the development of a Teaching and Learning Support Plan for the Faculty (Faculties).
- Builds and maintains strong partner relationships with key stakeholders.



The University of British Columbia

Staff Job Postings

Program Facilitation

- Collaborate with departmental and Faculty leadership on strategic planning for the development of flexible learning projects including programs, curriculum and courses;
- Lead the development of detailed project plans;
- Plan and facilitate educational initiatives from start to completion ensuring projects are completed on time and on budget;
- Develop and monitor timelines and resources for projects;
- Coordinate and facilitate the work of project teams;
- Ensure that internal processes and procedures are in place for documenting, prioritizing and tracking projects;
- Oversee regular reporting to the Faculty Lead and CTLT.

Curriculum & Course Development

- Identify, facilitate and advise faculty during the implement of innovative instructional and assessment methods;
- Collaborate with subject matter experts and support specialists in the transformation (planning, design and development) of courses and programs;
- Conduct curriculum and program reviews;
- In consultation with the Faculty Lead, identify professional development needs for faculty and TAs and coordinate with CTLT Professional Development Team or local unit to address needs.

Evaluation & Research

- Conduct needs analyses and evaluations through interviews, surveys and focus group sessions;
- Disseminate program and project outcomes to a diverse range of audiences;
- Conduct literature reviews to ensure approaches are based on best practices;
- Work collaboratively with project team in the development and implementation of assessment and evaluation measures;
- Prepare evaluation reports.

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

Supervision Received

Works independently under broad directives set by the Faculty Lead and Program Manager. Works with considerable latitude and minimal supervision. The incumbent must be self-directed and able to manage and work independently. Work assessed periodically to assess validity.

Supervision Given

No direct line management of staff, but will supervise project teams. May have direct management of students.

Consequence of Error/Judgement

The Flexible Learning Liaison is required to exercise professional judgment and initiative while undertaking all responsibilities. Inappropriate actions or judgment could damage the CTLT's working relationships and credibility, incur inappropriate costs, and or jeopardize the CTLT's ability to demonstrate leadership.

Qualifications

Master's degree in Education. Ph.D. preferred. A minimum of 7 years of experience or the equivalent combination of education and experience. Relevant experience in the management, design, development and evaluation of courses, curriculum and other projects within higher education. University teaching experience helpful. Understanding of how flexible learning can improve student learning outcomes; Ability to translate research into practical applications; Ability to conduct needs analyses, plan, organize, manage, monitor, complete, and evaluate projects within allocated time and resources; Ability to analyze problems, identify key information and issues, and effectively resolve; Ability to gather data using appropriate means (literature searches, interviews, surveys) and prepare concise executive summaries; Familiarity with a wide variety of instructional methods and the technologies used to support those methods; Ability to work collaboratively and to communicate effectively with all levels of faculty and staff; Ability to lead change by creating a vision and taking appropriate action to ensure acceptance and support; Highly



The University of British Columbia

Staff Job Postings

effective communication and skills in both individual and group situations; Ability to guide parties with differing opinions to consensus Demonstrated track record of educational facilitation and consultation. Ability to facilitate consensus amongst diverse project teams (e.g., faculty members, professional staff, researchers and students) who bring multiple perspectives to a project.

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



Job Posting

Job ID: 16741
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Educational Programming
Classification Title: Educ. Programming, Level C2 **Business Title:** Flexible Learning Liaison
Department: Center for Teaching, Learning&Tech
Salary: \$66,969.00 - \$80,395.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2013-10-07 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2013-10-01 **Available Openings:** 1

Job Summary

The Flexible Learning Liaison is responsible for facilitating the planning, development, administration and evaluation of educational projects within and across a Faculty (or Faculties). Working closely with a designated Faculty Lead and present within the academic units supported, the Liaison is the key point of contact between the Centre for Teaching, Learning and Technology (CTLT) and a designated Faculty. The incumbent facilitates program management and operational support for Flexible Learning (FL) projects and surfaces additional educational services needs that align with the strategic direction of the Faculty. Using an evidence-informed approach, the Flexible Learning Liaison will proactively engage faculty to collaboratively design and integrate technology into instructional programs, curricula and courses, and initiate and will ensure instructional design support and resources are in place to support faculty to achieve this goal.

Organizational Status

The Flexible Learning Liaison reports jointly to the Associate Director of Arts ISIT and the Senior Manager, Flexible Learning in CTLT. The Liaison works closely with Faculty members, Arts ISIT staff and Centre for Teaching, Learning and Technology staff.

Work Performed

The primary responsibilities of the Flexible Learning Liaison are partnership services, project management and instructional design.

Partnership Services

- Serve as the primary contact, liaison and resource between the Faculty and CTLT, ensuring that resources and services are made available to support flexible learning program needs.
- Develop relationships with faculty and support specialists within Faculty of Arts departments and academic units, acting as a primary contact and resource;
- Establish and maintain relationships with partners in other Faculty support organizations, academic service areas and technology providers in order to facilitate knowledge-transfer, best practice development and community-building.
- Consult within Academic Departments and Program areas within the Faculty of Arts to identify needs and expectations for CTLT services;
- In consultation with the Faculty Lead, the CTLT Academic Director, CTLT Senior Manager, Flexible Learning and Faculty-based support staff, facilitates the development of a Teaching and Learning Support Plan for the Faculty of Arts.



The University of British Columbia

Staff Job Postings

- Build and maintain strong partner relationships with key stakeholders.

Project Management

- Collaborate with departmental and Faculty leadership on strategic planning for the development of flexible learning projects including programs, curriculum and courses;
- Lead the development of detailed project plans;
- Plan and facilitate educational initiatives from start to completion ensuring projects are completed on time and on budget;
- Develop and monitor timelines and resources for projects;
- Coordinate and facilitate the work of project teams;
- Ensure that internal processes and procedures are in place for documenting, prioritizing and tracking projects;
- Oversee regular reporting to the Associate Director, Arts ISIT and Flexible Learning Program Manager, CTLT.

Instructional Design

- Perform instructional design functions: work with faculty to plan and improve instructional delivery, including strategic planning, student assessment, content development, instructional materials design and production, evaluation of delivery methods, test design, and methods assessment;
- Proactively coordinate the activities of and provides support to the Faculty of Arts ISIT technology-enhanced faculty learning communities, as well as faculty fellows, research assistants and teaching assistants.
- Provide design, training and assistance services to faculty on blended online learning and instructional applications; orient faculty, staff, and students to instructional materials, equipment and training; design face-to-face and online training courses and documentation
- Provide leadership in implementation and administration of new learning technologies, including course management, social media, MOOC's and other emerging approaches; develop and documents system procedures;
- Provide leadership to faculty in mediated-learning issues, assessment validity, etc.
- Participate in team management of Arts ISIT Flexible Learning web-site; Analyze needs; identify and articulate short term and long range goals for instructional design and blended distance learning activities; assist with the evaluation of new and upgraded software applications; examine software applications in terms of training implications.

Supervision Received

Works independently under broad directives set by the Associate Director, Arts ISIT and the Flexible Learning Program Manager. Works with considerable latitude and minimal supervision. The incumbent must be self-directed and able to manage and work independently. Work assessed periodically to assess validity.

Supervision Given

No direct line management of staff, but will supervise project teams. May have direct management of students.

Consequence of Error/Judgement

The Flexible Learning Liaison is required to exercise professional judgment and initiative while undertaking all responsibilities. Inappropriate actions or judgment could damage the CTLT's working relationships and credibility, incur inappropriate costs, and or jeopardize the CTLT's ability to demonstrate leadership.

Qualifications

Master's degree in Education. A minimum of 7 years of experience or the equivalent combination of education and experience. Relevant experience in the management, design, development and evaluation of courses, curriculum and other projects in research-intensive universities; Demonstrated experience as designer of online learning and technology enhanced education;. Ability to conduct needs analyses, plan, organize, manage, monitor, complete, and evaluate projects within allocated time and resources; Ability to analyze problems, identify key information and issues, and effectively resolve; Familiarity with a wide variety of instructional methods and the technologies used to support those methods; Ability to work collaboratively and to communicate effectively with all levels of faculty and staff; Ability to lead change by creating a vision and taking appropriate action to ensure acceptance and support; Highly effective communication and skills in both individual and group situations;



The University of British Columbia

Staff Job Postings

Ability to guide parties with differing opinions to consensus. Demonstrated track record of educational facilitation and consultation. Ability to facilitate consensus amongst diverse project teams (e.g., faculty members, professional staff, researchers and students) who bring multiple perspectives to a project.

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



Job Posting

Job ID: 16680
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Information Services
Classification Title: Information Services, Level D **Business Title:** Director, Communications and Engagement
Department: UBC Sustainability Initiative
Salary: \$76,415.00 - \$95,518.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2013-10-21 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2013-10-01 **Available Openings:** 1

Job Summary

The Director, Communications and Engagement works closely with the USI team, including Teaching and Learning, Research & Partnerships, and the Operational Management Group that includes Building Operations, Infrastructure Development, Supply Management, Student Housing and Hospitality Services, and Campus and Community Planning and its Campus Sustainability Office. Works strategically and cooperatively with other communications and public relations offices, working groups, and departments across the University to provide strategic direction for sustainability communications across the University.

The UBC Sustainability Initiative builds on UBC's position as a leader in campus sustainability, and works to reinforce the University's goal of providing an exceptional learning and research-rich environment that advances global citizenship and a civil and sustainable society. With a focus on deeply integrating existing academic and operational efforts in sustainability and generating new opportunities, the USI fosters collaboration within and outside UBC, and across all disciplines, to fulfill its mission.

Organizational Status

Reports to the Associate Provost, Sustainability. Works closely with the USI team, including Teaching and Learning, Research & Partnerships, and the Operational Management Group that includes Building Operations, Infrastructure Development, Supply Management, Student Housing and Hospitality Services, and Campus and Community Planning and its Campus Sustainability Office. Supervises the Communications Specialist, Engagement Specialist and Projects Manager (shared supervision with Associate Director, USI and CIRS).

Work Performed

The work involves conceptualizing, recommending, implementing, managing and evaluating a full range of communications efforts focused on sustainability and designed to enhance the image and reputation of the University.

Strategy

- Advise senior executive on strategic direction for sustainability communication across the University, in particular the USI Steering Committee, Campus as a Living Lab working group, and the Bioenergy Research and Demonstration Facility working group.
- Conceptualize and lead communication and engagement efforts--including public relations, marketing, publications, online



The University of British Columbia

Staff Job Postings

channels, and events--for sustainability on UBC's Vancouver campus. This work involves an overarching communication and engagement plan for UBC Sustainability as well as supporting and integrating communications plans for:

- USI Teaching and Learning;
- USI Research and Partnerships;
- The Campus as a Living Lab initiative; and
- The Bioenergy Research and Demonstration Facility.

Coordinate UBC Sustainability communication plans with the operational plans of:

- Campus Sustainability Office;
- Building Operations;
- Infrastructure Development;
- Student Housing and Hospitality Services; and
- Supply Management.

- Provide expert advice to the USI and other UBC officials and groups on visibility opportunities, strategic positioning, alignment of USI communication objectives and activities with UBC Communications and Marketing, and emerging trends and opportunities related to sustainability communication.

Implementation

- Responsible and accountable for the creation and implementation of communications efforts designed to establish and maintain the University's reputation as a local, national and international leader in sustainability.
- Manage strategy and implementation of the University's media relations regarding sustainability; including digital communications including websites and social media; sustainability visual identity; and engagement activities on and beyond campus.
- Collaborate with other UBC leaders and communicators--in units such as Campus & Community Planning and Continuing Studies, faculties such as Applied Science and Arts, and organizations such as CERC and AMS--to build alliances and ensure communication methods are complementary, consistent and provide maximum value to the University.
- Liaise with UBC Communications and Marketing, USI offices and external consultants, stakeholders and partners to promote and safeguard the University's visual identity.
- Provide advice to directors of University campaigns (such as Enrolment Services' annual recruitment campaigns and Development's "Start an Evolution" campaign) to incorporate sustainability.

Stakeholder and government relations

- Foster relationships with leadership and staff within the President's Office, Public Affairs, Development and Government Relations, stakeholders and strategic partners: monitoring industry, business, government and community issues associated with UBC sustainability goals.
- Lead outreach to members of the UBC sustainability research community to increase awareness and community engagement in UBC research.

Reporting

- Responsible for sustainability reporting for the University's Place and Promise Annual Report and Sustainability Tracking, Assessment & Rating System (STARS). Advise on reporting UBC's sustainability efforts and successes, including award applications on behalf of the University.

Administration

- Lead the USI communications and engagement team with three direct reports - Communications Specialist, Engagement Specialist, Projects Manager (supervision shared with Associate Director, USI and CIRS) and up consultants external service providers.
- Recruit, select, mentor, develop and discipline staff.
- Set priorities for team.



The University of British Columbia

Staff Job Postings

- Develop and administer \$138,000 USI Communications budget.

Supervision Received

Reports to the Associate Provost, Sustainability. Works with wide latitude and independence.

Supervision Given

Directly manages the Communications Specialist, Engagement Specialist and Projects Manager, as well as consultants and external service providers.

Consequence of Error/Judgement

Error in this position could be very serious to the University since it concerns the public image and profile of the institution on the local, national and international level. Incorrect or insufficient information and advice could have grave consequences.

Qualifications

Undergraduate degree in a relevant discipline. Undergraduate degree in communications or related field. A minimum of 8 years of experience or the equivalent combination of education and experience. Knowledge of sustainability and related fields. Superior interpersonal and leadership skills. Ability to communicate effectively verbally and in writing. Ability to mentor and coach staff, and act as a resource. Significant experience and demonstrated skill developing, implementing and evaluating strategic communication plans. Experience working with people at senior levels. Demonstrated experience managing complex projects with multiple stakeholders and interests and managing sensitive issues. Ability to exercise judgment, tact, discretion and creativity. Ability to work under pressure to meet deadlines and to juggle multiple priorities and varying assignments.

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



Job Posting

Job ID: 16782
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Information Services
Classification Title: Information Services, Level D **Business Title:** Manager, Brand & Marketing Communications
Department: Communications & Marketing
Salary: \$76,415.00 - \$95,518.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2013-10-28 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2013-10-13 **Available Openings:** 1

Job Summary

The Manager, Brand & Marketing Communications plays a critical role in the leadership and oversight of the UBC brand internationally, nationally and locally. The position provides overall account direction for on-brand, strategic initiatives and provides oversight for enterprise-wide marketing communications initiatives including digital and social platforms. Working with the Director and Managing Director, the position will optimize brand and marketing communications to ensure the image and reputation of the University are enhanced at every opportunity. To bring the inspiring story that is known on the inside to the outside - the Manager is a champion and voice for the UBC brand.

Organizational Status

Reports to the Director, Brand & Marketing under the oversight of the Managing Director, Communications and Marketing. Works closely with a management team including Design Creative Services; Web Communications and Marketing Intelligence. Provides overall account direction and is day to day liaison with Agency of Record partner, and all internal and external clients, consultants and vendors.

Work Performed

- Collaborates with internal partners and external agency partners to articulate and bring to life UBC's brand promise and positioning;
- Ensures brand experience and storytelling across multiple channels is connected and relevant;
- Develops and implements a variety of marketing communications projects including advertising, print and online publications, events, and digital media, as well as internal tools and resources to strengthen and enhance the UBC brand internally, across BC, nationally and internationally;
- Provides oversight and account direction for projects and initiatives that support Communications and Marketing strategic plan, including drafting creative briefs, project workbacks, and Take To Market Plans;
- Leads development and implementation of annual marketing communications plan for the Communications and Marketing team (C&M);
- Responsible for development and execution of a digital communications strategy.
- Ensures measurement of all strategies and tactics to determine success or opportunity for improvement.
- Works closely with enterprise-wide communications and marketing professionals in all main academic and administrative units, providing strategic marketing communications advice and branding recommendations for units;
- Develops and implements a brand management system working with internal partners and external vendors, ensuring a consistent



brand identity;

- Updates and manages web content for Brand Guidelines (brand.ubc.ca), communications professionals, and C&M team websites;
- Elevates internal campus communicators through the development of central resources, and chairing regular meetings and sub-committees, as well as professional development opportunities and special collaborative projects that strategically support the UBC brand.
- Builds brand education and inspiration programs for enterprise-wide communicators;
- Represents the UBC brand and engages our core audiences on major digital and social media platforms: on UBC's top-level site (ubc.ca), Twitter, Facebook, LinkedIn, YouTube, Google+, UBC community site (aplacemind.ubc.ca), including monitoring, listening, responding, engaging and providing monthly analysis and engagement metrics. Oversees the development of a digital media content calendar;
- Provides expertise and industry best practice in the areas of brand management, marketing, marketing communications, digital engagement, and social media;
- Reviews and manages agency partners and suppliers of record;
- Manage a brand and marketing communications budget;
- Represents the Director, Brand & Marketing as required.

Supervision Received

Works with autonomy under guidelines established by the Director, Brand & Marketing and the Managing Director, Communications & Marketing.

Supervision Given

Manages direct team of three (Digital Storyteller; Marketing Communications Specialist; Digital Signage Coordinator) and indirectly influences up to 350 enterprise-wide communicators. Responsible for selecting and supervising the most appropriate contractors and suppliers for specific communications projects and may also manage co-op and or work study student placements.

Consequence of Error/Judgement

Must be able to work independently and exercise extensive judgement and decision making in managing proactive and reactive brand and communication needs and issues. Every action and decision could have a significant impact on the brand equity and reputation of the University. Poorly designed programs can result in weak results and inefficient spending.

Qualifications

Undergraduate degree in a relevant discipline. University degree, Masters preferred, in marketing, business, digital communications or related field. A minimum of 8 years of experience or the equivalent combination of education and experience.

- A minimum of eight years of experience in brand and marketing communications positions in large and complex organizations, including five years operating at a strategic and managerial level, or an equivalent combination of education and experience;
- Proven track record of achieving results relative to stated objectives;
- Strong literacy in all aspects of digital and social media;
- Agency experience an asset. Communications and Marketing:

Proven experience developing brand and marketing communications strategies, as well as related project briefs, Take to Market Plans and all matter of executional tactics. Passion and track record for brand strategy and bringing a brand to life - internally and externally. An innovator when it comes to digital media and the use of social media to educate, engage and inspire. Strategic Thinking:

Ability to see the big picture opportunities and challenges, as well as the ability to manage down to the finest detail. The ability to balance creative thought and innovation with consultation and project oversight. An individual that looks outside the category for inspiration but can translate insight into the academic environment. Collaborative Leader:

Ability to work effectively and collaboratively within a team environment. Exceptional service orientation and interpersonal skills, including an advanced ability to facilitate and negotiate in a decentralized, complex environment. Change Management Skills:



The University of British Columbia

Staff Job Postings

Thrives in times of organizational change and can mobilize teams and resources to ensure goals are met. Leads through influence and engenders trust from wide variety of people. Brings strong organizational and project management skills with a sense of humour and organizational flexibility. Personal Attributes:

Lives our team values by being a good listener and collaborator, consistently striving for excellence, being a creative problem solver and storyteller. An innovative thought leader who is entrepreneurial and resourceful, authentic and transparent. A person who can build up a team and has a wellspring of energy to make it happen. Brand Alignment:

Embraces and embodies UBC brand attributes of bold, open, adventurous, embraces a global perspective and fun.

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



Job Posting

Job ID: 16722
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Marketing & Sales
Classification Title: Marketing & Sales, Level B **Business Title:** Marketing & Communications Coordinator
Department: UBC Vantage College
Salary: \$57,417.00 - \$68,929.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2013-10-21 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2013-09-30 **Available Openings:** 1

Job Summary

The Marketing & Communications Coordinator is a key position within the UBC Vantage College team, specifically responsible for overseeing marketing and communications projects, products, and initiatives in support of the College's recruitment and enrolment targets.

Working closely with the Manager, International Recruitment & Marketing, the Marketing & Communications Coordinator manages a variety of print, web, video and electronic media projects to promote UBC Vantage College with the objective of attracting an increasing number of international students to seek admission to the International Program at UBC Vantage College. Marketing and recruitment products are also targeted to counselors and prospective students' parents who highly influence student decision-making regarding their post-secondary educational plans.

Organizational Status

Reports to the Director, Business Development & Operations at UBC Vantage College. Works closely with representatives from Communications & Marketing, Prospective Student Marketing, Communications, and Social Media, the International Student Initiative, the Faculties, Enrolment Services, Student Development and Services, Student Communication Services, and other relevant constituents on marketing projects that are in keeping with the current recruitment marketing brand and that support the University's overall recruitment objectives for undergraduate programs. May supervise student workers or contract workers as assigned.

Work Performed

- Under the general direction from the Director, leads the development of a variety of media projects to support international recruitment initiatives for UBC Vantage College, including:

- o Program-specific brochures and viewbooks (print and electronic) targeted to prospective students and showcasing the program, campus, and Canada as a study destination.
- o Print and online resources supporting yield of qualified applicants and conversion to enrolled student, such as the Admission package and online collateral.
- o multi-media products and other promotional collateral for recruiters to use to promote UBC Vantage College as a study destination, to persuade students to apply, and ultimately register in the International Program at UBC Vantage College.



The University of British Columbia

Staff Job Postings

o College website and subdomains, including resources for prospective and new students, current students, faculty and staff, and the general public.

- Oversees work of design agencies or other subcontractors in support of recruitment marketing projects. Leads the RFP process for selecting an agency of record and establishes strong collaborative work processes.

- Creates and updates as needed a strategic recruitment communications plan for UBC Vantage College, integrating all aspects of prospective student communications, in conjunction with Manager, International Recruitment & Marketing.

- Develops advertising plan and purchases ad placement for print and online.

- Coordinates and plans editorial calendar for social media initiatives including blogs, Facebook, Twitter, Instagram, and other channels. Trains contributors and coordinates scheduling.

- As requested by Manager, International Recruitment & Marketing, coordinates virtual recruitment and e-newsletter communications. Works within the ezRecruit CRM system to distribute invitations and solicit registrations in virtual events; coordinates venue, facilities and schedules recruiter and student participation; sources email vendors and schedules, writes, and distributes e-newsletters.

- Coordinates photo and video shoots carried out for UBC Vantage College, handling logistical aspects of these activities, liaising with Communications & Marketing and other campus partners to support these projects.

- Under general direction from Director, Business Development & Operations, develops budget for marketing projects. Submits finance paperwork and oversees vendor payment as required.

- Develops project timelines and schedules, develop cost projections and advises Director, Business Development & Operations, in a timely manner on progress of all current projects.

- May serve on an inter-campus advisory board or cross-unit committees.

- As needed during peak periods, may assist other Marketing and Communications staff with projects outside of the recruitment portfolio (ie current student communications, internal communications, etc).

- Undertakes other communication projects in keeping with the mandate of the position.

Supervision Received

Takes overall direction from the Director, Business Development & Operations, but works with a high degree of independence to plan, prioritize, and execute marketing and communications tasks. Collaborates collegially with other Marketing and Communications staff within UBC Vantage College and the International Recruitment & Marketing team.

Supervision Given

Oversees the work of outside consultants hired for special projects, and serves as project lead for communication projects as required. May oversee student workers or volunteers engaged in certain projects.

Consequence of Error/Judgement

The work of the Marketing & Communications Coordinator directly impacts the achievement of the enrolment goals of UBC Vantage College to market and promote UBC with the purpose of recruiting an increased number of international students from a wider array of home countries to UBC's undergraduate programs.



The University of British Columbia

Staff Job Postings

The various media materials developed have to achieve results in that they must persuade and convince students from around the world, within a deeply competitive arena, to select UBC Vantage College as their study destination. The materials produced in print or electronic format have a profound impact on prospective students' opinions of the University and the quality of its program offerings. Unattractive, poor quality, or culturally dissonant materials would have a significant detrimental effect on the University's ability to attract, admit and register students. Inability to coordinate multiple projects simultaneously, inability to meet deadlines, or bring projects in on budget would seriously undermine the College's recruitment, and result in increased costs and lost opportunities.

Qualifications

Undergraduate degree in a relevant discipline. University degree in marketing, communications, or public relations. Minimum of three years experience or the equivalent combination of education and experience. A minimum of three years of experience effectively coordinating marketing communications and or media projects, including experience with both print and web, or an equivalent combination of education and experience. Ability to work effectively within a team environment and to collaborate effectively with others to complete projects. Must be able to work tactfully with all levels of university personnel - senior administrators, faculty, staff peers and students. Experience in a post-secondary education setting would be an asset in this regard. Ability to understand the importance of the cross-cultural context in relation to international marketing and communication initiatives. Takes initiative and demonstrates resourcefulness and sound judgement in managing projects. Effective time management ability, ability to multi-task, set priorities, and work effectively under pressure to meet critical deadline. Excellent verbal, writing and editing skills; experience with online communications, including current social media tools and strategies would be a definite asset. Demonstrated experience with computer applications relevant to marketing functions is required (e.g. Adobe Creative Suite and the full MS Office suite). Preference will be given to candidates with graphic design and or photography and videography experience.

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



Job Posting

Job ID: 16777
Location: Vancouver - Hospital Site
Employment Group: Management&Professional (AAPS)
Job Category: Nursing
Classification Title: Nursing, Level A **Business Title:** Research Nurse
Department: Paediatrics
Salary: \$ 29.15 - \$ 34.99 (Hourly)
Full/Part Time: Part-Time
Desired Start Date: 2013-10-14
Job End Date: 2014-06-30
Funding Type: Grant Funded
Other:
Date Closed: 2013-10-04 **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 Research Nurse will participate in research activities conducted by the Developmental Care Program at the Children's & Women's Health Centre of British Columbia (C&W). The incumbent will conduct a wide range of general Level III Neonatal nursing activities that relate to clinical research investigating neonatal diseases. Activities will include, but are not limited to: subject recruitment and informed consent, coordination of subject study participation, collection of appropriate samples and subject data.

Organizational Status

The Research Nurse accepts direction from and is ultimately accountable to Dr. Pascal Lavoie. This position requires a working relationship with other research staff of the Neonatal Program at C&W. This position also requires close interaction with study subjects.

Work Performed

Participate in the implementation of strategies that have been developed in order to conduct the trials. Able to read, understand and comply with protocol requirements.

Identify and recruit subjects:

- Review patient charts, determine eligibility for participation based on set guidelines in the study protocol.
- Identify subjects for enrolment, explain purpose of study to subjects and their families and obtain informed consent.

Liaise with other hospital departments including delivery suite, antepartum and postpartum modules to disseminate study information and ensure understanding and compliance of the study protocol.

Collect data:

- Carry out nursing functions as outlined in the study protocol; such as collecting samples.
- Coordinate with hospital staff, including physicians, nursing staff, research personnel, and other hospital departments such as delivery suite, laboratory, pharmacy, etc. to ensure study compliance and sample collection as outlined in the protocol.
- Review subject's chart for data collection and oversee data entry of subject information.
- Completion of detailed source documentation case report forms.



The University of British Columbia

Staff Job Postings

- Ensure appropriate follow-up of subjects by collaborating with transfer hospitals for data collection.

Provide monthly progress reports on the study and conduct quality assurance.

Perform other related duties as required.

Supervision Received

Minimal supervision direction provided by the Principal Investigator and Research Manager. The incumbent will be expected to develop a work plan and timelines and exercise a considerable amount of judgement and initiative in duties and responsibilities.

Supervision Given

May provide assistance to support staff and research assistants to ensure that project goals are met in a timely and efficient manner.

Consequence of Error/Judgement

Duties are performed according to operating procedures, CT protocols, GCP guidelines, Health Canada Division 5 regulations, FDA CFR 51 regulations. Decisions are made for routine nursing duties. All non-routine decisions concerning eligibility are made in consultation with the investigator. Errors made could influence the ability of research staff to meet critical deadlines, as well as compromise the results and ethical adherence of research projects and publications, and therefore impact the credibility of the Investigator.

Qualifications

Registered Nurse with CRNBC. Current practicing BC RN License with Level III Neonatal certification is required. Minimum of one year experience. Minimum of one year nursing experience in neonatal nursing is required. Experience with research, clinical trials and obtaining subject consent. Ability to work both independently and to deal with the public and to work in a team environment. Effective communication, interviewing and counselling skills are required. Excellent organizational abilities, including the ability to prioritize workload and meet deadlines. Demonstrated ability to communicate effectively with health care professionals and with others, orally and in writing. Ability to exercise initiative, tact and discretion. Ability to handle patient data in a strictly confidential manner. A high degree of computer literacy including Microsoft Word and Excel. Has own transportation (i.e. a car) for travel to other hospitals in Metro Vancouver.

All positions in the Department of Paediatrics at BC Children's Hospital require a Criminal Record Check (CRC). A pre-employment CRC is required as part of the recruitment process and any offer of employment is contingent pending positive results of the CRC.

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



Job Posting

Job ID:	16246 (Repost)		
Location:	Vancouver - Hospital Site		
Employment Group:	Management&Professional (AAPS)		
Job Category:	Nursing		
Classification Title:	Nursing, Level B	Business Title:	Clinical Research Nurse
Department:	Respiratory Medicine Division		
Salary:	\$57,417.00 - \$68,929.00 (Annual)		
Full/Part Time:	Full-Time		
Desired Start Date:	2013-08-12		
Job End Date:	2014-08-11	Possibility of Extension:	Yes
Funding Type:	Grant Funded		
Other:			
Date Closed:	2013-09-30	Available Openings:	1

Job Summary

The Clinical Research Nurse position will perform all aspects of clinical trials including study project management, recruitment, conducting visit requirements, case record form completion, study file management, drug administration and accountability.

This position is full-time, hours may vary, Monday to Friday and possibly the odd weekend.

The Clinical Research Nurse will be coordinating, implementing, evaluating, communicating and managing numerous clinical trials involving subjects with respiratory disease. In addition, the candidate will be working under the direction of Dr. Mark FitzGerald, Principal Investigator in the development of a Severe Asthma Clinic and a Xolair Clinic.

The Clinical Research Nurse will work collaboratively with the Principal Investigator, Co-investigators, Clinical Research Manager and the Research Team.

Organizational Status

To work independently and in collaboration with the Principal Investigator, Clinical Research Manager and the Lung Centre Research Team.

Work Performed

Subject Recruitment:

1. Identify and recruit potential research subjects to the Principle Investigator.
2. Planning and developing recruitment strategies.
3. Phoning, interviewing, exercising judgment in determining eligible research subjects.
4. Provide study information and review informed consent with subject; answer questions and or refer specific questions to the Principal Investigator regarding study participation.
5. Establishes a positive working relationship with subjects.
6. Supports and teaches subjects in all aspects of their participation in the clinical study.

Clinical Trials Coordination:

1. Conducts and manages multiple clinical trials to ensure smooth implementation of study from beginning to completion.



The University of British Columbia

Staff Job Postings

2. Ensures compliance to GCP ICH guidelines and protocol adherence.
3. Conducts clinical procedures with an attention to cost and budgetary requirements.
4. Assist in protocol and budget reviews to determine feasibility.
5. Plans, develops and manages study budgets for multiple clinical trials.
6. Prepares and maintains a study supply inventory, drug inventory, equipment calibrations and temperature logs.
7. Prepares, dispenses and administer study medications to subjects.
8. Attends investigator meetings as necessary.

Study Activity Coordination:

1. Liaison with various VH departments, Respiratory Ambulatory Unit, Lung Function Lab, Bronchoscopy Suite for diagnostic exams and testing.
2. Scheduling study visits and reminding subjects of upcoming appointments.
3. Performs spirometry, allergy skin test, exhaled nitric oxide testing, Methacholine testing, ECG monitoring, blood collection and sputum induction.
4. Demonstrates leadership by identifying study related issues, implements a plan of action in problem resolution and evaluation.

Data Collection and Management:

1. Prepares source documentation for clinical studies.
2. Conducts visit interview, captures appropriate data in source documentation.
3. Completes case record form or electronic data capture with accuracy and in a timely manner.
4. Assist clinical monitors in data collection, data entry and corrections.
5. Reports significant findings and abnormalities to the Principle Investigator.
6. Maintains study files, regulatory documents, and subject files.
7. Performs related administrative duties.

Development of a Severe Asthma Clinic and Xolair Clinic:

1. Liaison with the asthma educator and xolair program nurse in the development of the clinics.
2. Develop educational tools and literature in preparation for set up.
3. Complete chart review for subjects coming into the clinics.
4. Scheduling and performing respiratory related diagnostic procedures and exams.
5. Updates and maintains the severe asthma database and xolair subject registry.
6. Prepares, dispenses, administer intravenous, subcutaneous, inhaled or oral medications to subjects.
7. Data collection and management.

Some of the required respiratory related assessments may be currently outside the scope of the applicant but training will be provided to the suitable candidate.

Supervision Received

The Clinical Research Nurse will work primarily under the direction of the Principal Investigator and the Clinical Research Manager. This individual is expected to work independently and harmoniously with the Lung Centre Research Team. Work progress will be reviewed periodically with the Principal Investigator and Clinical Research Manager.

Supervision Given

The Clinical Research Nurse may give supervision or delegate work to the research assistant or research personnel in collaboration with the Principal Investigator or Clinical Research Manager.

Consequence of Error/Judgement

The Clinical Research Nurse must be capable of working independently within standard and acceptable boundaries for ethical and



competent nursing practice. All trials carried out would be covered by appropriate indemnity clauses to cover any malpractice suits. The incumbent is accountable for accuracy and reliability of the work performed, exercising good judgment and discretion in decision making and resolving problems.

Qualifications

Research Nurses require R.N. Certificate. Clinical Associates require Undergraduate degree in Nursing, Nursing Licensure in BC, RN Certificate. Nurse Practitioner Clinical Associates require post-graduate degree in Nursing and Nursing Licensure in British Columbia. Research Nurses require 3 years of nursing and administrative experience. Clinical Associates require at least 2 years of related clinical work experience. Nurse Practitioner Clinical Associates require 2 years of primary care Nurse Practitioner experience or the equivalent combination of education and experience. Experience in coordinating multiple clinical trials. Respiratory related experience and clinical administration preferred. Good working knowledge of respiratory diseases, pathology, treatment and management would be an asset as well as phlebotomy skills. Ability to effectively use job-specific software at an advanced level. Must be self-directed and possess strong initiative to work independently. Ability to make thoughtful, informed, and thorough decisions. Ability to analyze problems, identify key information and issues, and effectively resolve. Ability to communicate effectively verbally and in writing. Effective interviewing, interpersonal, and organizational skills. Ability to deal with a diversity of people in a calm, courteous, and effective manner. 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 strongly committed to equity and diversity within its community. We especially welcome applications from visible minority group members, women, Aboriginal persons, persons with disabilities, persons of minority sexual orientations and gender identities, and others with the skills and knowledge to productively engage with diverse communities. All qualified candidates are encouraged to apply; however Canadians and permanent residents will be given priority.



Job Posting

Job ID: 16752
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Residence Life Management
Classification Title: Residence Life Mgmt, Level A **Business Title:** Residence Life Manager
Department: Student Housing
Salary: \$49,226.00 - \$59,094.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2013-10-21
Job End Date: 2014-05-31
Funding Type: Self Funded
Other:
Date Closed: 2013-10-02 **Available Openings:** 1

October 21, 2013 to May 31, 2014 Term with possibility of extension

Job Summary

The Residence Life Manager is required to live in an assigned apartment in their residence area, and is highly visible, works flexible hours, and is on-call 24 hours a day, 7 days a week and participates in a rotating on-call schedule for residence facilities emergencies. Frequent irregular hours including extended workdays; attendance at evening and weekend meetings, programs, functions; and overnight retreats are required. Work has sessional peaks and an annual cycle. The Residence Life Manager is expected on a regular basis to dine in the residence dining room and to interact with staff and students.

To be responsible for all aspects of student life in an on-campus residence area and live in assigned accommodation. To manage the overall programme and the residence life budget in their assigned area. To interview, select, train, supervise and evaluate residence advisors. To coordinate the delivery of all Residence Life services to residents to accomplish departmental goals.

Organizational Status

Reports to the Assistant Director Residence Life. Works in cooperation with housekeeping and area administrative staff. Directly supervises residence advisor staff. Oversees activities of the student residence governments. Regularly liaises with Food Services personnel, Campus Security staff, RCMP, Fire Department, and campus Student Development and Service units.

Work Performed

To be responsible for residence management in the following areas:

- a) Respond and give direction in dealing with any crisis emergency situation in residence, including: attempted suicide, student death, alleged child abuse neglect, assaults, sexual assaults, riotous behaviour, gang-related incidents, criminal activity, escalating student conflicts, medical emergencies, and natural disasters.
- b) Interview and select student staff (residence advisors, residence coordinators or community assistants).
- c) Supervise student staff.
- d) Oversee and approve student government activities.
- e) Assist in developing policies and procedures.
- f) Interpret, implement and administer departmental policies.
- g) Maintain building security and safety.
- h) Manage programming in assigned residence area.



The University of British Columbia

Staff Job Postings

- i) Assist in budget preparation for residence life in assigned residence area.
- j) Promote, regulate, and support residence behavioural standards.
- k) Manage administrative judicial process (residence standards) in assigned residence area.
- l) Decide all judicial sanctions, and communicate decision to appropriate person(s).
- m) Assist with appeals of standards decisions.
- n) Review and revise residence behaviour standards, annually.
- p) Investigate and make final decisions regarding damage assessment appeals.
- q) Develop and administer procedures for facilities equipment reservations and use.
- r) Publish, write, and distribute residence newsletters.
- s) Represent the Department with non-residence groups; including parents, campus organizations and private businesses, in relation to Residence policies, student issues, and social and educational concerns.
- t) Respond to reports of after-hours facilities emergencies. Investigate; decide appropriate course of action; authorize over-time for tradestaff or make alternate arrangements for residents.

To administer and regulate alcohol polices and related events.

- a) Authorize applications for Special Occasion Permits.
- b) Select, train and supervise residence Security and Bartending personnel.
- c) Review and regulate all social events in residence.
- d) Develop alcohol policies and procedures consistent with provincial legislation, university and departmental goals.
- e) Develop and implement alcohol educational programming within assigned residence.
- f) Liaise with university community to promote alcohol educational programs.

To develop and implement programs.

- a) Develop a year long outline of educational, recreational, social and cultural programs.
- b) Implement programs through advisory staff that contribute to personal and community growth of resident students.
- c) Support, guide, and lend leadership to the activities of the elected student resident associations and councils.
- d) Approve and dispense departmental programming funds at area level.

To act as a resource person for students and staff on personal, academic, and social concerns.

- a) Available daily to students and staff, during posted office hours.
- b) Available and on page-call 24 hours a day, seven days a week.
- c) Provide personal crisis support, guidance and referral.
- d) Liaise with and refer students to other student services departments, including Student Health Services, Counseling Services, Equity Office, International Student Services.
- e) Advise students on a group and individual basis.
- f) Provide assistance to students on administrative and procedural requirements.
- g) Act as a mediator and resource on issues between and among students in residence.
- h) Liaise with the RCMP, Parking and Security Services, Fire Department and Vancouver Health Department, and other community resources.
- i) Liaise and correspond with appropriate university and academic departments regarding residents' crises and concerns.

To review and assess all aspects of student life in residence.

- a) Assess effectiveness of previous years policies and programs.
- b) Compile reports with specific recommendations and objectives.
- c) Implement changes to improve quality of residence living.

To initiate, develop and conduct training workshops for staff, elected residence student government members, and new students.



The University of British Columbia

Staff Job Postings

a) Areas of training provided to include: assertiveness, peer-helping, policy implementation, effective leadership, program development and event management, student success, mentoring skills, interview skills, conflict mediation and resolution, and crisis response.

b) Organize training workshops responsive to current needs as necessary throughout the year.

To assist in revising departmental literature such as: Residence Contract, Residence Handbook, Advisory Staff Manual, Residence Standards Manual, Residence Standards brochures, Licensed Events Planning Guidelines brochure, and Welcome to Residence publications.

To participate in the following meetings:

- a) Residence Life Management Team weekly meetings.
- b) Residence area staff meetings.
- c) Residence Student Government meetings.
- d) Area Administrative Planning meetings

To participate in the following committees.

- a) Residence Life Planning Committees.
- b) Other university committees as requested by the Assistant Director Residence Life.

To liaise with other area staff.

- a) To be available to Front Desk Service Representatives on a 24 hour basis.
- b) To consult with Building Services Manager and housekeeping staff.
- c) Liaise with Food Services staff.

Supervision Received

Works with a minimum of supervision in implementing and administering departmental policies, procedures and programming. Meets regularly with the Assistant Director Residence Life to provide information, assess current and future student housing procedures and concerns.

Supervision Given

Responsible for the supervision of 20 to 50 part-time residence life staff. This involves delegating tasks, implementing residence policies, evaluating progress and documenting addressing staff performance.

Accountable for the conduct management and residence environment of 1200 to 2500 residents.

Consequence of Error/Judgement

Consequence of error could include:

- 1) Financial and legal liability with respect to:
 - a) Hiring process.
 - b) Events involving the sale, distribution and use of alcohol.
 - c) Student safety issues.
 - d) Student counselling concerns.
 - e) Administration of residence programs and activities.
 - f) Building and equipment damage.



The University of British Columbia

Staff Job Postings

2) Departmental and university public relations, credibility and integrity are affected by.

- a) Publications.
- b) Community interactions (parents and public).
- c) Residence behavioural standards.
- d) Quality and content of programming.
- e) Public presentations to prospective students and their parents families.
- f) Residence environment which affects student retention satisfaction and recruitment.

Error could result in legal action, loss of life, injuries, and decreased student satisfaction, retention and recruitment. Department and university credibility and image are strongly impacted by ongoing interactions with students, parents, campus organizations and the community at large. Poor performance could result in failure to provide a comprehensive residential educational experience for students, as mandated by the University and the Department of Student Housing & Hospitality Services.

Qualifications

Undergraduate degree in a relevant discipline. Minimum of four years experience or the equivalent combination of education and experience. Consent to Criminal Record Check. Ability to maintain accuracy and attention to detail. Ability to be thorough, accurate, and have a high level of attention to detail. Ability to communicate effectively verbally and in writing. Ability to develop and deliver effective presentations and workshops. Ability to work effectively independently and in a team environment. Ability to analyze problems, identify key information and issues, and effectively resolve issues. Ability to deal with a diversity of people in a calm, courteous, and effective manner. Oral fluency in a second language an asset. Ability to exercise tact and discretion.

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



Job Posting

Job ID: 16658
Location: Vancouver - Hospital Site
Employment Group: Management&Professional (AAPS)
Job Category: Research & Facilitation
Classification Title: Research&Facilitation, Level A **Business Title:** Manager-Clinical Research Associates (Hem/Onc/BMT)
Department: Paediatrics
Salary: \$45,579.00 - \$54,717.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2013-10-21
Job End Date: 2014-10-20
Funding Type: Grant Funded
Other:
Date Closed: 2013-10-03 **Available Openings:** 1

Job Summary

This position is the functional interface between the CRA (Clinical Research Associates) group and the Director Principal Investigators in the Division of Hem Onc BMT. This position will be providing vision and will be responsible for developing and strategically managing the CRA group.

In addition to areas of the hospital, outpatient visits are performed in the clinical offices and research recording and communications occurs within the research office. Attendance at clinical rounds and study meetings occur frequently. Travel to international conferences and study meetings may occur. The manager attends study and other meetings along with, or on behalf of, the Director of Clinical Research (or Director of Research in the absence of the Director of Clinical Research).

Organizational Status

Partners with clinical study management and supervises the CRA group to manage all clinical trials. The CRA Manager works collaboratively and closely with the Clinical Research Manager.

Work Performed

- Responsible for the overall management and support of the CRA group; prioritization and assigning of work for all studies.
- Responsible for the hiring, oversight and evaluation within the CRA group.
- Manages the clinic trials group to ensure preparation, submission and maintenance of CREB documentation for a large number of protocols under the direction of study PIs.
- Monitors and assists the accuracy of Informed Consent Documents and related regulatory documents for studies assigned to the group as per protocol.
- Manages the clinical trials group regarding the writing, preparation and amendments of ethics applications and other regulatory documents required by Health Canada and the FDA.
- Manages the clinical trials group ensuring that trials will be conducted according to legal and ethical requirements.
- Acts as lead for audits and accreditations of cooperative groups including (Children's Oncology Group {COG}, Health Canada {HC}, Foundation for the Accreditation of Cellular Therapy {FACT}, International Bone Marrow Transplant Registry {IBMTR}, Therapeutic Advances in Childhood Leukemia and Lymphoma {TACL}, Pediatric BMT Consortium {PMBTC}, C17 DVL).
- Oversees Public Health Agency of Canada (PHAC) project.
- Responsible for continuing quality improvement.



The University of British Columbia

Staff Job Postings

- Mentors department personnel in study management within Oncology Hematology BMT.
- Provides strategic leadership in the coordination and administration of clinical trials.
- Initiates and manages study related activities (includes, but is not limited to, staff scheduling, recruiting, contact with outside vendors and contractors).
- Schedules and leads study specific unit meetings and lead general staff training activities.
- Supervises the pre-site and site initiation and monitoring of all study activities for assigned protocols.
- Facilitates operational linkages within and among co-investigators, clinic directors, physicians and other health care professionals within the hospital and medical community.
- Ensures that there is up to date clinical trials group training to align with GCP (Good Clinical Practice).
- Demonstrates communication and general behavior which facilitates positive attitudes toward participation in clinic research.
- Maintains accuracy, accessibility, and confidentiality of study records and reports.
- Assists in the resolution of all queries specific to subject data.
- Attends meetings and conferences and performs other related duties.

Supervision Received

The CRA Manager reports to the Director of Clinical Research (or Director of Research in the absence of the Director of Clinical Research). The CRA Manager also reports directly to the COG-PI, DVL-PI, PBMTCC PI, TACL PI and other study PIs to support the work related to that cooperative group or study.

Supervision Given

The CRA Manager advises and directly supervises all the Clinical Research Associates (Non Union Techs) involved in clinical trials. The current compliment of CRA's is 7.

Consequence of Error/Judgement

The most important feature of a research group is its reputation. It is the responsibility of the CRA manager to be vigilant to ensure the reputation of the research group is preserved by conducting trials according to standards set out by the ethics committee, as well as standards of the ethical and international guidelines regulating the conduct of the clinical trials.

Qualifications

Undergraduate degree in a relevant discipline. Minimum of two years experience or the equivalent combination of education and experience. Computer knowledge essential. Effective written, communication and interpersonal skills. Advanced organizational skills and ability to manage multiple projects at various stages of development and organization. Ability to maintain relationships with both clinical and technical staff. Ability to work both independently and manage a team environment. Ability to motivate and lead a team and resolve any conflicts that may arise.

All positions in the Department of Paediatrics at BC Children's Hospital require a Criminal Record Check (CRC). A pre-employment CRC is required as part of the recruitment process and any offer of employment is contingent pending positive results of the CRC.

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



Job Posting

Job ID: 16766
Location: Vancouver - Hospital Site
Employment Group: Management&Professional (AAPS)
Job Category: Research & Facilitation
Classification Title: Research&Facilitation, Level A **Business Title:** Research Coordinator
Department: Orthopaedics
Salary: \$45,579.00 - \$54,717.00 (Annual)
Full/Part Time: Part-Time (72%)
Desired Start Date: 2013-10-01
Job End Date: 2014-09-30
Funding Type: Funded by Multiple Sources
Other:
Date Closed: 2013-10-04 **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 position is responsible for coordinating research within the Division of Distal Engineering Research Group: this involves ensuring optimum usage of division resources and in decision-making situations involving implementation of departmental policies and methods of achieving department objectives. Works independently with consultation from the division members.

Organizational Status

Reports directly to Dr. Jeff Pike and indirectly to the Department Administrator.

Work Performed

- Conducts literature searches, prepares grant and ethics applications and obtains informed consent as required.
- Coordinates and manages research activities and prepares annual reviews, summaries and or reports.
- Coordinates time lines on deadline driven research projects.
- Research and recommend grant funding sources for future applications.
- Managing and creating analytical data research files collection for confidential data research files
- Presenting progress and summary reports to Division Faculty members
- Responsible for managing Division staff by: recruiting, interviewing, training, supervising, conducting annual performance and developmental reviews and disciplining staff.
- Liaises with government agencies, schools, medical staff, faculty, and other outside agencies to develop relationships and research funding opportunities.
- Supervises the technical staff and processes payroll.
- Create, maintain and manage division budgets.
- Researches and implements departmental policies and procedures.
- Develops brochures and materials required for research, including seminars and conferences.
- Answers and troubleshoots public relations enquiries.
- Performs other related duties as assigned.

Supervision Received



The University of British Columbia

Staff Job Postings

Works independently in consultation with the Principal Investigators

Supervision Given

Responsible for supervising the research staff.

Consequence of Error/Judgement

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

Poor financial decisions would affect the ability of the Unit to manage its resources effectively that would result in research projects being delayed or cancelled altogether.

Inappropriate judgement would compromise research success and affect the credibility of the Principal Investigator.

Qualifications

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

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



Job Posting

Job ID: 16690
Location: Vancouver - Hospital Site
Employment Group: Management&Professional (AAPS)
Job Category: Research & Facilitation
Classification Title: Research&Facilitation, Level A **Business Title:** Research Coordinator
Department: Neurology Division
Salary: \$45,579.00 - \$54,717.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2013-10-01
Job End Date: 2014-09-30 **Possibility of Extension:** Yes
Funding Type: Grant Funded
Other:
Date Closed: 2013-09-30 **Available Openings:** 1

Job Summary

The successful applicant will work as a Research Coordinator with the Neuroethics stem cell research team on various studies related to translation challenges, science policy, and stem cell research. The individual will work closely with the Principal Investigator and other members of the Project Team to explore the forces and pressures associated with the professional movement of stem cell researchers, and other issues of ethical concern such as clinical trials, medical tourism, consent in stem cell research, and policy. Part of the work is an arm of a larger-scale, three-year collaborative project with investigators in the Health Law and Science Policy Group at the University of Alberta, Edmonton, Alberta.

Organizational Status

Reports upwards directly to the Director of the National Core for Neuroethics, Dr. Judy Illes. Interacts with Co-director, project faculty, research fellows, postdoctoral fellows, graduate research assistants, research assistants, and research interns and administrator.

Work Performed

- Manages and oversees the daily operations of complex projects related to stem cell ethics and policy
- Designs and implements research using qualitative and quantitative research methods; applies appropriate analytic techniques for content analyses of narrative data and to parametric and nonparametric data
- Develops and manages human subjects approval protocols
- Analyzes and interprets data in stem cell science, ethics and policy-making
- Attends and leads laboratory meetings, seminars, and journal clubs and other academic events
- Develops and delivers presentations, manuscripts, grant proposals, media resources, and outreach materials
- Carries out other related duties as required.

Supervision Received

Reports directly to the Director. Works under minimum supervision, receiving specific instructions only on unusual problems or on matters that depart significantly from established policy and procedure.

Supervision Given



The University of British Columbia

Staff Job Postings

None given. Successful candidate is expected to work autonomously with minimal supervision.

Consequence of Error/Judgement

Exercises a considerable amount of judgment, responsibility, and initiative in determining work procedures and methods, and coordinating the work of the project. Any procedure or data record as part of a research study must be accurate and must accurately reflect the work performed. Studies may be jeopardized if not conducted according to ethical requirements as laid out by the University and by regulatory authorities. Study files must be kept secured or patient confidentiality may be compromised.

Qualifications

Undergraduate degree in a relevant discipline. Masters degree preferred in a relevant discipline, such as biomedical ethics, stem cell science, neuroscience, medical sociology, law, or science policy. Minimum of two years experience or the equivalent combination of education and experience. Working knowledge of qualitative research methodology and design. Ability to effectively use Word, Powerpoint and other Microsoft Office software, and statistical and analytic packages such as NVivo, SPSS, and R statistical software at an advanced level. Excellent interpersonal and organizational skills. Ability to be thorough, accurate, and have a high level of attention to detail. Ability to work in an interdisciplinary setting devoted to issues at the intersection of neuroscience and biomedical ethics. Ability to communicate effectively verbally and in writing. Ability to work effectively independently and in a team environment.

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



Job Posting

Job ID: 16676
Location: Vancouver - Hospital Site
Employment Group: Management&Professional (AAPS)
Job Category: Research & Facilitation
Classification Title: Research&Facilitation, Level A **Business Title:** Research Coordinator
Department: Neurology Division
Salary: \$45,579.00 - \$54,717.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2013-10-01
Job End Date: 2014-09-30 **Possibility of Extension:** Yes
Funding Type: Grant Funded
Other:
Date Closed: 2013-09-30 **Available Openings:** 1

Job Summary

The successful applicant will join our outstanding team of researchers as a Research Co-ordinator to lead an initiative to explore issues in neurotoxicity, environment and brain health in Aboriginal communities. This initiative is linked to ongoing research on cross-cultural perspectives on aging and dementia, and will expand on this work incorporating issues in, but not limited to, Parkinson's Disease, environmental toxins, nutrition and the effect on brain, and the impact of industry on environment and brain health. The individual will work closely with the Principal Investigator and members of the Project Team to design and implement the research involving indigenous methods, collaborate with community-based researchers, analyze and interpret data, organize workshops and teachings, create culturally relevant materials, and prepare reports and papers for publication, policy, and dissemination.

The position will be held at the National Core for Neuroethics at UBC in Vancouver, a vibrant organization devoted to the scholarly exploration of ethical and cultural questions at the leading edge of the neurological sciences, genetics, and health care.

Organizational Status

Works with Drs. Illes and Beattie, and other faculty and research personnel on the team. In the course of performing duties, there will be considerable contact with scholars locally and internationally. Interaction and liaisons: Faculty, research fellow, postdoctoral fellows, graduate research assistants, research assistants and research interns and administrator.

Work Performed

- Develop a program of work related to brain health, neurotoxicity, land, and Aboriginal populations.
- Conduct research collaboratively with Aboriginal communities and researchers and community liaisons to acquire data toward grant submissions to local, provincial and federal funders.
- Prepare and oversee the submission of grant applications.
- Overseeing administrative aspects of the project such as preparing, updating and forecasting financial statements and overall day to day operations and project coordination.
- Collaborate with project researchers and staff.
- Collaborate with local and international scholars.
- Participate in laboratory meetings, seminars and journal clubs and other academic opportunities.



The University of British Columbia

Staff Job Postings

- Develop and deliver manuscripts, presentations, media resources, policy and outreach materials.
- Attend professional conferences.

Supervision Received

Reports directly to the Director. Successful candidate is expected to work autonomously with minimal supervision.

Supervision Given

None given.

Consequence of Error/Judgement

Any procedure or data record as part of a research study must be accurate and must accurately reflect the work performed. Studies may be jeopardized if not conducted according to ethical requirements as laid out by the University and by regulatory authorities. Study files must be kept secured or patient confidentiality may be compromised.

Qualifications

Undergraduate degree in a relevant discipline. Masters degree preferred. Relevant discipline of medical anthropology, cultural studies, health or environmental policy, neuroscience, population and public health, or biomedical ethics preferred. Minimum of two years experience or the equivalent combination of education and experience. Experience in Indigenous methodologies, auto ethnography, community-based research, and working with Indigenous peoples. Working knowledge of qualitative and quantitative research methodologies and design. Experience with data analysis software programs such as NVivo, is an asset. Computer experience required (word processing, website development and maintenance, spreadsheet, internet and electronic mail applications preferred). Effective oral and written and communication, interpersonal, and organizational skills. Ability to maintain accuracy and attention to detail. Ability to prioritize and work effectively under pressure to meet deadlines. Ability to work effectively independently and within a multidisciplinary team environment, and a desire to thrive in an exciting, dynamic and fast-paced environment.

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



Job Posting

Job ID: 16761
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Research & Facilitation
Classification Title: Research&Facilitation, Level A **Business Title:** Solar Materials, Research Manager
Department: Chemistry
Salary: \$45,579.00 - \$54,717.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2013-11-01
Job End Date: 2014-10-31 **Possibility of Extension:** Yes
Funding Type: Grant Funded
Other:
Date Closed: 2013-10-04 **Available Openings:** 1

Job Summary

To perform original scientific research on the development of materials related to solar energy conversion schemes. Will be responsible for writing manuscripts for publication based on their own work and will assist others in their writing. Will train students, postdoctoral fellows and technicians in how to carry out spectroscopic and synthetic studies and how to design experiments and will supervise them in this. Will also assist in the organization of the laboratory and purchase and maintenance of scientific equipment.

Organizational Status

This person will report to Dr. Berlinguette. Will supervise students, postdoctoral fellows and technicians carrying out materials design and characterization.

Work Performed

Carry out organic and materials synthesis for projects related to solar energy conversion schemes, including dye-sensitized solar cells and composite electrodes for photoelectrocatalysis. These studies will involve the use of IPCE measurements, solar cell measurements under simulated sunlight, and photocatalysis experiments with electrochemical cells monitored to laser measuring equipment.

The candidate will be responsible for screening the performance of dyes and catalysts in an efficient manner. The project will require independence and the ability to interface with researchers in the Berlinguette group that reside both in CHBE and CHEM, as well as collaborators.

Based on their own work, will be jointly responsible with the supervisor on the preparation of manuscripts for submission to scientific journals for publication. Will also provide assistance to others in their writing.

Will also provide some oversight of laboratory instrumentation as well as assistance in the purchase and installation of new instruments.

Supervision Received



The University of British Columbia

Staff Job Postings

Works largely independently, but with supervision from Dr. Berlinguette.

Supervision Given

Will be involved in the instruction of trainees on materials design and synthesis and on use of instrumentation . Will train students, postdoctoral fellows and technicians in how to carry out spectroscopic studies and how to design experiments and will supervise them in this.

Consequence of Error/Judgement

Initial design of experiments will be in consultation with Dr. Berlinguette. Will exercise judgment in day to day execution of research functions in order to design experiments and put them into action. For decisions with significant financial implications will discuss with Dr. Berlinguette.

Qualifications

Undergraduate degree in a relevant discipline. Doctorate in Science Chemistry preferred. Minimum of two years experience or the equivalent combination of education and experience. Experience with organic synthesis and spectroscopic characterization equipment is required. Ability to communicate effectively verbally and in writing. Ability to deal with a diversity of people in a calm, courteous, and effective manner. Ability to be thorough, accurate, and have a high level of attention to detail. Ability to work effectively independently and in a team environment.

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



Job Posting

Job ID: 16674
Location: Vancouver - Hospital Site
Employment Group: Management&Professional (AAPS)
Job Category: Research & Facilitation
Classification Title: Research&Facilitation, Level C **Business Title:** Upright Open MRI Suite Coordinator
Department: Centre for Hip Health
Salary: \$62,010.00 - \$74,441.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2013-11-01
Job End Date: 2014-10-31 **Possibility of Extension:** Yes
Funding Type: Grant Funded
Other:
Date Closed: 2013-10-04 **Available Openings:** 1

Job Summary

The primary focus of the Centre for Hip Health and Mobility (CHHM) Upright Open MRI Suite Coordinator is to provide leadership in the planning and coordinating of all research activities that are undertaken in the CHHM Upright Open MRI Suite. A secondary focus will be to support the other clinical (DXA, HR-pQCT, pQCT) and pre-clinical (microCT) Imaging Suites at the Centre.

Organizational Status

The CHHM Upright Open MRI Suite Coordinator's direct supervisor will be the Research Facilities & Operations Manager and, where appropriate, the Investigator whose research projects are being undertaken. The individual will also work closely with other team members and staff of the CHHM including orthopaedic surgeons, physicians, data manager and analysts, clinical health care professionals, project managers, operations and administrative staff.

External interactions will be at the local, national and international levels with UBC Departments, research organizations, community organization, government officials, non-government organizations and university and hospital personnel.

Work Performed

The CHHM Upright Open MRI Suite Coordinator will be responsible for coordinating all research projects conducted in CHHM Upright Open MRI Suites. Responsibilities will include: strategic planning, providing direction in establishing and accommodating research priorities; providing analytic and methodological support in designing and developing research studies; facilitating collaboration with other research groups and establishing the infrastructure for multi-centre clinical trials; overseeing and working with team members to write grant applications and manuscripts for publication; and acting as a representative of the research program at various scientific and community meetings.

The following detail the above responsibilities:

- responsible for facilitating the development of CHHM Upright Open MRI Suites; this includes liaising with investigators, students and other technical staff who will utilize or operate the Upright Open MRI;
- working closely with the CHHM Research Facilities & Operations Manager to prepare budgets and forecast requirements;
- working closely with the CHHM Research Facilities & Operations Manager to develop and implement strategic plans for CHHM Upright Open MRI Suite to ensure it is run properly, is operationally sustainable and becomes established as self-funded, including establishing clinical accreditation
- establishing a process and policies for quality assurance, transfer, storage and cross-system compatibility of data;
- establishing and implementing research policies and procedures;



- managing and facilitating the coordination of research carried out in CHHM Upright Open MRI Suites, including the management of information derived from subjects' charts and handling of queries; managing research office subject charts, tests, files and other confidential information;
- supporting projects undertaken in other CHHM Clinical Imaging Suites (DXA, HR-pQCT, pQCT, C-Arm fluoroscopy) and pre-clinical imaging equipment such as microCT
- providing leadership in the coordination and administration of multisite studies for the CHHM including clinical trials, observational, randomized clinical and community-based trials;
- providing research expertise including, identifying, designing and developing research strategies and methodologies to address research questions;
- collaborating with investigators and other related disciplines to assess requirements of research projects and coordinating and implementing research project plans and timelines;
- facilitating operational linkages within and among co-investigators, clinic directors, physicians and other collaborators within the hospital and medical community;
- developing, analyzing, synthesizing and overseeing literature review findings
- preparing grant proposals and applications and assisting in the preparation of articles for publication
- writing, preparing and amending ethics applications and other regulatory documents;
- presenting projects progress and summaries to investigators, meeting performance goals with respect to grant applications, ethics approvals and data collection;
- working closely with CHHM Data Manager and students investigators to identify and assess needs for appropriate database and image file storage for each research project.

Supervision Received

The CHHM Upright Open MRI Suite Coordinator will report to the Research Facilities & Operations Manager and, where appropriate, directly to the Investigators whose projects are being undertaken. The CHHM Upright Open MRI Suite Coordinator will work with wide latitude. Work is viewed in terms of achievement of broad goals.

Supervision Given

The CHHM Upright Open MRI Suite Coordinator will meet regularly with the Research Facilities & Operations Manager and Investigators to ensure new initiatives are planned and prioritized and that existing research activities are implemented and timelines are achieved; to review the financial status of CHHM Upright Open MRI Suite operations and to plan for future development. The CHHM Upright Open MRI Suite Coordinator will be responsible for executing initiatives discussed at the meetings with the assistance of research personnel. The Coordinator will train research personnel and will be responsible for supervising them. The CHHM Upright Open MRI Suite Coordinator may be responsible for hiring and supervising junior research operations personnel, which also includes conducting performance appraisals.

Consequence of Error/Judgement

The CHHM Upright Open MRI is a high profile feature for the Centre and the sustainable management of the Upright Open MRI Suite is required to maintain the Centre's profile as a Centre for excellence for innovative research and is critical for the overall sustainability of the Centre. The Coordinator is responsible for all projects undertaken on the CHHM Upright Open MRI. Errors in judgement that decrease the operational capacity of the Upright Open MRI or impede the Centre's ability to move forward with innovative research projects may adversely affect the Centre's profile within the University, within the Health Authority and within the academic and clinical community world-wide. The operation of the Upright Open MRI relies on coordination of individuals from the UBC research community (academic and clinical) and from Vancouver Coastal Health Authority, as well as, with the vendor (Paramed, Italy) and national and international service providers and suppliers. Failure to manage these relationships appropriately could result in significant downtime for the Upright Open MRI Suite and or lack of confidence in the Centre's ability to operate the Upright Open MRI Suite appropriately.

Qualifications



The University of British Columbia

Staff Job Postings

Post-graduate degree or equivalent professional designation if responsible for a research project otherwise Undergraduate degree if not responsible for a research project. Post-graduate degree or equivalent professional designation in a bio-medical engineering or health-related discipline is required. 4 years or equivalent combination of education and experience if responsible for research project otherwise 6 years or equivalent combination of education and experience if not research work. Minimum four years related experience working in the musculoskeletal field and with MRI equipment. Experience with research coordination, budgets, grant writing, and administration required. Comprehensive knowledge of research design and publication procedures and research grant applications. Expertise in other imaging modalities such as HRpQCT, pQCT. microCT an asset. Demonstrated ability to organize and prioritize assigned workload Ability to analyze and interpret data, determine implications, and provide recommendations Ability to communicate effectively in groups, one-on-one and in writing Demonstrated success with grant proposals Demonstrated success with publishing in refereed journals Ability to provide leadership and work direction Effective oral and written communication, supervisory, interpersonal, analytic, problem-solving and organizational skills Ability to work independently and in a collegial relationship with other health professionals including physicians Self-motivated, able to work autonomously and will exhibit entrepreneurial skills Demonstrated entrepreneurial skills Ability to create accurate, clear, and comprehensive software documentation Ability to exercise sound judgment Ability to make thoughtful, informed, and thorough decisions Ability to work effectively independently and in a team environment Ability to exercise tact and discretion Ability to develop research methodologies and techniques Ability to initiate and conduct research projects Ability to perform research-related procedures (e.g., prepare solutions) (e.g., dissecting) (e.g., prepare specimens) Ability to assess training requirements and develop, coordinate, lead, and evaluate training Ability to interact effectively with multiple stakeholders Ability to interact with research participants

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



Job Posting

Job ID: 16654
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Security
Classification Title: Security, Level B
Business Title: Secure Access Assistant Manager
Department: Security Services
Salary: \$62,010.00 - \$74,441.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2013-11-04
Ongoing: Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2013-10-15
Available Openings: 1

Job Summary

The Secure Access Assistant Manager manages the entire life cycle of a Secure Access project or phases of a larger project including the application of departmental security strategies, the development of project plans, cost estimates, quality standards assurance, effective use of resources, and timely completion of projects. The Secure Access Assistant Manager ensures customer service standards are met and maintains customer satisfaction through effective problem solving and allocation of resources. This position coordinates a team of secure access technicians on a project basis to ensure the security needs of customers are fully understood and objectives are met.

Organizational Status

This position reports to the Secure Access Manager and leads a team of Secure Access technicians on specific projects. This position works with University departmental customers, project teams, design consultants, as well as external agencies, vendors and businesses associated with electronic security systems.

Work Performed

Provides project coordination for Secure Access projects. Develops and implements project deliverables including defining customer requirements, project scopes; assigning responsibilities (resource planning); documenting project timeline and milestones; risk identification and mitigation; and management of project close-out;

Manages Secure Access Technicians on a project basis. Oversees and guides staff to ensure customer service and quality targets are met.

Guides project teams' development and production of security designs. Reviews and make recommendations regarding consultant design and construction documents to ensure University standards and goals are achieved.. Tracks project progress and communicates project status to Secure Access manager. Regularly updates customers during all phases of the project, seeking feedback and making adjustments as necessary

Works closely with the University community to ensure customer and overall campus electronic security needs are met. Consults with users and other stakeholders to ensure customer satisfaction and performance standards are attained. Provides subject matter expertise;



The University of British Columbia

Staff Job Postings

Liaises, provides and coordinates advisory services to architects, project managers, related consultants and user groups through design and construction phases to ensure successful adherence to UBC Technical Guidelines and Security Systems standards;

Observes and reports contractor deficiencies related to electronic security to project team, taking action as necessary;

Reviews contractor submissions and related project documents. Coordinates Secure Access with contractor during construction, and manages transition of responsibility from contractor to Secure Access at project completion;

Participates in defining, creating and updating Security Systems standards for UBC Technical Guidelines. Manages and ensures consistent departmental creation of Secure Access as-built drawings, operation & maintenance manuals, and other installation wrap-up documentation;

Ensures UBC Secure Access integration with University service infrastructure, including but not limited to UBC Properties, Project Services, Facilities Management, Plant Operations - Project Coordination, Small Works, and Trade Shops.

Researches electronic security industry products and standards to assess the dynamic technology market trends to determine the viability of new products and services.

Supervision Received

The Assistant Secure Access Manager works independently and has considerable autonomy. This position will consult the Secure Access Manager or senior management to obtain direction and advice on non-routine and complex security issues.

Supervision Given

Directs the work of Secure Access technicians on a project basis. Oversees facilities operations in the absence of Secure Access Manager.

Consequence of Error/Judgement

Decisions about policy, systems, and resource allocations have a direct impact on the security of staff, students, faculty and others on campus, as well as on personal and University property. Inappropriate product selection and or inappropriate installation can impact the ability to safeguard staff and or materials and increase liability to the University. Inaccurate quotes for products and service will have a direct financial impact.

Improper or ineffective involvement in design and construction process can lead to increased risk to University property.

Failure to manage customer services requests effectively could result in a risk of reduction in systems coverage, dissatisfied users, high costs and potential safety hazards.

Qualifications

Undergraduate degree in a relevant discipline. Valid and current British Columbia Security Worker License required. Valid and current British Columbia Alarm Technician TQ would be an asset. . Minimum of five years experience in security, training, office and staff management. Experience in commercial and institutional security design would be an asset Experience managing in a unionized environment an asset. Working knowledge of rules, regulations and legislation pertinent to the installation, operation and monitoring of electronic (intruder alarm) security systems.

Computer skills and experience with Alarm and CCTV systems, Access, Word, Excel, PowerPoint, Adobe Acrobat. CAD experience an asset. Ability to communicate effectively verbally and in writing. Ability to write service proposals and project schedules.

Ability to prioritize and work effectively under pressure so that customer service objectives are met. Ability to deal with a diversity of people in a calm, courteous, and effective manner. Ability to develop and deliver effective presentations. Effective marketing and promotion skills.



The University of British Columbia

Staff Job Postings

Ability to coach staff. Ability to work effectively independently and in a team environment. Ability to effectively manage multiple tasks and priorities. Ability to maintain accuracy and attention to detail Ability to analyze problems, identify key information and issues, and effectively resolve. Ability to work evenings and weekends as is operationally required. Ability to effectively manage multiple tasks and priorities

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



Job Posting

Job ID: 16715
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Cooperative Education
Classification Title: Coop.Education, Level A
Business Title: Co-op Co-ordinator, Hari Varshney Career Centre
Department: The Sauder School of Business
Salary: \$49,226.00 - \$59,094.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2013-12-09
Job End Date: 2014-12-08
Funding Type: Self Funded
Other: Leave Replacement
Date Closed: 2013-10-02
Available Openings: 1

Job Summary

The Coordinator will work with the Manager, Business Co-op Programs to manage the Co-operative education program in the Sauder School of Business. Tasks include developing, marketing and promoting study related Co-op programs and Business Career Centre services to new and existing local, national and international employers, working with faculty members, assisting students to prepare for work terms, collaborating with other Co-op professionals at UBC and throughout the province, and day-to-day administration of the program.

Organizational Status

Reports to the Manager, Business Co-op Programs. The Coordinator is responsible for contacting industry representatives and liaising with faculty members and students involved in the co-op program. Assists the Manager in supervising Co-op support staff.

Work Performed

Conducts sessions in career coaching through individual meetings and in groups to prepare students for employment. This includes resume and cover letter review, interview preparation, networking advice and career planning.

Conducts orientation and information sessions for new students, which outline all the academic and technical work placement requirements for achieving a Co-op designation on student transcripts.

Determines employer requirements and evaluates suitable candidates. Works with employers to develop appropriate Co-op placements consistent with academic guidelines set by faculty members and the Manager.

Conducts on-site visits to monitor and evaluate the technical requirements of the student placement and the employer environment with respect to working conditions, safety standards and academic requirements of the position.

Establishes and maintains effective relationships with employers. Participates in trade shows, career fairs and other employment related events.

Assists in the design and delivery of pre-employment training programs and assesses effectiveness of training programs by continually evaluating student preparation for the workplace.



The University of British Columbia

Staff Job Postings

Develops and implements a marketing plan for the Co-op program in conjunction with the Manager.

Oversees the keeping of records on student placements, work term reports, site visits and evaluations.

With the Manager, deals with workplace safety concerns, employment issues (including harassment and employment equity), intellectual property rights and confidentiality concerns raised by students and or employers.

Participates in the development and management of the budget for Sauder School of Business Co-op program. Reviews reports on student placements for submission to outside agencies in conjunction with the Manager.

Develops the appropriate forms for application to the Co-op program and for students' progress through the program.

Performs other related duties as required.

Supervision Received

Reports to the Manager, Business Co-op Programs. Works under general direction with work subject to review in relation to program goals

Supervision Given

Supervises the work of the Co-op Program Assistant, in conjunction with the Manager. Also supervises other staff working for the program, including students. Coordinators are also authorized to remove Co-op students from the workplace for poor performance.

Consequence of Error/Judgement

Assists the Manager in areas of strategic planning and operational procedures for the program. Exercises individual judgment in organizing work, dealing with employers, students and faculty and other external agencies.

Incorrect decisions would adversely affect the reputation of the Sauder School of Business Co-op program which would prevent it from achieving its targets. The reputation of other UBC Co-op 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 a loss of working relationships between industry and the University. Failure to equip students for the workplace and to give sound advice could lead to problems during Co-op placements.

Qualifications

Undergraduate degree in a relevant discipline. Prefer Business Degree. Minimum of two years experience or the equivalent combination of education and experience. Have a thorough knowledge of and experience with Co-op programs. Industry related experience, either locally or internationally is preferred. The successful applicant will have excellent interpersonal, marketing presentation skills, oral and written communication skills, and organizational planning ability. Ability to act with tact, diplomacy and discretion. Experience with career coaching and curriculum development preferred. Travel is required.

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



Job Posting

Job ID:	16771		
Location:	Vancouver - Point Grey Campus		
Employment Group:	Management&Professional (AAPS)		
Job Category:	Health Safety & Environment		
Classification Title:	HS&E, Level C	Business Title:	Health and Safety Advisor
Department:	StudentHousing&HospitalityServ		
Salary:	\$62,010.00 - \$74,441.00 (Annual)		
Full/Part Time:	Full-Time		
Desired Start Date:	2013-11-04	Ongoing:	Yes
Job End Date:			
Funding Type:	Self Funded		
Other:			
Date Closed:	2013-10-04	Available Openings:	1

Job Summary

To develop and manage the implementation of Student Housing and Hospitality Services' (SHHS) health, safety and environmental programs in accordance with departmental, University and WorkSafeBC requirements. Developing site specific safety and environmental protocols and safe work procedures, assisting in accident investigations and inspections, advising managers, supervisors, health and safety committees and delivering safety and environmental program training for SHHS.

Organizational Status

Reports directly to the Human Resources Manager for SHHS and works closely with the SHHS leadership team. Regularly collaborates with and takes direction from the Managing Director of SHHS. Position manages and supervises the SHHS Safety Coordinator and the Health, Safety & Environmental programs for Conferences and Accommodations, Child Care Services, Facilities and Building Services, Food Services, Main Office and Student Housing. This position indirectly reports to the Director, Occupational and Research Health and Safety for the department of Risk Management Services. Works collaboratively with the Department of Risk Management Services as well as other UBC departments.

Work Performed

Leading the continuous development and implementation of the SHHS Health, Safety & Environmental programs and supporting policies in alignment with University practices; acting as the main point of contact between SHHS and Risk Management Services.

Promoting and fostering a Safety culture within SHHS. Working with SHHS leaders to increase health and safety awareness and integration into daily processes.

Providing guidance and advice to departmental managers, supervisors, and workers regarding best practices and procedures in regard to health, safety, and environmental matters. Builds consensus and ensures practices and procedures support the department's operational goals and needs while ensuring compliance with all applicable regulations and legislation.

Developing and facilitating training sessions for SHHS, in conjunction with UBC Risk Management Services and other University departments or external service providers as required.

Conducting and overseeing safety inspections of Student Housing and Hospitality Services work sites to ensure that work practices and conditions are safe and conform to applicable regulations and procedures. Reports deficiencies, recommends corrective actions and helps formulate action plans with unit managers.

Development of safe work procedures and safety policies. Developing and providing training and implementation support as required.



The University of British Columbia

Staff Job Postings

Evaluating the quality of the accident investigations and assisting management and safety committee members in the performance of the investigations.

Monitoring WorkSafeBC, ICBC, and other related claims; liaising with managers, supervisors, payroll staff, and other UBC departments to ensure accurate and timely processes for claims, including but not limited to investigations, protests, and cost reimbursements.

Developing and maintaining emergency preparedness and response plans and procedures for SHHS; including comprehensive plans and procedures for caring for residents that have been displaced from UBC residences due to an emergency or disaster.

Participating in and monitoring of employee Return to Work stay at work plans in collaboration with SHHS Human Resources team as required.

Managing the Student Housing and Hospitality Services Safety Coordinator.

Monitoring and reporting on the effectiveness of safety and environmental program activities.

Conducting hazard assessments and risk analyses as required.

Conducting safety program reviews of the individual divisions of SHHS.

Providing training on elements of a safety program.

Acting as a resource to departmental joint occupational health and safety committees.

Monitoring the First Aid, WHMIS, fire safety, and other programs.

Liaising with other Department staff members in order to coordinate resources and provide uniform application of existing procedures.

Acting as a representative of SHHS and participating on University and departmental committees. Preparing reports and special projects as required.

Carrying out any other related duties as necessary in keeping with the requirements and qualifications of the job.

Supervision Received

This position reports directly to the Human Resources Manager for SHHS and indirectly to the Director, Occupational and Research Health and Safety for the department of Risk Management Services. The Health and Safety Advisor also regularly collaborates with and takes direction from the Managing Director of SHHS.

Supervision Given

This position supervises the SHHS Safety Coordinator. Responsible for supervising the Health, Safety and Environmental programs across SHHS.

Consequence of Error/Judgement

Failure to act in a professional, tactful manner would have an adverse effect on the image of the Department. Incorrect decisions may result in increased costs, accidents or injuries, worker exposure to hazardous substances or WorkSafeBC orders or penalties.

Qualifications

Undergraduate degree in a relevant discipline. Graduation from University in science or related area of study. A combination of experience and graduation from a technical institution in Occupational Health or Safety Related area of study is preferred.

Certification as a Certified Registered Safety Professional (CRSP) is an asset.

Make sound technical decisions, able to apply regulations and procedures to a wide variety of work situations, good verbal communication skills, able to write technical manuals, assertive, self-starter, able to work under limited supervision to meet program goals. Able to design and effectively deliver training sessions. Knowledge of standard office computer software. Able to wear personal protective equipment such as a hard hat or respirator. Hold a valid BC drivers license. Ability to work independently as well as in a team. Ability to work under pressure and meet deadlines. Ability to exercise tact and discretion and work in a team environment.

Effective verbal and written communication skills; effective supervisory, organizational and prioritization, and interpersonal skills.

Experience working with resident housing an asset. Strong knowledge of the trades industry preferred.



The University of British Columbia

Staff Job Postings

Demonstrated ability to research, apply and evaluate regulations, legislation and policies. Minimum of three years experience and 1 year experience in field of specialization or the equivalent combination of education and experience. Experience in safety program development and management in a municipal or educational setting. Supervisory experience is desirable. Experience as a trainer is required.

Make sound technical decisions, able to apply regulations and procedures to a wide variety of work situations, good verbal communication skills, able to write technical manuals, assertive, self starter, able to work under limited supervision to meet program goals. Able to design and effectively deliver training sessions. Knowledge of standard office computer software. Able to wear personal protective equipment such as a hard hat or respirator. Hold a valid BC drivers license. Ability to work independently as well as in a team. Ability to work under pressure and meet deadlines. Ability to exercise tact and discretion and work in a team environment.

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



Job Posting

Job ID: 16245 (Repost)
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Development Office
Classification Title: Development Office, Level A **Business Title:** Development Associate
Department: Development Office
Salary: \$39,076.00 - \$46,912.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2013-08-14 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2013-10-09 **Available Openings:** 1

Job Summary

The incumbent of this position works on specific development related tasks in support of the University's fundraising mandate, such as events, drafting correspondence briefing notes and ensuring donor and donation information are accurately maintained.

Organizational Status

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

Works with: UBC faculty and staff involved in fundraising.

Contacts: Donors, outside community groups and organizations.

Supervises: No supervisory responsibilities.

Work Performed

- Assists in the preparation of briefing notes including researching potential prospects as identified by development officers;
 - Coordinates details with regards to donor recognition, acknowledgement and stewardship programs;
 - Liases with other UBC units on event arrangements and coordinates invitations lists, ensuring lists are correct and complete.
- Prepares updates based on outcome of donor meetings and analytical reports;
- Drafts and prepares correspondence (i.e., introduction, solicitation and strategy letters to volunteers staff) concerned with the process of fundraising;
 - Processes donor gifts and pledges; ensures timeliness and accuracy;
 - Maintains donor contact activity on donor and alumni database;
 - Generates donor prospect solicitation materials and correspondence;
 - Coordinates distribution of communication materials;
 - Performs other related duties as required.

Supervision Received



The University of British Columbia

Staff Job Postings

Works under the direction of the manager to achieve objectives. Work is reviewed for achievement of objectives, soundness of judgement and quality of work.

Supervision Given

No supervisory responsibilities.

Consequence of Error/Judgement

Programs conducted by the Development and Alumni Engagement portfolio on behalf of the University are very public. The financial and moral responsibility to the University and to donors is significant. The interactions of this position with donors and others external to the University can have serious implications for the Development and Alumni Engagement portfolio. Poor judgement could lead to the alienation of donors, embarrassment to UBC and its senior administration and can result in the loss of significant financial support to the University.

Qualifications

Undergraduate degree in a relevant discipline. Minimum of up to 1 year of related experience or the equivalent combination of education and experience. Excellent verbal and written communication skills. Strong organizational and analytical skills. Very strong interpersonal skills required in relating to donors and high-level officials. Computer experience required.

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



Job Posting

Job ID: 16725
Location: Robson Square
Employment Group: Management&Professional (AAPS)
Job Category: Business Development
Classification Title: Business Development, Level B **Business Title:** Manager, Business Development, Exec Education
Department: The Sauder School of Business
Salary: \$62,010.00 - \$74,441.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2013-10-01 **Ongoing:** Yes
Job End Date:
Funding Type: Self Funded
Other:
Date Closed: 2013-10-06 **Available Openings:** 1

Job Summary

Reporting to the Director, Marketing & Business Development this position has the primary responsibility for business-to-business sales within Executive Education, with a focus on customized programming and strategically significant open enrolment programs. The Business Development Manager, in conjunction with the Director, is responsible for identifying and developing new prospective business relationships in the corporate market, and evaluating and pursuing business opportunities across various vertical markets, in order to generate revenue for the unit.

Organizational Status

Reports to the Director, Marketing & Business Development.
 Externally, this position interacts with local, regional, national and international organizations as both clients and prospects. This position deals with a broad-range of business contacts within an organization, ranging from senior level executives to human resources management.
 Internally, this position works closely with the Program Director (Custom) to develop custom opportunities in local and regional market, and with the Program Director (Open Enrolment) on business-to-business sales of the open enrolment portfolio.

Work Performed

Formulate and implement business development plans for target markets, products and clients
 Identify and proactively pursue new business opportunities, taking responsibility for maximizing profitable revenue and achieving personal sales targets
 Acquire new customers while growing business from existing ones
 Foster relationships with potential players and key decision-makers in the market
 Assist in the implementation and utilization of the CRM for the business unit
 Analyze market and competitor activity and trends
 Prepare short and long-term sales forecasts and contribute to the overall planning process of the unit
 Liaise with internal stakeholders on product development and delivery to ensure a high level customer experience
 Work is based at the Exec Ed offices at the Robson Square campus, but also involves travel (local, national and international) to meet with clients and prospects. It also requires the individual to attend business networking functions, meetings, events and conferences. Ability to incorporate a varied workday (i.e. attend a variety of evening and weekend events year round) is important.



The University of British Columbia

Staff Job Postings

Supervision Received

Works independently under general guidance from the Director, Marketing & Business Development. Participates in setting goals and objectives with the Director, Marketing & Business Development and other managers in the business unit.

Supervision Given

Does not have any direct reports, but will supervise junior staff on a task-by-task basis.

Consequence of Error/Judgement

Makes independent decisions and recommendations on key client management, strategic prospect management, and pricing of Executive Education Services. Exercises judgement and tact in dealing with customers, faculty members and Sauder management and staff. This position represents the Sauder School of Business, the faculty, students and the university. Incorrect decisions judgement will directly affect the Sauder School of Business and UBC's reputation with the business community and key stakeholders. Incorrect decisions would have direct impact on the financial performance of the Exec Ed business unit and Sauder in general, while also affecting the operations of EE programs, and the reputation of Exec Ed, the Faculty and the University.

Qualifications

Undergraduate degree in a relevant discipline. A minimum of 5 years of experience or the equivalent combination of education and experience. Undergraduate degree in a relevant discipline, preferably a business degree.

Proven sales business development track record, preferably in a learning or consultancy environment

Experience of working to, and achieving, personal sales targets.

Valid BC Drivers License and own transportation preferred.

Strong business acumen and experience of preparing and managing budgets and sales forecasts

Ability to work directly with senior executives and to handle significant accounts with sensitivity and credibility

Excellent relationship-building skills

Excellent presentation and communication skills.

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



Job Posting

Job ID: 16779
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Business Development
Classification Title: Business Development, Level B **Business Title:** Business Development Manager
Department: Life Science Institute
Salary: \$62,010.00 - \$74,441.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2013-11-11 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2013-10-04 **Available Openings:** 1

Job Summary

The BD Manager's primary responsibility is to identify new opportunities and grow existing business through interaction with key players within academic institutions, government and industry who operate within the life sciences sector. The incumbent will work to increase awareness and enhance and increase collaboration and commercialization opportunities for research at LSI. Involves a large variety of tasks including understanding the researchers' activities, identifying new business partners, developing new opportunities and developing relationships both internally and externally to achieve the goals of the LSI. Ensures long-term, productive client relationships, and drives and manages business processes, operations, and prepares key tools to conduct business.

Industry partners include local, national and international businesses.

The role requires strategic leadership in developing and implementing comprehensive strategies and tactical plans for identifying, cultivating and stewarding major research opportunities to enhance the prestige and research revenues of the LSI. The candidate should be comfortable meeting with senior level management both in a one on one basis as well as in a presentation format.

Organizational Status

The position is at a senior level to facilitate and to manage interaction between members of the LSI, UILO, Faculty of Medicine and Science Development Office, VP research and other UBC groups as required and senior management in industry and government. The incumbent reports to the Director and works closely with other LSI Staff including HR & Operations Manager, Associate Director, Personalized Medicine, Department Heads and the Principal Investigators within the Institute.

Work Performed

- 1) Proactively identify, develop, manage and be accountable for research or educational partnerships with industry and government for the benefit of LSI faculty and students through:
 - (a) Research and identify potential partners and associated funding opportunities,
 - (b) Develop business plans for new initiatives,
 - (c) Define goals and activity outcomes,
 - (d) Propose implementation plans,
 - (e) Organize, plan and lead implementation, and
 - (f) Develop and nurture ongoing partnerships;



- 2) Lead the establishment of new business opportunities involving multiple business partners and or stewarding major interdisciplinary research projects.
- 3) Provide a professional outreach interface to facilitate and increase the interaction amongst faculty, UILO, industry and government;
- 4) Participate in and lead the development of LSI's market presence through active participation in targeted industry communities as well facilitate market communications collateral and online presence.
- 5) Organize and manage events to foster productive interaction of the faculty with industry and government laboratories;
- 6) Cultivate and manage relationships with key stakeholders including university researchers, technology transfer representatives, industry and government partners and where required facilitate and mediate between parties to achieve a successful outcome;
- 7) Develop a good understanding of UBC's procedures and policies and practices governing the interaction of the researchers with industry and government. Provide guidance to potential industry partners of these policies and practices and facilitate their interaction with the relevant departments and centers on campus.
- 8) Support faculty researchers on commercialization and intellectual property (IP) issues, including identifying and assessing potential commercialization partners and advising on commercialization plans.
- 9) Promote and facilitate a culture of innovation and entrepreneurship among faculty members and graduate students, including identifying business opportunities, and organizing events featuring successful entrepreneurs;¿

Supervision Received

The position works primarily under his her own direction and initiative on all projects. Consults with the LSI Director, UILO and PIs on unique situations. Agreements are reviewed and approved in accordance with the signing resolutions of the University. Work is reviewed against LSI objectives.

Supervision Given

While the incumbent does not have direct supervisory responsibilities, he she is required to work with numerous groups on campus to achieve the required outcome. This would include such tasks as leading a team to organize and deliver a conference or monthly event with government, industry and faculty through to initiating and managing the delivery of interdisciplinary proposals to industry government granting agencies. In some cases, it requires assigning task work to others, defining expected outcomes, reviewing the outcome quality of this work and providing coaching and mentoring. They may delegate some clerical tasks to support staff as required and in conjunction with the Operations & HR Manager

Consequence of Error/Judgement

The candidate is required to make decisions on the validity of the opportunities and the effective long-term impact benefit to the LSI and the University. Also required is "character judgment" and financial assessment of potential partners, in some cases providing recommendations on how best to strategically, and tactically manage these collaborations. These decisions and recommendations affect the initiation, structuring and implementation of new programs within the LSI.

Decisions and recommendations provided by the incumbent concern the effective and efficient operation of the LSI. The incumbent will formulate recommendations to effectively manage the activities that develop as a result. Judgment is required in determining the implications of proposals and in suggesting alternatives i.e. impact of proposed changes to policies or new policies. Incorrect interpretation or communication of university policy and procedures or lack of tact, diplomacy or sensitivity in dealing with industry and government contacts could potentially result in damaged relationships and damage to the reputation of the Institute, the UILO, the University and its Affiliates, or expose the University to unwarranted legal liability.

Qualifications

Undergraduate degree in a relevant discipline. Undergraduate degree in the Life Sciences (MSc, PhD preferred), and ideally a master's degree in business (MBA). A minimum of 5 years of experience or the equivalent combination of education and experience. Knowledge of the university life sciences research, biotech and pharmaceutical sectors in BC and North America. Familiarity with producing detailed business plans, budgets, and forecasts.



The University of British Columbia

Staff Job Postings

Excellent research skills in market research and survey methodology, detailed data analysis and related computer software; ability to produce publishable marketing materials and business reports with sound rationale and financials.

Computer skills including Word, Excel, MS project.

Excellent written and oral communication skills are essential, along with the ability to negotiate contracts and business dealings between institutions and Academic & Industry clients.

Knowledge of relevant law and legal issues of fee for service contract research, ability to work in conjunction with legal personnel to produce sound contracts.

Ability to develop and deliver effective presentations and workshops. Ability to communicate effectively with the media and public relations agencies. Ability to effectively generate business opportunities. Ability to develop and implement strategic business plans. Ability to effectively manage multiple tasks and priorities. Ability to analyze and interpret data, determine implications, and provide recommendations.

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



Job Posting

Job ID: 16488 (Repost)
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Business Operations Mgmt
Classification Title: Business Operations, Level C **Business Title:** Course Materials Manager
Department: Bookstore
Salary: \$53,163.00 - \$63,821.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2013-10-01 **Ongoing:** Yes
Job End Date:
Funding Type: Self Funded
Other:
Date Closed: 2013-10-23 **Available Openings:** 1

Job Summary

The Course Materials Manager is responsible for managing the Course Material's department within the UBC Bookstores to ensure that it meets the evolving needs of students and faculty in a financially viable manner. This includes developing and implementing strategic business plans, especially around technological advancements and digital learning strategies; managing inventory and procurement; managing staff; and managing budgets. The Course Materials Manager is also responsible for Faculty outreach; to gain insight into new learning methods and tools and develop strategies to keep the course materials department relevant. The course materials business is in a state of transition and the manager of this department is required to keep current with new and emerging products and trends so that the department's operation can continue to meet the needs of UBC students and faculty on the Vancouver and Okanagan campuses.

Organizational Status

The UBC Bookstore is the 2nd largest University Bookstore in Canada with annual sales of \$30 million. Course Materials is the largest department within the store with annual sales in excess of \$16 million. The Course Materials department plays a vital role in the operation of the University and the success of students by ensuring that all of the required course materials are available for sale at the start of every term. Course materials currently include new and used books, custom course packages, ebooks and rental books.

As a member of the Bookstore's management team, the Course Materials Manager will have daily contact with the warehouse and retail floor to ensure the smooth operation of the department. The Course Material's Manager will also work closely with the Bookstore's Human Resources Manager, Finance Manager, Systems Manager and Marketing Manager to meet the objectives within their departments. The Course Materials Manager works with publishers and other vendors to ensure that orders arrive on time and in the correct quantity.

The campus store industry has a number of associations and professional networks that the Course Materials Manager will participate in and be exposed to over the course of each year.

Work Performed

Development and Implementation of Strategic Business Plans:



The University of British Columbia

Staff Job Postings

The Course Materials Manager is responsible for strategically managing campus relationships by maintaining and developing strong connections with faculty and departmental administrators, and as a result preparing appropriate business plans:

- . - Responsible for preparing and executing strategic business plans in consultation with faculty members, discussing their course material needs, exploring new technologies and identifying new operational processes to make the department more effective.
- . - Works with administrative staff in various faculties to coordinate the provision of book requests each term and assess customer satisfaction.
- . - Works with the Centre for Teaching and Learning Technology to identify opportunities to support the University's learning management system.
- . - Identifies the needs of departments and works as a credible advocate of course materials options for platforms, devices, formats and content
- . - Actively participates on the Bookstore Advisory committee to address any issues related to the provision and sale of course materials
- . - Accountable for meeting department goals and objectives as well as maintaining appropriate metrics to gauge success
- . - Provides metrics and reports that support the implemented initiatives and impact future decision making
- .

Procurement and inventory control of all course materials for the UBC Bookstore:

- . - The incumbent is responsible for establishing the correct order quantities for all course materials ordered for the UBC Vancouver and UBC Okanagan campuses and managing to budgeted inventory levels limiting any financial losses:
- . - Establishes the pricing policy, including dynamic pricing adjusted to market conditions, for course materials based on a thorough knowledge of the Bookstore's budget to ensure that financial objectives are achieved.
- . - Establishes ordering criteria for the course materials buyers based on an analysis of past sales history, current campus enrollments, competition and inventory budgets
- . - Implements new ordering methodology as available including electronic data interchange (EDI) and online purchasing from website companies.
- . - Actively promotes the acquisition and sale of used books and other cost effective course material options
- . - Develops and manages the processes to follow-up on orders to ensure student and faculty needs are met
- . - Establishes the policy and schedule to return excess inventory to the publishers and other vendors to meet inventory budgets
- . - Negotiates with vendors to address pricing and service issues as required
- . - Manages agreements with printers for custom course materials
- . - Is familiar with Blackboard and the University Library and the roles they play in course content development and related copyright issues.
- . - Researches and analyzes new and emerging course material formats (eBooks, online materials, rental, etc.) and trends, recommends changes and drives delivery of new services and products through all store transactional channels.



The University of British Columbia

Staff Job Postings

- . - Searches out new opportunities to provide course materials for other institutions or businesses and to grow sales in the course materials department (eg private colleges, training companies, etc.)
- . - Utilizes existing software applications (Visual Ratex) to attain efficient, profitable and successful department operations; and works with the systems group to implement new processes and procedures
- . - Identifies marketing projects to support the course materials department and works with the Marketing department to create the events and promotions
- . - Prepares and delivers presentations and reports for internal and external audiences
- . - Reviews all processes annually to ensure the operation is using best practices

Management of Course Materials staff:

- The Course Materials Manager is responsible for directly managing a group of buyers and support staff using a coaching approach to achieve results:
- . - Responsible for hiring staff to work in the course materials department and may participate in hiring staff for other positions within the store
- . - Schedules staff based on operational requirements and approves vacation requests
- . - Works with the staff to set annual performance goals in line with the Bookstore's budget and operational expectations and meets with the staff on a regular basis to ensure that goals are being met
- . - Identifies training requirements and works with the Human Resources Manager to address any training needs
- . - Addresses any performance issues within the department and follows up with performance management action discipline as needed

Financial Planning:

The Course Materials Manager is responsible for developing short and long term financial goals for the department:

- . - Prepares financial projections, identifies new departmental initiatives and forecasts cost benefits for new projects or services as they relate to Course Materials
- . - Drafts an annual budget and targets for sales, margins, inventory levels, staffing and marketing for presentation and approval by the Merchandise Manager
- . - Monitors all aspects of the budget throughout the year and takes corrective action as necessary

Access and Copyright Guidelines

The Course Materials Manager works closely with the University Counsel, Vice-President Academic's office and the Library to

Supervision Received

This position reports to the Merchandise Manager and is responsible for the overall management of the course materials department. Work is reviewed by the Merchandise Manager to determine if goals are achieved. Receives instructions on special projects, with end results reviewed by the Merchandise Manager.



The University of British Columbia

Staff Job Postings

The Course Materials Manager works with the Managing Director, University Community Services on strategic issues that impact the Bookstore's overall direction to identify appropriate approaches and direction.

In the absence of the Merchandise Manager, the Course Materials Manager will be responsible for all of the Merchandise Division.

Supervision Given

The Course Materials Manager supervises a group of buyers and clerical staff by:

·
Assigning goals and responsibilities

Reviews work performed to ensure that it meets established goals; uses a coaching style to address performance issues

·
Resolves personnel issues within the department

Has the authority to hire, train, evaluate, discipline and terminate staff as required

Consequence of Error/Judgement

Decisions made regarding merchandise selection, inventory, and margins significantly affect the financial viability of the Bookstore, the store's reputation as a credible source for course materials and, potentially, the University's reputation. The Course Materials Manager must set appropriate purchasing guidelines for the department to ensure that the store has enough inventory for students and that the store has the correct mix of new, used, custom, eBooks and rental books. Failure to set appropriate purchasing guidelines could cause significant loss of sales and public relations issues for the store. Decisions made regarding staffing and the monitoring of work performance can affect the morale and productivity of the department.

Decisions are reviewed by the Merchandise Manager to determine if they meet the Bookstore's budget, business plan and long term strategic goals for growing the business.

Qualifications

Undergraduate degree in a relevant discipline. A minimum of 5 years of experience or the equivalent combination of education and experience. At least five years' experience in retailing and retail management preferably in a campus bookstore, experience buying course materials for a University is strongly preferred, or any equivalent combination of education and experience

Skill in examining and re-engineering operations and procedures, formulating policy, and developing and implementing new strategies and procedures.

Experience researching and advising on new learning technologies for instructional purposes an asset

Mathematical skill required to calculate figures; prepare and analyze spreadsheets; apply mathematical concepts to practical solutions; read and interpret financial data.

Ability to interpret an extensive variety of information; defining problems, collecting data, establishing facts, drawing conclusions, developing solutions and preparing reports.

Ability to supervise and train employees, using a coaching style to foster a cooperative work environment.

Ability to organize, prioritize and schedule work assignments.

Strong interpersonal and communication skills and the ability to work effectively with a wide range of constituencies in a diverse



The University of British Columbia

Staff Job Postings

community.

Ability to foster a cooperative work environment.

Skill in the use of personal computers, and software including MS Office. Experience with the Ratex operating system, ideal.

Ability to communicate effectively, both orally and in writing.

Knowledge of retail floor merchandising and stock control procedures.

Skill in budget preparation and fiscal management.

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



Job Posting

Job ID: 16729
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Business Operations Mgmt
Classification Title: Business Operations, Level C **Business Title:** Manager, Campus Mail and Financial Analyst
Department: University Community Services
Salary: \$53,163.00 - \$63,821.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2013-10-01 **Ongoing:** Yes
Job End Date:
Funding Type: Funded by Multiple Sources
Other:
Date Closed: 2013-10-01 **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

This position is a combined role within University Community Services managing the department of Campus mail as well as providing financial management to the UBC Bookstore. In this dual role, the Manager, Campus Mail and Financial Analyst provides strategic direction and operational management for the department of Campus Mailing Services at the Vancouver Point Grey campus and for Central Receiving and Mail Services at the Okanagan campus. The incumbent also performs accounting duties for the UBC Bookstore such as preparing month-end statements, analyzing data, preparing year end audit papers, and making recommendations for continuous improvement.

Organizational Status

Reports to the Managing Director, University Community Services for campus mailing services related matters and the Senior Financial Manager, University Community Services for all Bookstore financial matters.

Provides leadership to 15 campus mail employees both at the Vancouver and Okanagan campuses through unionized supervisors.

Works with department managers within University Community Services and across both UBC campuses.

Work Performed

Campus Mail Management Responsibilities

- Develops the overall strategic and long-range plans for the department. Develops and executes department-wide policies, procedures and programs to meet the targets and objectives of aforementioned strategic business plans and ensures consistent and effective implementation of all initiatives
- Establishes short term operational goals for the department, ensuring alignment with overarching department strategies and objectives
- Oversees the daily operations of UBC Campus Mailing Services which provides mail sorting and distribution to the entire UBC Vancouver campus, as well as to various off-campus UBC libraries and hospitals



The University of British Columbia

Staff Job Postings

- Oversees the daily operations of Central Receiving and Mail Services in the Okanagan, which provides mail sorting and distribution to the entire UBC Okanagan campus
- Prepares, manages and continuously reviews the departmental budget. Makes recommendations for improvement to financial policies and procedures and the financial reporting system to provide increased efficiency, effectiveness and useful data for better decision making.
- Manages all human resources issues at the department level; executes full cycle recruitment for all Campus Mailing Services Staff, oversees the new employee onboarding process, ensuring all new employees receive timely and accurate training and orientation and manages employee performance, empowerment and engagement programs and all employee relations for the department
- Responsible for developing, monitoring and reviewing departmental safety programs to ensure a safe working environment for all employees

Bookstore Financial Responsibilities

- Prepares monthly and annual financial statements and management reports in accordance with Generally Accepted Accounting Principles, CICA guidelines and University policies.
- Ensures all transactions are processed, accurate and completed within month-end deadlines. Reviews information received for reasonableness and ensures there is appropriate back-up information on file.
- Prepares and reviews departmental Stock Ledgers on monthly basis to ensure that sales, purchases, returns, mark-ups, mark-downs, stock transfers and other adjustments are properly recorded so as to give accurate figures for cost of goods sold and inventory on hand.
- Identifies, evaluates and makes recommendations to address the viability of product categories, services and business locations.
- Works with the Senior Financial Manager and Bookstore managers on long and short term strategic and tactical planning.
- Checks, records or supervises recording of adjustments to retail value of inventory, so as to ensure that accurate cost to retail ratios are maintained.
- Prepares monthly ledger and reports for management and buyers providing them with information to make sales and inventory decisions.
- Analyzes and investigates any unusual account activity and balances. Identifies errors or fraudulent activity, taking the appropriate remedial action which may include liaison with RCMP, University Legal Counsel and Campus Security.
- Assists with the monthly variance analysis of revenues, expenditures, KPIs and other key financial and statistical information. Develops financial reports and supporting analysis.
- Produces Management Statistics on a monthly basis.
- Plans and conducts cycle counts with the appropriate Buyers staff to verify actual physical inventory with Stock Ledger as part of inventory control procedure.
- Participates in the review and development of Loss Prevention measures within the Bookstore to minimize shrinkage within the store. Investigates and determines cause of shrinkage, taking appropriate remedial action which may include liaison with RCMP, University Legal Counsel and Campus Security



The University of British Columbia

Staff Job Postings

- Maintains and verifies authorized signatories of the Departmental Sales Department as well as reviews procedures and implements changes to prevent fraudulent purchases from other Departments.
- Reviews monthly analyses of utilities, plant operations work orders and IT telephone charges with the Bookstore's Associate Director, Operations. Follows up on discrepancies as required.
- Conducts routine internal audits as per the documented audit policies, programs, methods and procedures to ensure the appropriate compliance to accounting and internal controls, the integrity of financial information and the efficiencies of operations.
- Prepares year-end audit papers under the supervision of the Senior Financial Manager.
- Applies basic accounting principles to solve problems, render advice and meet the needs of University Community Services. Works with Senior Finance Manager and members of the UCS team to discuss and assess financial needs. Provides useful financial information to meet these needs. Fully participates in and contributes to the operations of the units as required.
- Works closely with information Technology support staff and participates in projects related to the financial and operational software.
- Works on business process re-engineering and other projects as required and assigned by the Senior Financial Manager.
- Assists in the year-end stocktaking and reconciles count of physical inventory with book values, investigating any unusual discrepancies.
- Assists the Senior Financial Manager as required in the financial management of the businesses under their responsibility.

Supervision Received

The Manager, Campus Mail and Financial Analyst works independently with considerable autonomy. Work is reviewed in terms of achievement of operational targets and long-term strategic goals as well as adherence with UBC policies and procedures and relevant accounting legislation. The position reports directly to the Managing Director, University Community Services for all Campus Mailing Services matters and the Senior Finance Manager for all Bookstore accounting responsibilities.

Supervision Given

The Manager, Campus Mail and Financial Analyst provides leadership to 15 Campus Mail staff members through unionized supervisors.

In the absence of the Senior Financial Manager, supervises all unionized accounting staff and will be needed to follow-up and conduct disciplinary action if required.

Consequence of Error/Judgement

The Manager, Campus Mail and Financial Analyst is expected to make decisions with limited consultation. All accounting processes and reporting for campus mailing services as well as the Bookstore must be accurate to ensure long-term viability of both departments. Poor decisions regarding campus mail resource implementation could cause service delays and damage client relationships. Inability to effectively forecast campus mail service demands and analyze costs can have a negative financial impact for the department.

The plans resulting from the financial analysis, reviews and reporting could result in strategic decision making which contains confidential information and may affect staffing levels.

Qualifications



The University of British Columbia

Staff Job Postings

Undergraduate degree in a relevant discipline. Undergraduate degree in Business Administration
Completion of one year in an accredited accounting program (CGA or CMA or CA). A minimum of 5 years of experience or the equivalent combination of education and experience. Experience working in a mail room an asset.
Strong financial and business acumen with a proven ability to interpret and analyze financial information.
Ability to develop and implement strategic plans, policies and procedures and manage projects through to completion.
Ability to effectively manage organizational resources (e.g. people, materials, assets, budget).
Strong leadership skills with an emphasis on decision making, problem solving and the ability to foster a motivating and respectful work environment.
Ability to effectively manage and lead people, with preferred experience in a unionized setting.
Familiarity with computerized financial systems and applications.
Familiarity with UBC financial and accounting systems is an asset.
Ability to assess, develop, coordinate, lead and evaluate training requirements.
Effective interpersonal, verbal and written communications skills.

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



Job Posting

Job ID: 16730
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Student Management
Classification Title: Student Management, Level A **Business Title:** Recruitment Services Coordinator
Department: Intern'l Student Initiative
Salary: \$42,204.00 - \$50,664.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2013-10-14 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2013-09-30 **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 Recruitment Services Coordinator manages the delivery of eRecruitment events, activities, and infrastructure under the general guidance and direction of the Sr. International Student Recruiter, Client Services & eRecruitment. The incumbent will also oversee the logistics and technology needs of the unit in a reliable, timely and cost-conscious manner to stakeholders within the department, to the broader UBC community, and ISI's clients (prospective students, counselors, consuls, shipping entities etc.) in order to successfully deliver on ISI's mandate.

Organizational Status

The International Student Initiative is the primary unit responsible for the University's mandate to recruit international undergraduate students. The Recruitment Services Coordinator is a crucial position within the department, as it develops and runs essential services that directly support the activities and events of the ISI's expanding eRecruitment program, the Prospective Student Marketing and Communication (PS MarCom) team and ISI's regional recruitment teams.

The Recruitment Services Coordinator regularly interacts with prospective students, the ISI Logistics Team and internal clients. In particular, the role works closely with the eRecruitment and Client Services teams, regional recruitment teams and PS MarCom team to fulfill their recruitment goals, as well as their operational, logistics and technology requirements. Collaboration with international secondary school counselors and with other units within the VP Students portfolio may include, but is not limited to Admissions, Enrolment Services, Student Recruitment and Advising, Housing, and Student Financial Aid and Awards, as well as, the Vancouver and Okanagan Faculties, in order to deliver eRecruitment events and logistics services to internal and external clients. Evening and weekend work will be required.

Work Performed

1) eRECRUITMENT

- Serves as a key member of the eRecruitment team to deliver online and web-based presentations and advising opportunities for prospective international students through the following:
 - a. Advises students about admission and program requirements for undergraduate programs
 - Advises prospective international students, school counselors, and others on current academic program opportunities at the University, on admission requirements, prerequisite studies required for certain programs, English language proficiency



The University of British Columbia

Staff Job Postings

requirements, and international student tuition fees. Provides information on housing and other student services available to international students at UBC. Advising takes place through telephone, electronic mail and web-based correspondence with students and their families.

Makes public presentations to prospective undergraduate students, applicants, and newly admitted students to encourage their interest in UBC

Evaluates the outcome of eRecruitment activities, preparing post-session reports in a timely manner and making recommendations for improvements to program and service effectiveness

Works proficiently with the Student Information System, the Client Relationship Management system and other data management systems to obtain information on the status of a student's inquiry or application for advising purposes. Works proficiently with the ezRecruit CRM system to plan eRecruitment activities, record data obtained from events, run reports, and communicate with prospects and applicants.

Provides international student advising during online events and activities:

- b. Leads online events and coordinates on-campus virtual recruitment programs and activities that support ISI's mandate to increase international undergraduate student enrolment.
- c. Researches, plans, implements and monitors new technology and services to engage prospective and admitted students through virtual means.
- d. Trains ISI staff and UBC campus partners on how to use online presentation software.
- e. Coordinates technology services and may be required to represent the unit in negotiating working with external technology providers and other companies to ensure successful delivery of the presentations.

2) LOGISTICS

- Leads and manages the ISI's Logistics Team, which fulfills and executes the administrative and logistical operations, through the following:

- a. Reviews and manages the business operations of the logistics function, formulating policies and guidelines for staff to adhere to
- b. Manages ISI's shipment needs: oversees admit letter processing and is responsible for ensuring newly admitted students receive their letter of admission in an accurate, timely and cost-conscious manner.
- c. Has budgetary responsibilities for logistical operations; monitors expenses, ensuring contracts with vendors and suppliers are within budget. Negotiates contracts for services and supplies.
- d. Manages ISI's student lead processing and technology equipment requirements

Supervision Received

The ISI Recruitment Services Coordinator works independently with minimal supervision. This position reports to the Sr. International Recruiter and Advisor, Client Services and eRecruitment and the Director, Business Development and Strategic Operations.

Supervision Given

The ISI Recruitment Services Coordinator is responsible for supervising, scheduling and training ISI's Logistics Support Team. The incumbent also hires, disciplines, and conducts performance evaluations, and terminates staff if necessary. This team includes up to 6 staff members, including full-time, seasonal and temporary CUPE 2950 (Student Info Support) staff, full-time work co-op students and student assistants.

Consequence of Error/Judgement

Due to the nature and breadth of work performed, this position requires ongoing prioritization of tasks and sound judgment to determine the appropriate methods applicable to different situations. The Recruitment Services Coordinator is responsible for supporting ISI's important and growing eRecruitment program and for providing effective, cost-conscious logistical operations. Through eRecruitment activities, incorrectly advising ISI's global clients would have serious and costly consequences for the prospective student as well as lost opportunities for the University to recruit international students. The failure to coordinate



and deliver ISI's logistics needs in a well-organized and professional manner would result in damaging the institution's reputation and lost opportunities to recruit international students, thereby negatively affecting the financial position of the University.

Qualifications

Undergraduate degree in a relevant discipline. Minimum of one year experience or the equivalent combination of education and experience. - Preference for experience in the field of international student advising and logistics.

- Supervision and management experience.
- Strong proficiency with software tools such as JIRA, Confluence, Blackboard Collaborate and a Client Relationship Management (CRM) system and MS Office tools. Strong technical savvy. Familiarity with and understanding of the University undergraduate experience highly preferred related to advising, either directly as a student or indirectly in the capacity of working in a student-centered post-secondary environment. Proficiency in the use of the University's management information systems, like the SIS. Cross cultural sensitivity. Ability to communicate effectively people who speak English as their second language. Ability to work effectively in a busy, high pressure work environment. Ability to adapt to changing priorities and circumstances. Ability to function as a member of a close-knit team. Ability to present to an audience of prospective students and parents. Ability to communicate effectively verbally and in writing. Ability to be thorough, accurate, and have a high level of attention to detail. Strong customer service orientation and interpersonal skills. A second language.

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



Job Posting

Job ID: 16720
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Student Management
Classification Title: Student Management, Level B **Business Title:** Canaccord Learning Commons Manager
Department: The Sauder School of Business
Salary: \$45,579.00 - \$54,717.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2013-11-29 **Ongoing:** Yes
Job End Date:
Funding Type: Self Funded
Other:
Date Closed: 2013-10-23 **Available Openings:** 1

Job Summary

The CLC Manager will manage a portfolio of online and face-to-face programs and services, and continue to evolve the Learning Commons to help prepare Sauder School of Business students for the current demands of the academic and working world. The Manager will demonstrate knowledge of undergraduate student learning outcomes and learning styles; a strong commitment to delivering high quality student-centric co-curricular services; web publishing and technology skills; experience providing one-on-one and group consultation in an academic setting ; and basic familiarity with online information resources typically available within a business school.

Organizational Status

The Canaccord Learning Commons (CLC) Manager is a new role in the Canaccord Learning Commons. The CLC Manager will join colleagues at the UBC Library, Sauder School and throughout UBC to design and deliver co-curricular learning support for undergraduate and graduate students. Under the supervision of the Head of the David Lam Research Management Library, the CLC Manager will establish strategic relationships with CLC partners, Sauder colleagues, and UBC departments, likewise committed to the design of co-curricular learning activities aimed at supporting student success, engagement and demonstrable learning outcomes.

Work Performed

WORK PERFORMED

1. Initiates and implements policies, procedures and services that support the goals of the CLC;
2. Develops an ongoing assessment plan to measure the success of learning activities, programs and services; monitors effectiveness and prepares internal reports for identified audiences;
3. Writes and edits CLC collateral and publications, in print and online, to support students and programs of the Learning Commons;
4. Co-ordinates the ongoing development and delivery of co-curricular support and programming provided through the Canaccord Learning Commons (CLC);
5. Manages the day-to-day operations of the CLC, interacting with students, faculty, CLC partners, administrative staff, and service units such as Undergraduate, Master and MBA Offices, Sauder Learning and Technology Services (LTS), and Hari. B. Varshney Business Career Centre; ensures compliance with budgetary authorizations and assists with financial record-keeping;
6. Acts as administrative coordinator of the Sauder School Trading Room Wayne Deans Investment Analysis Centre, liaising with students and faculty to promote the use of, and facilitate activities relating to, financial datasets such as Bloomberg, SDC



Platinum, Datastream and Compustat; in collaboration with David Lam Library, troubleshoots and liaises with vendors of these financial datasets;

7. Co-develops with faculty and LTSSauder Learning Services, various online learning activities, resources, and supplementary academic workshops aligned with program and course-level learning outcomes;
8. Coordinates co-curricular service delivery for students, using a variety of formats and environments (e.g. integrated service desk, in-person workshops, online immersive learning activities, one-on-one consultations);
9. Creates and maintains relationships with the Commerce Undergraduate Society, UBC Writing Centre, Chapman Learning Commons, and UBC Centre for Teaching, Learning and Technology to complement the CLC service offering;
10. Oversees the ongoing evolution and maintenance of content for the physical and online Learning Commons using Wordpress, BuddyPress and other web applications and plug-ins as required;
11. Researches new learning and web-based technologies, in consultation with Sauder Learning Learning and Technology Services, to improve service delivery to students;
12. Works collaboratively, with reference librarians, library assistants and computer AV technicians within and outside the Canaccord Learning Commons, providing in-person and online information services;
13. Works closely with Sauder's Learning and Technology Services to understand the design and development of faculty learning priorities to drive CLC learning activity creation;
14. Participates actively on related committees, task forces, and working groups and serves as a resource for other library units and the development of new service models;
15. Recruits students and coordinates training to support CLC delivery including online moderation of learning activities, peer-assisted tutoring and in-person CLC inquiries at the integrated service desk;
16. Coordinates staff training for the integrated service desk with CLC partners including Student Services and Chapman Learning Commons;
17. Monitors developments in information technology, electronic information delivery, information literacy programs and communications, and applies this knowledge to the benefit of all users of the CLC;
18. Liaises with colleagues and peers across the UBC's Learning Commons, libraries, and faculties to achieve university best practices; monitors developments and trends in learning commons service models at business schools to achieve industry best practices.

Supervision Received

Position is accountable to, and receives supervision and performances reviews from the Head, David Lam Management Research Library.

Supervision Given

Recruits, trains, evaluates and manages students.

Consequence of Error/Judgement

Works independently under general policies and administrative framework. Work is reviewed in terms of quality and effectiveness in meeting Sauder School of Business academic and educational goals. Work involves decisions regarding processes, procedures, management of human and financial resources, contracts and administrative policies.

Qualifications

Undergraduate degree in a relevant discipline. Relevant education could also include a graduate degree from an ALA-accredited program in library and information science, or a graduate degree in business or education. Basic knowledge of major online business information resources, especially financial databases. Minimum of two years experience or the equivalent combination of education and experience. Demonstrated experience working with undergraduate and or graduate learners. Experience conducting workshops for groups and or individual consultation. Experience with social media, presentation software, and collaborative learning technologies and web content management tools. Demonstrated experience in customer focus, student consultation expertise,



and stakeholder engagement. Experience in nurturing partnerships and evidence of successful collaboration around the provision of learning programs and services is an asset. Familiarity with the business school environment is an asset. Ability to communicate effectively verbally and in writing. Ability to develop and maintain cooperative and productive working relationships. Ability to work effectively independently and as a member of a team to successfully manage a diverse set of responsibilities. The ideal candidate will be innovative, flexible, and possess a demonstrated commitment to the provision of learning and information services to benefit a wide and diverse community of students. Ability to communicate effectively verbally and in writing. Ability to develop and maintain cooperative and productive working relationships. Ability to work effectively independently and as a member of a team to successfully manage a diverse set of responsibilities. The ideal candidate will be innovative, flexible, and possess a demonstrated commitment to the provision of learning and information services to benefit a wide and diverse community of students.

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



Job Posting

Job ID: 16747
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Student Management
Classification Title: Student Management, Level B **Business Title:** Graduate Admissions and Records Officer
Department: FacofGradStudies&PostdocStdies
Salary: \$45,579.00 - \$54,717.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2013-10-03
Job End Date: 2014-10-02
Funding Type: Budget Funded
Other:
Date Closed: 2013-10-02 **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 Faculty of Graduate & Postdoctoral Studies (G+PS) is embarking on a multi-year transition to a new business model and related systems technology implementation for graduate admissions. Over this period, the Faculty will be supporting existing business processes and systems while also transitioning to new ones. This Graduate Admissions & Records Officer position has three primary areas of responsibility in this context: 1) serves as lead "subject matter expert" and manages implementation and training processes for the transition to new business processes and system usage; 2) manages Admissions, Records, Progress Tracking and Graduation administration processes for a specific portfolio of graduate programs, and 3) manages bi-annual student graduation approval processes. Overall, the Officer provides consultation and expertise, makes recommendations, ensures implementation of new processes, provides training, and manages the processing of administrative actions in areas including but not limited to: applications, evaluation of academic documents, admission, records, graduation, and merit-based graduate awards and scholarships.

Organizational Status

The Graduate Admissions & Records Officer position reports to the G+PS Project Lead on the implementation project and the Admissions & Records Manager on other responsibilities. The incumbent has ongoing contact with the UBC IT Project Team, Department Heads, Graduate Advisors, and Graduate Program Secretaries and students. Independently communicate and work with the Assistant Dean, Director and Associate Director of Student Academic Services, Systems & Data Analyst, Graduate Awards Administrator, Awards staff, other SAS support staff and Doctoral Examinations staff, as well as with staff from Enrolment Services, Exchange Program Office and Awards and Financial Aid Office.

Work Performed

New Graduate Admission Business Process and System implementation (70%)

- Works closely with project Business Analysts and other team members as lead subject matter expert to:
 - o envision and articulate detailed new business process maps for graduate admissions
 - o Identify gaps in business processes and proposed system solutions and recommend options and solutions to address them.
 - o liaise with stakeholders in graduate programs and G+PS to ensure new business processes and systems solutions are responsive to program needs
 - o configure the system as determined by project team
 - o organize and conduct user testing of new system tools



The University of British Columbia

Staff Job Postings

- Serves as project training coordinator and material developer: Responsibilities include:

- o Develop training materials based on content provided by the business areas following the defined approach, scope, templates and standards.
- o Produce and distribute training materials.
- o Prepare and plan the delivery of training sessions, including identifying trainees, trainers, securing support resources, facilities, equipment, developing and managing schedules, reporting on schedule compliance, monitoring and measuring the success of the training roll out.
- o participate as a trainer in the delivery of the training courses
- o provide post-implementation ongoing training support

Admissions and Records (20%)

- Makes admissions decisions based on detailed evaluation of recommendations for admission to Masters and Doctoral programs from Departments. This includes detailed analysis of North American and international college and university undergraduate and graduate degree transcripts according to established guidelines to determine admission eligibility. Escalates inadmissible decisions for admission with detailed rationale for their decision to appropriate authority within G+PS for final decision.
- Provides expert advising and consultation, requiring independent judgment, to graduate programs and to G+PS Student Information Support Clerks on applicant eligibility, with regard to international credential evaluation, institutional degree equivalencies, and complex academic assessments.
- Troubleshoots, advises on and makes decisions on issues requests related to student records and registration lying outside of clear and established policy requirements; escalates highly unusual cases to appropriate authority within G+PS.
- Supervises work of assigned Student Information Support Clerk, ensuring accuracy of decisions and processing of student admissions and records transactions within established portfolio.

Graduation Coordination (5%)

- Generates reports from the SISC utilizing Crystal Reports, and distributes them as appropriate to the Information Clerks for follow-up eligibility checking and communication to graduate programs. Ensures graduation eligibility checking is completed within strict deadlines. Liaises with Enrolment Services on procedures and troubleshooting on graduation application and approval for graduate students. Recommends and develops new graduation eligibility checking procedures as appropriate. Trains SAS and graduate program staff on graduation procedures.

Performs other related duties in keeping with the qualifications and skill-set of the job. (5%)

Supervision Received

For the New Graduate Admission Business Process and System implementation project, works under broad direction of G+PS Project Lead and for other responsibilities, works independently under minimal supervision from the Admissions and Records Manager, conferring regularly with the Assistant Dean Director, Associate Director, and Systems & Data Analyst.

Supervision Given

Trains and supervises SAS Information Clerk 4(7) on student progress tracking and graduation approval processes, and work-study student employees. Assists in training of and occasionally oversees work of other new clerical and secretarial staff. Provides training to G+PS and graduate program staff on new business processes and systems. May supervise other trainers.

Consequence of Error/Judgement

The accurate assessment and reporting of current business process and development and documentation of well-conceived new business processes is fundamental to the success of the implementation of a major new graduate admissions approach. Errors in judgment, poor analysis, or incorrect assessment could have a detrimental effect and adversely impact the operations and reputation of the university and affect up to tens of thousands of students, faculty and staff, and could cost hundreds of thousands of dollars in lost productivity, funding and revenue. Management of the Faculty's graduation eligibility checking and final approval is an essential, deadline-driven function which requires the independent coordination and supervision of Information Clerks; data report



generation and manipulation, analysis and decision-making on unusual situations and liaising with Enrolment Services and graduate programs campus-wide. Consequence of error can be very significant indeed, as the accurate conferral of graduate degrees and appropriate handling of the high-profile event of graduation will be dependent on these positions. This position also works independently to ensure that a regular schedule of student progress tracking is generated and acted upon. Incorrect actions, decisions, delays or errors in these processes can lead to University policies on academic progress being ignored, possibly damaging the academic integrity of the University. Errors in decision or information provided could impede the academic progress of a student, which may cause adverse relations with students, faculty and staff, and incorrect procedures performed can cause admission implications, incorrect tuition fee assessments, course credits miscalculations, delays for students, failure to approve graduation, adversely affect employment opportunities or damage the careers of masters or doctoral students, and may lead to appeals which could seriously undermine the roles, responsibilities and effectiveness of The Dean and or The Faculty of Graduate and Postdoctoral Studies.

Qualifications

Undergraduate degree in a relevant discipline. University degree or the equivalent in education and experience. Minimum of two years experience or the equivalent combination of education and experience. Four years related experience or the equivalent combination of education and experience. Minimum of five years related experience or four years related UBC experience in administrative, systems and procedures. Thorough knowledge of UBC Graduate programs and requirements for admission to Graduate Programs. Knowledge of university admissions processes and procedures. Thorough knowledge of academic terminology and Graduate Studies. Significant expertise in North American transcripts and international academic records and ability to assess their authenticity and use them to determine eligibility for admission to graduate programs. Ability to effectively facilitate groups to achieve appropriate outcome. Excellent organizational, planning, and prioritization skills. Ability to multi-task and deliver multiple assignments in a fast-paced and changing environment. Effective interpersonal skills. Proven ability to work effectively and diplomatically with a wide range of individuals at all organizational levels. Experience working productively within a team environment. Ability to communicate sensitively in cross-cultural situations. Demonstrated willingness, ability, and enthusiasm to learn new processes, methodologies or technologies. Demonstrated effectiveness at training staff on new processes and systems. Ability to provide instructions in a clear and effective manner, and to adapt to various learning styles. Excellent problem solving aptitude: ability to think analytically in determining causes of issues and identify potential solutions. Ability to anticipate the possible outcome of potential solutions. Ability to articulate and interpret issues, guidelines or policies from one party to others clearly and without error. Strong analytical skills and ability to use good judgement. Ability to work under pressure to meet strict deadlines and handle heavy volumes during peak periods. Advanced level in word processing, spreadsheet (including pivot tables), e-mail software and Internet navigation skills. Ability to effectively use University systems such as Student Information Service Centre (SISC), SynApps and next generation online application system, and Crystal. Ability to exercise utmost tact and discretion, to understand and comply with the Freedom of Information and Protection of Privacy Act and University policies and procedures. Ability to effectively deal with people who are irate, frustrated, or upset. Attention to detail, ensuring accuracy. Ability to supervise the work of others, oversee volume and ensure deadline are met by subordinates.

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



Job Posting

Job ID: 16759
Location: Kelowna - UBC Okanagan
Employment Group: Management&Professional (AAPS)
Job Category: Student Management
Classification Title: Student Management, Level C **Business Title:** Coordinator, Academic Support
Department: UBCO - Enrolment Services
Salary: \$49,226.00 - \$59,094.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2013-10-15 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2013-10-03 **Available Openings:** 1

Job Summary

The incumbent will work in partnership with the Manager, Academic Support in the development and implementation of technical and operational projects, and planning, coordination and review of processes for the areas of records and registration, graduation, and academic scheduling. This position contributes to the successful delivery of academic support services including degree audit, academic scheduling, sessional and term evaluation, examinations, grades, graduation, transfer credit and academic record keeping, to the university community. This position is also responsible for the creation and delivery of ongoing training programs to the campus community on key academic support systems.

Organizational Status

Reports directly to the Manager, Academic Support. Contributes to the development of processes and policies within the department. Works collaboratively with other members of the Okanagan Enrolment Services management team and with staff in most divisions in Enrolment Services at the UBC Okanagan and Vancouver campuses. This position does not supervise, but may be required to assist with escalated issues and requests that cannot be addressed by Enrolment Services support staff. The position provides guidance and training on academic support processes to the BCGEU clerical positions within the area.

Work Performed

1. Project management and coordination:
 - Conducts research and liaises with faculty and departments to identify process or system issues, analyzes opportunities for improvements, and provides recommendations to the Manager for future projects.
 - Coordinates and facilitates meetings with campus stakeholders to gather requirements and feedback for upcoming projects and process improvement activities.
 - Manages the delivery of prescribed project activities during project implementation and after to support and promote ongoing adoption and sustainment with campus stakeholders.
 - Analyzes internal processes, identifies efficiencies and risks, and develops implementation plans for improvement.
 - Subject matter expert on system upgrades and implementation projects for Degree Navigator, SSC, FSC, SISC, Scheduling, and Exams.
 - Maintains advanced knowledge of records, registration, scheduling, and graduation process and procedures as well as relevant senate policies and procedures.
 - Develops and coordinates timelines for degree audit review and set up, graduation application and adjudication, creation of the



The University of British Columbia

Staff Job Postings

master course and exam schedules.

- Identifies Senate approved curriculum and policy changes, assesses impacts to current processes and systems, develops and presents plans for implementation. Creates timelines for user acceptance testing for system projects, in alignment with project timelines.
- Determines and coordinates participants involved in user acceptance testing, including ensuring systems are set up, training users, and establishing mechanisms for reporting bugs, issues and tracking progress.
- Represents Enrolment Services Okanagan campus on various committees and project working groups.
- Provides assistance to Deans, Directors and Unit Heads, for planning and coordinating timelines and reviewing processes for academic scheduling, exam scheduling, graduation, degree audit, and academic evaluations.
- Works with IT, Media, Classroom Services, Central Booking Office, and Facilities Management on classroom related projects by providing data and information for preferred project timelines and scheduling exam room requirements.

2. Providing advanced support to Faculties and staff for the use of the SISC, FSC, SSC, Scheduling software and Degree Navigator:

- Implements approved SIS system security access requests
- System security coordinator for Okanagan users to gain access to the SISC and FSC. Responsible for reviewing, processing, and troubleshooting users access to systems.
- Develops and implements workshops for faculty, staff and administrators on the appropriate use of the student information and record systems, including SISC, SSC, FSC, Degree Audit and Scheduling systems.

3. Reporting, document management and communication coordination:

- Acquires, analyzes and prepares complex data for requests for registration, record, graduation, and scheduling information
- Responsible for ensuring reporting standards for the areas of records, registration, graduation, exams and scheduling to align with university and government policies for the release of information and ensure accurate data reporting.
- Develops and implements document and content management processes.
- Develops, monitors and updates communication plans and materials, including websites to engage and inform students and campus community Coordinates project communication to ensure that targeted messages and activities are being carried out as defined by the project communication plan.

4. Performing other related duties as required.

Supervision Received

Reports to the Manager, Academic Support, UBC Okanagan. Works independently under administrative direction. Performance evaluated against overall objectives and goals of the department.

Supervision Given

No direct staff reports. Coordinates staff and stakeholders participating on project working groups, user acceptance testing and other related projects for the department. Stakeholders could include M&P staff, faculty members, and Deans or Directors.

Consequence of Error/Judgement

This position is responsible for maintaining critical services throughout a student's academic career and beyond at UBC. These services include graduation, grades management, sessional term evaluation, exams, transfer credit assessment, academic class scheduling and degree audit which all play an important role towards successful completion of a degree at UBC.

Many of the services are relied upon and are integral to many of the processes carried out by UBC faculty and departments. Consequences to these activities not being carried out include student dissatisfaction with processes which may even impede students to finish their degree on time. This may result negatively towards the image of Enrolment Services, UBC, faculty and staff. Consequences for UBC faculties and departments include additional work and inquiries from students which may result in



The University of British Columbia

Staff Job Postings

distrust of the services offered and relations with Enrolment Services.

Qualifications

Undergraduate degree in a relevant discipline. University degree preferred. Three years of related experience or an equivalent combination of education and experience. Progressive administrative experience, preferably in a university setting. Experience with university scheduling, graduation, degree audit systems and records management an asset. Minimum of three years experience or the equivalent combination of education and experience. Excellent communication skills including the ability to understand and effectively communicate with others at all levels of the organization in writing and orally. Ability to work effectively independently and in a team environment. Ability to work collaboratively. Ability to work toward consensus and resolve differences. Demonstrated interpersonal, organizational, analytical and problem-solving skills. Ability to analyze and interpret data, determine implications, and provide recommendations. Ability to set and maintain priorities, to adapt and be flexible when addressing changing priorities. Ability to analyze and redesign work flow business processes to make them more efficient and effective. Ability to work under pressure and produce measurable results in a deadline driven environment. Ability to effectively facilitate groups to achieve appropriate outcome. Proven ability to facilitate dialogue between diverse constituents and to work collaboratively to develop creative solutions to complex issues to maximize the use of scarce resources. Experience writing and presenting complex reports. Ability to effectively use <job-specific tools and equipment. Sound working knowledge of SIS, Degree Navigator, Scheduling software and UBC internet tools would be an asset.

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



Job Posting

Job ID: 16775
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Student Management
Classification Title: Student Management, Level D **Business Title:** Manager, MM Programs & Integration
Department: The Sauder School of Business
Salary: \$57,417.00 - \$68,929.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2013-10-21 **Ongoing:** Yes
Job End Date:
Funding Type: Self Funded
Other:
Date Closed: 2013-10-06 **Available Openings:** 1

Job Summary

The Robert H. Lee (RHL) Graduate School at the Sauder School of Business consists of a full-time staff compliment of 12 M&P and 9 CUPE staff members in two locations. The unit administers professional graduate degree programs in business plus academic exchanges and international visitors to the programs. The unit also administers awards and scholarships and provides academic student service support to approximately 500 professional graduate degree students enrolled in the various program categories. The RHL Graduate School manages all aspects of the of the professional graduate degree business programs including recruiting, admissions, awards, academic services, academic policies, graduation approvals, disciplinary incidents, program scheduling, completely independent from the Faculty of Graduate Studies at UBC.

The last decade has seen significant renewal for the Sauder School of Business, including the creation of the Robert H. Lee Graduate School entity. Moving forward in a competitive landscape of business schools around the world, we are placing special emphasis on the student experience, a strong service culture and growth of programs through enhanced global recognition and impact.

POSITION SUMMARY

The Manager, MM Programs & Integration has operational and strategic leadership, independent of graduate studies, for Master of Management Programs, with a student enrolment of 70 - 150 students. The incumbent works closely with the Manager, Student Development and the Manager, Global Learning to create, implement, manage and evaluate programs initiatives that increase student engagement and satisfaction and support student success. The Manager also works with the Admissions & Recruitment team to support their efforts to attract and retain students throughout the admissions process.

The Manager, MM Programs & Integration works closely with a lead faculty member to deliver integrated portions of the FT MBA, PT MBA, IMBA and MM programs.

Organizational Status

Reports to the Director, Student Experience & Operations. The incumbent works closely as a member of the management team, and liaises with numerous central UBC services such as Enrolment Services, UBC IT Services, UBC Bookstore, IHouse and several Sauder School of Business departments such as International Programs, LTS, Canaccord Learning Commons, David Lam Library, BCom Program Office, and Business Career Centre. Works under the general direction of the Director, Student Experience & Operations and the Associate Dean International Relations and Strategic Planning with respect to international linkages and strategic direction.



Works closely and collaboratively with senior-level managers in the Sauder School of Business, the Associate Dean for Professional Graduate Degree Programs, and other members of the Dean's Office and Undergraduate Programs Office, with respect to achieving Faculty-wide goals. Works with senior-level managers and administrators in the University. Develops positive relationships with faculty members teaching in MM Programs. Works closely with executive members of the MM-ECM Student Society to ensure a stellar MM student experience.

Work Performed

Major responsibilities fall into the following areas: Program Management & Advising and Integration Coordination. For each of these, the Manager, MM Programs & Integration evaluates the effectiveness of programs, services and service-delivery; determines and implements changes required to improve the student experience generally of domestic and international MM students and other Professional Graduate Students enrolled in integrated courses.

1) PROGRAM MANAGEMENT & ADVISING - MM PROGRAMS

- a) Provides strategic oversight for the MM program. Leads the team in the development and implementation of 1-, 3- and 5- year plans to meet the goals of the School.
- b) Establishes strong working relationships with student leaders and the general student population. Develops, initiatives and attends student events to gain deeper relationships with students.
- c) Designs and implements an advising program to address the unique social and academic integration needs of MM students to ensure their success and retention. Develops deep relationships with and provides advising services to MM students. Advises MM students on academic planning, elective selections, continuation and graduation, Track requirements, study abroad opportunities and program changes. Investigates and resolves complex student program issues. Assists students in investigating alternate and or additional educational options. Evaluates and approves student requests to study outside of UBC or the MM Program. Evaluates student requests for academic concession and provides appropriate advice, action and follow-up. Identifies students in crisis, either personal or academic, and counsels students on available academic options and makes appropriate referrals to personal support services on campus (Counselling Services, Student Health Services, Student Development), or to related University units (Housing, Student Financial Aid and Awards). Liaises between students and faculty to facilitate appropriate resolution of disputes between faculty and students. Investigates and evaluates discrepancies in student records (ex. Un-graded courses, year levels, program specializations, changes in registration, credit loads). Advises students accordingly and authorize changes where appropriate. Interprets and advises on University and Sauder School of Business policies and procedures as they apply to individual student programs. Uses considerable judgement. Discusses precedent-setting cases with supervisor.
- d) Assesses student demands service needs and designs, develops and delivers innovative and diverse student programs. Collaborates with other student service areas within the Sauder School of Business and across campus (e.g. Business Career Centre, Go Global: International Learning Programs, International Student Development, other Faculties) to build resources and enhance the student experience.
- e) Designs and implements orientation and preparation activities for all incoming students. Develops pre-arrival resources for incoming students to improve readiness for the MM program.
- f) Designs, develops, implements, and regularly assesses administrative policies and procedures facilitating the efficient and effective operation of the MM program in fulfilling the School's strategic student experience objectives, and prepares reports and makes recommendations for changes and enhancements to the Associate Dean, Professional Graduate Degree Programs and the Dean's Office.
- g) Directs MM curriculum changes. Works closely with the Dean's Office, faculty, students and central UBC to ensure curriculum changes are accurate and timely.
- h) Under the direction of the Dean's Office, may contribute to MM program reviews including senior faculty and staff members and members of the Faculty Advisory Board and the Robert H. Lee Advisory Board. Researches and analyzes the market to identify new program initiatives, and makes recommendations to the faculty. Develops and implements new initiatives.
- i) Participates in the planning, coordinating, implementing and evaluating of Global Immersion, including acting as a Program Leader escorting MM students on international field studies.

2) INTEGRATION COORDINATION

- a) Working closely with the assigned faculty member for program integration, leads the team to deliver the integrated portions of the FT MBA, PT MBA, IMBA and MM-ECM. This includes, but is not limited to, scheduling participating instructors, developing



The University of British Columbia

Staff Job Postings

internal and external communications, developing and supporting relevant Connect sites, booking and organizing appropriate space and IT needs, confirming and supporting high-calibre guest speakers, compiling and ordering teaching materials, coordinating any needed catering, finalizing and inputting grades.

ADDITIONAL DUTIES

- a) Develops, manages and reconciles MM Programs and Integration budgets and reports financial statements to the Director, Student Experience & Operations.
- b) Participates in awards scholarships committees in the selection process for Professional Graduate Degree awards and scholarships.
- c) Provides back up coverage to other Managers in the Student Experience Team in the RHL Graduate School responsible for other programs and portfolios.
- d) Develops and enhances relations with faculty and staff in numerous campus departments with respect to graduate student initiatives.
- e) Represents the Sauder School of Business at public functions.
- f) Assumes responsibility for special projects assigned by the Dean, Associate Deans, Assistant Deans, and Directors.
- g) Participates in Faculty committees related to student and faculty affairs. May be required to represent the Sauder School of Business on external committees.
- H) May represent the University and the Sauder School of Business at recruiting fairs both internationally and nationally. This requires in-depth knowledge of the professional graduate programs as well as the University's admission procedures, policies and services.

Supervision Received

Reports to the Director, Student Experience & Operations. Works under general directives.

Supervision Given

Member of the management team. Assigns projects & duties to clerical staff.

Consequence of Error/Judgement

Makes recommendations and decisions regarding the design, coordination and effective delivery of programs and services to ensure faculty-specific student experience objectives are met. This position has a direct impact on the quality of the programs and services to students and faculty. Inability to work cooperatively with students, staff and faculty would jeopardize the effective provision of programs and services to students.

The incumbent manages relationships within a multi-cultural and ethnically diverse student body. This position has the complex task of coordinating and balancing the distinct objectives of various stakeholders, often with conflicting interests. Decisions must be in line with school goals and integrate with the vision and direction of the university.

Decisions impact the quality of academic programs and influence the effectiveness of student management. Poor decisions will have a long-term negative effect on the marketability of the programs and adversely impact the reputation of the Sauder School of Business and the Robert H. Lee Graduate School as well as the integrity of the UBC MBA and MM programs. Errors in judgement and failure to meet students' expectations may negatively impact the overall image of the school as an institute for superior management educations and or loss of exceptional students to competitor schools. Failure to provide sound decisions could result in a loss of confidence of the school and undermine the Dean's efforts to raise the school's global ranking and reputation to ensure sustained access to resources and success of the school in the long run.

Decision-making is based on a thorough knowledge of the policies and procedures of the University and the Sauder School of Business. The incumbent exercises considerable judgement and must demonstrate tact and discretion.

Qualifications



The University of British Columbia

Staff Job Postings

Undergraduate degree in a relevant discipline. Minimum of four years experience or the equivalent combination of education and experience. Experience in the coordination of education programs preferred. Experience in advising required. Technical proficiency using management computer software applications. Excellent oral and written communications, interpersonal skills and organizational skills. Excellent judgement and the ability to make decisions independently. Ability to exercise tact, discretion and diplomacy when dealing with faculty, students, and staff. Cross cultural experience an asset. Ability to work flexibly on weekends or weeknights is required. Some domestic and international travel may be required.

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



Job Posting

Job ID: 16545 (Repost)
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Student Management
Classification Title: Student Management, Level D **Business Title:** Manager, Full-time, MBA
Department: The Sauder School of Business
Salary: \$57,417.00 - \$68,929.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2013-10-28
Job End Date: 2014-10-24
Funding Type: Self Funded
Other: Leave Replacement
Date Closed: 2013-10-06 **Available Openings:** 1

Job Summary

The Robert H. Lee (RHL) Graduate School at the Sauder School of Business consists of a full-time staff compliment of 12 M&P and 9 CUPE staff members in two locations. The unit administers professional graduate degree programs in business plus academic exchanges and international visitors to the programs. The unit also administers awards and scholarships and provides academic student service support to approximately 500 professional graduate degree students enrolled in the various program categories. The RHL Graduate School manages all aspects of the of the professional graduate degree business programs including recruiting, admissions, awards, academic services, academic policies, graduation approvals, disciplinary incidents, program scheduling, completely independent from the Faculty of Graduate Studies at UBC.

The last decade has seen significant renewal for the Sauder School of Business, including the creation of the Robert H. Lee Graduate School entity. Moving forward in a competitive landscape of business schools around the world, we are placing special emphasis on the student experience, a strong service culture and growth of programs through enhanced global recognition and impact.

POSITION SUMMARY

The Manager, FT MBA Program has operational and strategic leadership, independent of graduate studies, for the full-time MBA Program, with a student enrolment of 210 - 250 students. The incumbent works closely with the Manager, Student Development and the Manager, Global Learning to create, implement, manage and evaluate programs initiatives that increase student engagement and satisfaction and support student success. The Manager also works with the Admissions & Recruitment team to support their efforts to attract and retain FT MBA students throughout the admissions process.

Organizational Status

Reports to the Director, Student Experience & Operations. The incumbent works closely as a member of the management team, and liaises with numerous central UBC services such as Enrolment Services, UBC IT Services, UBC Bookstore, IHouse and several Sauder School of Business departments such as International Programs, LTS, Canaccord Learning Commons, David Lam Library, BCom Program Office, and Business Career Centre. Works under the general direction of the Director, Student Experience & Operations and the Associate Dean International Relations and Strategic Planning with respect to international linkages and strategic direction. Works closely and collaboratively with senior-level managers in the Sauder School of Business, the Associate Dean for Professional Graduate Degree Programs, and other members of the Dean's Office, the Business Career Centre and Undergraduate Programs Office, with respect to achieving Faculty-wide goals. Works with senior-level managers and administrators in the University. Develops



The University of British Columbia

Staff Job Postings

positive relationships with faculty members teaching in all graduate professional degree programs. Works closely with executive members of the MBA Student Society to ensure a stellar student experience.

Work Performed

Major responsibilities fall into the following areas: Full-time MBA Program Development, Management & Advising and Scholarships & Awards. For each of these, the Manager, Full-time MBA evaluates the effectiveness of programs, services and service-delivery; determines and implements changes required to improve the student experience generally of domestic and international FT MBA students.

1) PROGRAM DEVELOPMENT, MANAGEMENT & ADVISING - FULL-TIME MBA PROGRAM

- a) Provides strategic oversight for the FT MBA program. Leads the team in the development and implementation of 1-, 3- and 5-year plans to meet the goals of the School.
- b) Establishes strong working relationships with student leaders and the general student population. Develops, initiates and attends student events to gain deeper relationships with students.
- c) Designs and implements an advising program to address the unique social and academic integration needs of FT MBA students to ensure their success and retention. Develops deep relationships with and advises FT MBA students on academic planning, elective selections, continuation and graduation, Track requirements, study abroad opportunities and program changes. Investigates and resolves complex student program issues. Assists students in investigating alternate and or additional educational options. Evaluates and approves student requests to study outside of UBC or the MBA Program. Evaluates student requests for academic concession and provides appropriate advice, action and follow-up. Identifies students in crisis, either personal or academic, and counsels students on available academic options and makes appropriate referrals to personal support services on campus (Counselling Services, Student Health Services, Student Development), or to related University units (Housing, Student Financial Aid and Awards). Liaises between students and faculty to facilitate appropriate resolution of disputes between faculty and students. Investigates and evaluates discrepancies in student records (ex. Un-graded courses, year levels, program specializations, changes in registration, credit loads). Advises students accordingly and authorize changes where appropriate. Interprets and advises on University and Sauder School of Business policies and procedures as they apply to individual student programs. Uses considerable judgement. Discusses precedent-setting cases with supervisor.
- d) Assesses student demands service needs and designs, develops and delivers innovative and diverse student programs. Collaborates with other student service areas within the Sauder School of Business and across campus (e.g. Business Career Centre, Go Global: International Learning Programs, International Student Development, other Faculties) to build resources and enhance the student experience.
- e) Designs and implements orientation and preparation activities for all incoming students. Develops pre-arrival resources for incoming students to improve readiness for the FT MBA program.
- f) Designs, develops, implements, and regularly assesses administrative policies and procedures facilitating the efficient and effective operation of the FT MBA program in fulfilling the School's strategic student experience objectives, and prepares reports and makes recommendations for changes and enhancements to the Associate Dean, Professional Graduate Degree Programs and the Dean's Office.
- g) Directs FT MBA curriculum changes. Works closely with the Dean's Office, faculty, students and central UBC to ensure curriculum changes are accurate and timely.
- h) Under the direction of the Dean's Office, may contribute to FT MBA program reviews including senior faculty and staff members and members of the Faculty Advisory Board and the Robert H. Lee Advisory Board. Researches and analyzes the market to identify new program initiatives, and makes recommendations to the faculty. Develops and implements new initiatives.
- i) Participates in the planning, coordinating, implementing and evaluating of Global Immersion, including acting as a Program Leader escorting 30-40 MBA students on a 2-week international field study on an annual basis.

2) AWARDS & SCHOLARSHIPS

- a) Ensures students are aware of award opportunities - both internal and external.
- b) Manages application and selection process that is fair and transparent to students for the Sauder School of Business' Professional Graduate Degree awards and scholarships on an annual basis.
- c) Works with central UBC units to process awards in a timely, efficient and accurate manner.
- d) Assesses existing Sauder School of Business Awards and Scholarships and establishes new awards for new and continuing graduate



The University of British Columbia

Staff Job Postings

students.

3) ADDITIONAL DUTIES

- a) Develops, manages and reconciles FT MBA Program budgets and reports financial statements to the Director, Student Experience & Operations.
- b) Participates in awards scholarships committees in the selection process for Professional Graduate Degree awards and scholarships.
- c) Provides back up coverage to other Managers in the Student Experience Team in the RHL Graduate School responsible for other programs and portfolios.
- d) Develops and enhances relations with faculty and staff in numerous campus departments with respect to graduate student initiatives.
- e) Represents the Sauder School of Business at public functions.
- f) Assumes responsibility for special projects assigned by the Dean, Associate Deans, Assistant Deans, and Directors.
- g) Participates in faculty committees related to student and faculty affairs. May be required to represent the Sauder School of Business on external committees.
- h) May represent the University and the Sauder School of Business at recruiting fairs both internationally and nationally. This requires in-depth knowledge of the professional graduate programs as well as the University's admission procedures, policies and services.

Supervision Received

Reports to the Director, Student Experience & Operations. Works under general directives.

Supervision Given

Member of the management team. Hires, trains, disciplines, provide ongoing feedback, and supervises the day to day activities of clerical and summer temporary staff members of the Student Experience Team for the effective delivery of Robert H. Lee Professional Graduate Degree Programs. Leads the team to develop position manuals and establishes processes for updating.

Consequence of Error/Judgement

Makes recommendations and decisions regarding the design, management and effective delivery of programs and services to ensure faculty-specific student experience objectives are met. This position has a direct impact on the quality of the programs and services to students and faculty. Inability to work cooperatively with students, staff and faculty would jeopardize the effective provision of programs and services to students. Poor management of staff or volunteers may lead to inefficiency, discontent or grievances.

The incumbent manages relationships within a multi-cultural and ethnically diverse student body. This position has the complex task of coordinating and balancing the distinct objectives of various stakeholders, often with conflicting interests. Decisions must be in line with school goals and integrate with the vision and direction of the university.

Decisions impact the quality of academic programs and influence the effectiveness of student management. Poor decisions will have a long-term negative effect on the marketability of the programs and adversely impact the reputation of the Sauder School of Business and the Robert H. Lee Graduate School as well as the integrity of the UBC MBA program. Errors in judgement and failure to meet students' expectations may negatively impact the overall image of the school as an institute for superior management educations and or loss of exceptional students to competitor schools. Failure to provide sound decisions could result in a loss of confidence of the school and undermine the Dean's efforts to raise the school's global ranking and reputation to ensure sustained access to resources and success of the school in the long run.

Decision-making is based on a thorough knowledge of the policies and procedures of the University and the Sauder School of Business. The incumbent exercises considerable judgement and must demonstrate tact and discretion.



The University of British Columbia

Staff Job Postings

Qualifications

Undergraduate degree in a relevant discipline. Business administration degree preferred. Minimum of four years experience or the equivalent combination of education and experience. Experience in the design and delivery of education programs preferred. Experience in advising required. Technical proficiency using management computer software applications. Excellent oral and written communications, interpersonal skills and organizational skills. Excellent judgement and the ability to make decisions independently. Ability to exercise tact, discretion and diplomacy when dealing with faculty, students, and staff. Cross cultural experience an asset. Ability to work flexibly on weekends or weeknights may be required. International travel required.

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



Job Posting

Job ID: 16765
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Student Management
Classification Title: Student Management, Level E **Business Title:** Manager, Enrolment Service Support
Department: Records & Registration
Salary: \$62,010.00 - \$74,441.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2013-10-28 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2013-10-04 **Available Openings:** 1

Job Summary

The Manager, Enrolment Service Support (MESS) is responsible for working with the Director, Enrolment Service Support to provide strategic direction, leadership and coaching to a team of enrolment service support staff. The Manager will manage and lead a cross functional team of staff who provide expertise on the following enrolment service support functions: registration, student financial support, academic course and examination scheduling and academic support services (grades, transfer credit, graduation, degree audit and verification, transcripts, Bus Pass, Institutional Appendix, non-degree studies). The Manager's primary responsibilities are divided into the following major areas: people leadership, strategic planning, policy development and leadership, registrarial practice and the development of stakeholder partnerships.

The Manager acts as a champion for service and performance excellence; and plays a key role in leading, influencing and establishing the organizational culture and reinforcing cultural change for the student service model in Enrolment Services. The Manager provides leadership and management in the development, delivery and evaluation of registrarial support services; and establishes service standards on the delivery of these support services to ES and the UBC campus community. The Manager is a part of a network of registrarial, student service and affair professionals that collectively contribute to UBC's exceptional learning environment.

Organizational Status

The Manager, Enrolment Service Support reports to the Director, Enrolment Service Support. This position will work collaboratively with other Managers in Enrolment Service Support, as well as with other members of the Enrolment Services management team including Associate Director, Enrolment Services; Manager, Organizational Development & Learning; Manager, Student Financial Support; Student Communications; and Associate Director, Business IT Alignment. The Manager will work closely with Faculties and other staff at UBC Vancouver and Okanagan campuses, including UBC IT (Academic Systems), Ceremonies and Alumni, Campus Security, Student Development and Building Operations.

The Manager, Enrolment Service Support will liaise with federal, provincial and American student financial loan officials regarding various funding programs. The Manager serves as the primary contact and UBC representative on Service Support issues for internal UBC and external organizations and agencies (i.e. AMS, GSS, UBC RCMP, and Campus & Community Planning and University Neighborhood Association. This position will represent ES on teams, committees, and working groups internal and external to ES, including government and professional aid organizations.



The University of British Columbia

Staff Job Postings

Work Performed

People Leadership

Motivates and manages an effective team of enrolment service support staff. Leads and coaches the team of support staff towards performance and service excellence. Regularly conducts performance management conversations and reviews. Works collaboratively with the Manager, Organizational Development & Learning (ODL) to identify and support the training and professional development required collectively for the enrolment support service staff team and for individual staff.

Fosters an inclusive, collaborative and respectful team environment. Identifies and manages opportunities for staff to share knowledge and work cross functionally.

In consultation and collaboration with the Director, Enrolment Service Support; Human Resources and the Manager, ODL works on various human resources planning and programs including succession planning and staff recognition programs.

Recruits, trains, evaluates and when required, disciplines and terminates staff.

Strategic Planning

Contributes to the development, implementation and evaluation of the ES strategic plan. Participates in defining and establishing organizational targets metrics.

Plans Enrolment Service Support priorities including identification, development and assessment of Enrolment Service Support standards and initiatives. Leads and oversees opportunities and ideas for service and business process enhancements. Develops initiatives and action plans to support service excellence and UBC's exceptional learning environment.

Works in collaboration with Student Communications Services to contribute to the design, implementation and evaluation of communication strategies to various stakeholders including Faculties and students.

Works in consultation and collaboration with the Director, Enrolment Service Support and Manager, ODL to strategically influence and orchestrate cultural change.

Strategically develops plans and designs work assignments and projects that consistently makes the best use of resources, strengthens cross functional work flow, and improves efficiencies.

Determines human and financial resources required to sustain programs and services; and is accountable for their responsible management.

Registrarial Professional Practice and Leadership

The Manager, Enrolment Service Support is responsible for providing leadership, managerial oversight, expertise and service support delivery in any of the following areas of registrarial practice: registration, student financial support (i.e. U.S. student loans), academic course and examination scheduling, examination sittings for distance education courses and external bodies (e.g. LSAT), and academic support services (grades, transfer credit, graduation, degree audit, degree verification, transcripts, Bus Pass, Institutional Appendix, supporting Distance Education students).

Plans, develops, implements, evaluates and manages programs, guidelines, policies and procedures, including performing necessary stakeholder consultations, for all areas of registrarial responsibility (i.e. academic course and examination scheduling, fulfilling regulations set out by Canadian National and Provincial, and U.S. student loan programs, and fulfilling obligations set out in UBC Policy # 13, 16 and 107).



The University of British Columbia

Staff Job Postings

Works with the Faculties to develop and implement policy and curriculum changes. (ie. promotion requirement rules, changes to degree parchments, rolling graduation etc.)

Advises and aids Faculties on academic policy decisions as these decisions often have implications that affect student records.

Chairs committees (i.e. Timetable Representative Committee) and facilitates open dialogue and review of policy or procedural recommendations and best practices.

Collaborates with ES Business IT Alignment and Faculties and liaises with UBC Okanagan staff to design, develop and implement system and new business processes to support various registrarial procedures and functions at UBC's campuses; including promoting, developing, implementing and testing of system upgrades. Makes recommendations on appropriate maintenance, upgrades and new developments.

Manages U.S Student Loan programs for both Vancouver and Okanagan campuses, including ensuring compliance to US government student loan policies and regulations and coordinates annual audit of financial transactions.

Provides analysis and interpretation of federal and provincial government policies (i.e. student loan policies) and BC Transfer Credit articulation.

The Manager leads case management activities and adjudicates complex matters.

Working with the Manager, ODL, and others as appropriate, the Manager develops training materials, reference documentation and knowledge-base content pertaining to areas of registrarial expertise.

Project Development

Leads and manages the development, evaluation and implementation of new Enrolment Service Support Service initiatives, business processes, policies and systems in all areas of registrarial responsibility. Establishes and directs project teams, designates team leads and assigns project deliverables.

Identifies and analyzes ways in which Enrolment Service Support could enhance the service to key stakeholders (e.g. . Enrolment Service Professionals) and to the student experience. Makes, receives and evaluates strategic recommendations on Enrolment Service Support initiatives; and formulates plans proposals for ES executive review.

Develops and manages a case management framework upon which Enrolment Service Support Service staff can share and adjudicate unusual complex work files; and provide support, knowledge transfer, mentorship and guidance to their peers.

Performs consultations with stakeholders, including Faculties, Student Development, RCMP (regarding Special Occasion Licenses), Campus & Community Planning, University Neighborhood Association, Campus Security and Building Operations, BC Transfer Credit Association (BCCAT?); facilitates discussion and develops plans to evaluate and integrate stakeholder feedback. Presents findings and recommendations to stakeholder groups through workshops, presentations, written reports, and or discussion papers.

Designs and evaluates workshops, presentations, programs or events for the purposes of training and or information provision for students, staff and faculty.

Leads and manages the development and establishment of best practices across all enrolment support services, focusing primarily on areas where the facilitation of efficient stakeholder issues is best impacted. Works in collaboration with other ES Managers to oversee seamless points of referrals, effective allocation of resources and continual sharing of knowledge to support front and back end processes.

Partnerships



The University of British Columbia

Staff Job Postings

Supervision Received

Reporting to the Director, Enrolment Service Support, the incumbent will exercise independent judgment and will consult and work in collaboration with various members of the Enrolment Service management team. The incumbent will have latitude to make management decisions in alignment with ES strategic plans and goals.

Supervision Given

Hires, trains, manages and evaluates a team of service support staff. When leading projects, the Manager, Enrolment Service Support may be required to provide supervision on projects involving other staff members, faculty, external stakeholders and or students.

Consequence of Error/Judgement

Work performed by Enrolment Services is critical to the success of the University and its ability to deliver on the goals articulated in UBC's strategic plan. The Manager, Enrolment Service Support is responsible for managing the delivery of critical registrarial support services which plays the important role of accurately reflecting a student's degree progression and completion. Errors in student financial support may result in the loss of institutional eligibility to offer student loan program. As the content expert, incorrect advice and information could leave students in financial or academic trouble; mistakes could cause students to be financially penalized.

The Manager also provides key leadership and coaching to a team of service support staff who work cross functionally and possess subject matter expertise in registrarial support services. Poor people management, errors in judgment, and or inconsistency in decision making could have significant effect on morale, employee retention, productivity and service excellence. The consequences of these errors could damage the credibility of the University and relationship between the University and its students. Service excellence could also be compromised by the failure to effectively plan and manage initiatives, projects, resources and stakeholder relations. Errors resulting in efficiencies could have an adverse financial impact on the Department.

Qualifications

Undergraduate degree in a relevant discipline. Undergraduate degree in a relevant discipline and a minimum of five years of related experience, or an equivalent combination of education and experience. Minimum of five years experience or the equivalent combination of education and experience. Experience in enrolment student services policies, procedures and systems preferred. Experience, preferably in a managerial capacity, in at least one of the following areas is preferred: registration, student financial support, and or academic record support. Sound and current knowledge on best practices in enrolment or student services an asset. Proficiency with standard office software required. Experience applying technology to improve student and or client services an asset. Previous experience with Student Information Systems or other enterprise database solutions customer relationship management systems preferred. Ability to lead, influence and support organizational and cultural change. Ability to coach and manage cross functional support staff teams. Ability and aptitude for progressive, creative and innovative thinking. Must be able to independently exercise superior judgment to make important decisions on complex matters which may fall outside of the scope of established policies. A skilled facilitator, presenter and communicator with the ability to effectively facilitate discussions to achieve appropriate outcomes. Excellent interpersonal skills with the proven ability to use an inclusive approach to develop and cultivate relationships with students, faculty, staff and members of the external community. Demonstrated accuracy and attention to detail, especially when working under pressure to meet deadlines. Ability to collaborate and share expertise within a team environment. Demonstrated time management skills with the ability to effectively prioritize, multi-task and organize work. Enthusiasm and capacity for continuous learning and development.

UBC hires on the basis of merit and is strongly committed to equity and diversity within its community. We especially welcome



The University of British Columbia

Staff Job Postings

applications from visible minority group members, women, Aboriginal persons, persons with disabilities, persons of minority sexual orientations and gender identities, and others with the skills and knowledge to productively engage with diverse communities. All qualified candidates are encouraged to apply; however Canadians and permanent residents will be given priority.



Job Posting

Job ID: 16724
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Student Management
Classification Title: Student Management, Level E **Business Title:** Manager, Enrolment Service Support
Department: LoanPolicy&SchedulingServices
Salary: \$62,010.00 - \$74,441.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2013-10-28 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2013-09-30 **Available Openings:** 1

Job Summary

The Manager, Enrolment Service Support (MESS) is responsible for working with the Director, Enrolment Service Support to provide strategic direction, leadership and coaching to a team of enrolment service support staff. The Manager will manage and lead a cross functional team of staff who provide expertise on the following enrolment service support functions: registration, student financial support, academic course and examination scheduling and academic support services (grades, transfer credit, graduation, degree audit and verification, transcripts, Bus Pass, Institutional Appendix, non-degree studies). The Manager's primary responsibilities are divided into the following major areas: people leadership, strategic planning, policy development and leadership, registrarial practice and the development of stakeholder partnerships.

The Manager acts as a champion for service and performance excellence; and plays a key role in leading, influencing and establishing the organizational culture and reinforcing cultural change for the student service model in Enrolment Services. The Manager provides leadership and management in the development, delivery and evaluation of registrarial support services; and establishes service standards on the delivery of these support services to ES and the UBC campus community. The Manager is a part of a network of registrarial, student service and affair professionals that collectively contribute to UBC's exceptional learning environment.

Organizational Status

The Manager, Enrolment Service Support reports to the Director, Enrolment Service Support. This position will work collaboratively with other Managers in Enrolment Service Support, as well as with other members of the Enrolment Services management team including Associate Director, Enrolment Services; Manager, Organizational Development & Learning; Manager, Student Financial Support; Student Communications; and Associate Director, Business IT Alignment. The Manager will work closely with Faculties and other staff at UBC Vancouver and Okanagan campuses, including UBC IT (Academic Systems), Ceremonies and Alumni, Campus Security, Student Development and Building Operations.

The Manager, Enrolment Service Support will liaise with federal, provincial and American student financial loan officials regarding various funding programs. The Manager serves as the primary contact and UBC representative on Service Support issues for internal UBC and external organizations and agencies (i.e. AMS, GSS, UBC RCMP, and Campus & Community Planning and University Neighborhood Association. This position will represent ES on teams, committees, and working groups internal and external to ES, including government and professional aid organizations.



The University of British Columbia

Staff Job Postings

Work Performed

People Leadership

Motivates and manages an effective team of enrolment service support staff. Leads and coaches the team of support staff towards performance and service excellence. Regularly conducts performance management conversations and reviews. Works collaboratively with the Manager, Organizational Development & Learning (ODL) to identify and support the training and professional development required collectively for the enrolment support service staff team and for individual staff.

Fosters an inclusive, collaborative and respectful team environment. Identifies and manages opportunities for staff to share knowledge and work cross functionally.

In consultation and collaboration with the Director, Enrolment Service Support; Human Resources and the Manager, ODL works on various human resources planning and programs including succession planning and staff recognition programs.

Recruits, trains, evaluates and when required, disciplines and terminates staff.

Strategic Planning

Contributes to the development, implementation and evaluation of the ES strategic plan. Participates in defining and establishing organizational targets metrics.

Plans Enrolment Service Support priorities including identification, development and assessment of Enrolment Service Support standards and initiatives. Leads and oversees opportunities and ideas for service and business process enhancements. Develops initiatives and action plans to support service excellence and UBC's exceptional learning environment.

Works in collaboration with Student Communications Services to contribute to the design, implementation and evaluation of communication strategies to various stakeholders including Faculties and students.

Works in consultation and collaboration with the Director, Enrolment Service Support and Manager, ODL to strategically influence and orchestrate cultural change.

Strategically develops plans and designs work assignments and projects that consistently makes the best use of resources, strengthens cross functional work flow, and improves efficiencies.

Determines human and financial resources required to sustain programs and services; and is accountable for their responsible management.

Registrarial Professional Practice and Leadership

The Manager, Enrolment Service Support is responsible for providing leadership, managerial oversight, expertise and service support delivery in any of the following areas of registrarial practice: registration, student financial support (i.e. U.S. student loans), academic course and examination scheduling, examination sittings for distance education courses and external bodies (e.g. LSAT), and academic support services (grades, transfer credit, graduation, degree audit, degree verification, transcripts, Bus Pass, Institutional Appendix, supporting Distance Education students).

Plans, develops, implements, evaluates and manages programs, guidelines, policies and procedures, including performing necessary stakeholder consultations, for all areas of registrarial responsibility (i.e. academic course and examination scheduling, fulfilling regulations set out by Canadian National and Provincial, and U.S. student loan programs, and fulfilling obligations set out in UBC Policy # 13, 16 and 107).



The University of British Columbia

Staff Job Postings

Works with the Faculties to develop and implement policy and curriculum changes. (ie. promotion requirement rules, changes to degree parchments, rolling graduation etc.)

Advises and aids Faculties on academic policy decisions as these decisions often have implications that affect student records.

Chairs committees (i.e. Timetable Representative Committee) and facilitates open dialogue and review of policy or procedural recommendations and best practices.

Collaborates with ES Business IT Alignment and Faculties and liaises with UBC Okanagan staff to design, develop and implement system and new business processes to support various registrarial procedures and functions at UBC's campuses; including promoting, developing, implementing and testing of system upgrades. Makes recommendations on appropriate maintenance, upgrades and new developments.

Manages U.S Student Loan programs for both Vancouver and Okanagan campuses, including ensuring compliance to US government student loan policies and regulations and coordinates annual audit of financial transactions.

Provides analysis and interpretation of federal and provincial government policies (i.e. student loan policies) and BC Transfer Credit articulation.

The Manager leads case management activities and adjudicates complex matters.

Working with the Manager, ODL, and others as appropriate, the Manager develops training materials, reference documentation and knowledge-base content pertaining to areas of registrarial expertise.

Project Development

Leads and manages the development, evaluation and implementation of new Enrolment Service Support Service initiatives, business processes, policies and systems in all areas of registrarial responsibility. Establishes and directs project teams, designates team leads and assigns project deliverables.

Identifies and analyzes ways in which Enrolment Service Support could enhance the service to key stakeholders (e.g. . Enrolment Service Professionals) and to the student experience. Makes, receives and evaluates strategic recommendations on Enrolment Service Support initiatives; and formulates plans proposals for ES executive review.

Develops and manages a case management framework upon which Enrolment Service Support Service staff can share and adjudicate unusual complex work files; and provide support, knowledge transfer, mentorship and guidance to their peers.

Performs consultations with stakeholders, including Faculties, Student Development, RCMP (regarding Special Occasion Licenses), Campus & Community Planning, University Neighborhood Association, Campus Security and Building Operations, BC Transfer Credit Association (BCCAT?); facilitates discussion and develops plans to evaluate and integrate stakeholder feedback. Presents findings and recommendations to stakeholder groups through workshops, presentations, written reports, and or discussion papers.

Designs and evaluates workshops, presentations, programs or events for the purposes of training and or information provision for students, staff and faculty.

Leads and manages the development and establishment of best practices across all enrolment support services, focusing primarily on areas where the facilitation of efficient stakeholder issues is best impacted. Works in collaboration with other ES Managers to oversee seamless points of referrals, effective allocation of resources and continual sharing of knowledge to support front and back end processes.

Partnerships



The University of British Columbia

Staff Job Postings

Supervision Received

Reporting to the Director, Enrolment Service Support, the incumbent will exercise independent judgment and will consult and work in collaboration with various members of the Enrolment Service management team. The incumbent will have latitude to make management decisions in alignment with ES strategic plans and goals.

Supervision Given

Hires, trains, manages and evaluates a team of service support staff. When leading projects, the Manager, Enrolment Service Support may be required to provide supervision on projects involving other staff members, faculty, external stakeholders and or students.

Consequence of Error/Judgement

Work performed by Enrolment Services is critical to the success of the University and its ability to deliver on the goals articulated in UBC's strategic plan. The Manager, Enrolment Service Support is responsible for managing the delivery of critical registrarial support services which plays the important role of accurately reflecting a student's degree progression and completion. Errors in student financial support may result in the loss of institutional eligibility to offer student loan program. As the content expert, incorrect advice and information could leave students in financial or academic trouble; mistakes could cause students to be financially penalized.

The Manager also provides key leadership and coaching to a team of service support staff who work cross functionally and possess subject matter expertise in registrarial support services. Poor people management, errors in judgment, and or inconsistency in decision making could have significant effect on morale, employee retention, productivity and service excellence. The consequences of these errors could damage the credibility of the University and relationship between the University and its students. Service excellence could also be compromised by the failure to effectively plan and manage initiatives, projects, resources and stakeholder relations. Errors resulting in efficiencies could have an adverse financial impact on the Department.

Qualifications

Undergraduate degree in a relevant discipline. Undergraduate degree in a relevant discipline and a minimum of five years of related experience, or an equivalent combination of education and experience. Minimum of five years experience or the equivalent combination of education and experience. Experience required in a service centered environment, preferably within student services. Experience in a leadership role. Demonstrated managerial experience and proven ability to lead, coach and motivate staff. Experience with policy development, implementation and management required. Proven experience with analyzing and redesigning work flow business processes to enhance efficiencies and align with organizational goals.

Experience in enrolment student services policies, procedures and systems preferred. Experience, preferably in a managerial capacity, in at least one of the following areas is preferred: registration, student financial support, and or academic record support. Sound and current knowledge on best practices in enrolment or student services an asset. Proficiency with standard office software required. Experience applying technology to improve student and or client services an asset. Previous experience with Student Information Systems or other enterprise database solutions customer relationship management systems preferred. Ability to lead, influence and support organizational and cultural change. Ability to coach and manage cross functional support staff teams. Ability and aptitude for progressive, creative and innovative thinking. Must be able to independently exercise superior judgment to make important decisions on complex matters which may fall outside of the scope of established policies. A skilled facilitator, presenter and communicator with the ability to effectively facilitate discussions to achieve appropriate outcomes. Excellent interpersonal skills with the proven ability to use an inclusive approach to develop and cultivate relationships with students, faculty, staff and members of the external community. Demonstrated accuracy and attention to detail, especially when working under pressure to meet deadlines. Ability to collaborate and share expertise within a team environment. Demonstrated time management skills with the ability to effectively prioritize, multi-task and organize work. Enthusiasm and capacity for continuous learning



The University of British Columbia

Staff Job Postings

and development.

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



Job Posting

Job ID: 16735
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Student Management
Classification Title: Student Management, Level F **Business Title:** Diversity Advisor
Department: Access and Diversity
Salary: \$66,969.00 - \$80,395.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2013-10-14 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2013-10-08 **Available Openings:** 1

Job Summary

Diversity Advisors work in collaboration with students, faculty, staff and community groups to develop organizational change strategies, programs and initiatives that promote safe, inclusive and accessible environments for all UBC students; develop and implement policies, protocols, strategic initiatives and programs that promote inclusion and intergroup and intercultural competencies, and foster and support student leadership initiatives that promote respect and inclusion.

Organizational Status

Access and Diversity works with members of the University community to create inclusive and welcoming living and learning environments at UBC. The goal is to build educational communities where students of all genders, disabilities, racial and ethnic backgrounds, sexual orientations and gender identities and expressions thrive. The Diversity Advisor reports to the Director of Access and Diversity, Student Development and Services and works as a member of a team of professionals Works in collaboration with UBC faculty and staff, student organizations and community groups. May supervise student assistants and volunteers.

The incumbent will work in a standard office environment at UBC Vancouver. Some evening and weekend work is required, as well as some travel.

Work Performed

- Develop organizational change strategies that promote safe, inclusive and accessible environments for all UBC students.
- Develop and implement policies, protocols, strategic initiatives and programs that promote inclusion and intergroup and intercultural competencies.
- Collaborate with students, faculty, staff and visitors at UBC in the development of change initiatives, policies, processes and programs that promote an accessible, safe and welcoming environment for diverse student populations.
- Foster and support student leadership initiatives that promote respectful and inclusive environments.
- Document student experiences.
- Participate in program evaluation and research projects that focus on student educational needs, leadership, equity issues and learning environment.
- Liaise with individuals, community organizations, professional organizations, post-secondary educational institutions, government and other partners to enhance post-secondary access for a diverse population of students.
- Communicate about programs, services and issues and link internal and external resources and information as related to



The University of British Columbia

Staff Job Postings

post-secondary education.

- Develop, support, encourage, and promote provincial, national and international programs relevant to the position and to post-secondary access in conjunction with other post-secondary educational institutions, off-campus agencies and government departments.
- Conduct on-going evaluations of relevant policies, programs and services and recommend improvements.
- Promote awareness and education on matters relating to post-secondary access for a diverse population of students.
- Coordinate programs, projects and special events related to the work of the unit
- Prepare reports, publications and other written work as required.
- Perform duties consistent with the mandate of Access and Diversity as requested.

Supervision Received

Supervision will be provided by the Director of Access and Diversity. Incumbent acts independently within established ethical guidelines.

Supervision Given

The person in this position may supervise project staff, student assistants and volunteers.

Consequence of Error/Judgement

Severe hardship for prospective and current students, faculty, staff and visitors to post-secondary institutions. Severe public relations difficulties for Access and Diversity, the Vice President Students Portfolio and the University.

Qualifications

Undergraduate degree in a relevant discipline. Graduate degree in an applicable discipline preferred. Minimum of six years experience or the equivalent combination of education and experience. Training and experience in issues related to race and ethnicity, disability, gender identity and expression, sexual diversity, and intersecting inequalities. Post-secondary experience required. Demonstrated knowledge of organizational development change theories and experience in program development, consultation and outreach. Demonstrated ability to manage the policy development process and its implementation in a post-secondary setting. Experience in planning, implementing and coordinating strategic initiatives. Knowledge and experience in program evaluation and research. Possession of personal attributes that facilitate teamwork and the development of effective working relationships with a wide range of students, faculty, staff and community members.

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



Job Posting

Job ID: 16614
Location: Vancouver - Point Grey Campus
Employment Group: Service Unit Directors
Job Category: Business Development
Classification Title: Exec Director, International **Business Title:** Exec Director, International
Department: International Office
Salary: \$107,869.00 - \$134,833.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2013-09-30 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2013-10-03 **Available Openings:** 1

Job Summary

The Office of the Vice President Research and International is responsible for the research and international engagement mandate of the University. It provides strategic direction for UBC's international engagement, supports the creation of international partnerships and formal agreements for mobility and research collaborations, helps people to gain access to resources, and creates new opportunities to connect around the world. The Office of the Vice President Students is responsible for shaping the student experience and learning environment for UBC undergraduate and graduate students. Specifically, oversight of short-term student mobility programming and strategic oversight of the international student experience and development of a diverse learning community of students.

The International Office (IO) reports to the Offices of the Vice President Research and International, and Vice President Students, and provides strategic support to University leaders and faculty members, and acts as a first point of contact for peer institutions around the world. As Executive Director (ED) of the IO, the position is responsible for providing leadership to shape and implement UBC's strategy for international engagement and for communicating a broad and strategic vision for international activities and the role of UBC within an integrated global learning and research environment.

The Executive Director holds a system role and acts as the point person for the coordination of international activity across the UBC system. The ED ensures the development of a strong brand and marketing strategy as well as a comprehensive repository of information and metrics for International activity across both campuses.

Organizational Status

The position reports at a senior level to both the Vice President Research and International (VPRI), and the Vice President Students (VPS). The position works closely with and maintains a strong connection with the Deputy Vice Chancellor and Principal, Okanagan campus (DVC) to ensure integration across the UBC system.

The ED collaborates with the Development and Alumni Engagement (DAE) offices to facilitate communication and coordination of international strategic goals and priorities across portfolios and campuses. The position advises the President on international engagement matters.

The ED works closely with the International Resource and Communications Officer at the Okanagan campus as a collaborative resource to integrate international activity and to ensure strong coordination, inclusive processes and joint sharing of information and



The University of British Columbia

Staff Job Postings

practices across the UBC system.

The ED collaborates with others in the portfolio and across the University to foster the mandate of the Office and to establish it as the resource centre and single point of contact offering database information and consistent support for Deans and Faculties in their international activities. The ED builds, works with, and maintains relationship with local international communities, other academic institutions, international government offices, private sector organizations, international organizations and non-government organizations. The ED also works with subject matter experts, and provides strong analytical, facilitative, and broad administrative perspectives and support in the performance of duties.

Work Performed

Responsible for the strategic leadership, direction, and accountability for the establishment of the IO as the single point for contact for programs, activities and initiatives relating to international academic partnerships for the University.

Engages in dialogue with the Deans faculties, and senior University administrators, leaders, and key stakeholders to identify and frame international partnership strategies. Identifies initiatives and project implications from different University perspectives; ensures that the leadership team and key constituencies are in agreement on the path forward.

Promotes, advocates, and drives UBC's aspirations and international engagement strategies, and executes international goals and objectives. Coordinates International agreements and International visits.

Responsible for the strategic leadership and direction in the development of rigorous and measurable metrics, outcome measures, and a central repository of international UBC-wide activities for international engagement. Develops a web-based solution to provide easy access to data, information, performance indicators, current activities with partners, alumni engagement, enrolment statistics, etc.

Markets, incentivizes and influences faculties to utilize the map of international activities as a data repository. Continuously provides briefings and support to the VPRI, VPS, President, DVC and Principal, and members of the executive team, and Deans faculties in their international work.

Guides the development of UBC's international brand and marketing strategy. Works collaboratively with Communications and Marketing as well as Prospective Student Marketing to ensure that the principles of internationalization and institutional merits of the University's internationally engaged campuses are clearly communicated.

Provides strategic support to the Deans in the negotiation and approval of international academic programmes. Works closely with the Senate and the Office of the Provost and Vice President Academic, and Office of the Provost and Vice Principal to coordinate approval for joint academic programmes.

Researches, writes or drives the production of reports, policy and briefing documents, and action plans.

Participates as a member of relevant committees including but not limited to the following:

- International Advisory Council,
- Steering Committee charged with oversight of strategic research partnerships,
- Steering Committee charged with oversight of student mobility partnerships and international recruitment, targets, admissions and services,
- Steering Committee on international branding marketing.

Attends meetings and retreats of Academic and Executive Leaders as relevant to collaborate with key stakeholders in the identification of priorities and to ensure effective connection and communication.

Responsible for the management and operation of the IO including accountability for the budget, management of staff, and management of international offices representatives abroad (Hong Kong, New Delhi, Europe). Being responsible for the coordination



The University of British Columbia

Staff Job Postings

and communication of activities, initiatives and programmes.

Performs other related duties.

Supervision Received

Under broad direction, works independently, utilizing concepts and exercising considerable independent judgment and initiative in the creation and implementation of strategies and initiatives, and in addressing complex matters. Keeps the VPRI and VPS DVC & Principal, Provosts and Development & Alumni offices informed of actions through reports and discussions. Strategies, initiatives and projects are independently managed and may be subject to final review only. Unusual items requiring policy decisions are brought to the VPRI and VPS's attention.

Supervision Given

Manages staff and directs the operation of the Office.

Consequence of Error/Judgement

The position leads an Office that is critical to the University's success in international strategic priorities. Must understand the University's aspiration for international engagement and develop strategic and well thought out action plans to engage Deans faculty. Acts with openness and integrity to build credibility and foster relationship with Deans faculty and senior administrators within the University. Inaction or errors of judgement can result in costly lack of coordination of International activity, duplication of resource effort, loss of global opportunities and loss of reputation for UBC.

Qualifications

Post-secondary education (Masters or Ph.D. preferred) with an emphasis on critical thinking, policy development organizational behaviours and leadership. . At Least ten years of experience in a large and complex organization.

Experience in a university environment preferred. Good understanding of the culture and rhythm of an academic institution and ability to navigate the complex university environment.

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



Job Posting

Job ID: 16726
Location: Vancouver - Hospital Site
Employment Group: Technicians & Research Assists
Job Category: Research/Technical - Non Union
Classification Title: Research Asst/Tech 1 **Business Title:** Research Asst/Tech 1
Department: Paediatrics
Salary: \$37,581.00 - \$39,420.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2013-10-16
Job End Date: 2014-10-15
Funding Type: Grant Funded
Other:
Date Closed: 2013-10-01 **Available Openings:** 1

Job Summary

To assist staff and students with their ongoing research studies involving bacterial infections and immunological disorders.

The responsibilities include performing microbiological techniques and general lab duties as well as data entry and organization of lab supplies. The individual will be closely supervised but should be self-motivated and able to perform repetitive tasks, once trained, with minimal supervision. The individual should be able to work as a collaborative team member to achieve experimental goals, and must be willing to learn new techniques.

The lab is a small, collegial environment dedicated to enhancing the health of children.

The Research Assistant will be allocated bench space in the laboratory.

This position is located at Child and Family Research Institute-950 West 28th Avenue, Vancouver, B.C.

Organizational Status

Reports directly to senior staff or Principal Investigator (PI).

Work Performed

- General lab clean up and re-stocking supplies and reagents.
- Making media and reagents, sterilization and waste disposal.
- Performing simple microbiological tests under supervision.
- Performing and recording basic quality control measurements of equipment and reagents.
- Basic maintenance of cell lines.
- Participate in a weekly lab meeting.
- Electronically entering collected data into spreadsheets.
- Cataloging reagents, samples, chemicals and MSDS sheets.

Supervision Received



The University of British Columbia

Staff Job Postings

The candidate will be given training and supervised by senior staff.

Supervision Given

N A

Consequence of Error/Judgement

The Research Assistant is required to conduct the research activities in an ethical manner. Study data must be reliably and accurately recorded. Strict confidentiality of all study participants must be adhered too. Laboratory testing must be performed following strict safety rules.

Qualifications

High School graduation. Post graduate training in Microbiology and or Immunology preferred. Minimum of 1 year of related experience or the equivalent combination of education and experience. Solid computer literacy. Exceptional organizational and communication skills. Preference given to applicants with experience using aseptic techniques and performing laboratory techniques.

All positions in the Department of Paediatrics at BC Children's Hospital require a Criminal Record Check (CRC). A pre-employment CRC is required as part of the recruitment process and any offer of employment is contingent pending positive results of the CRC.

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



Job Posting

Job ID: 16742
Location: Vancouver - Point Grey Campus
Employment Group: Technicians & Research Assists
Job Category: Research/Technical - Non Union
Classification Title: Research Asst/Tech 2 **Business Title:** Think & Eat Green Research Assistant
Department: Applied Biology
Salary: \$39,656.00 - \$43,456.00 (Annual)
Full/Part Time: Part-Time (25%)
Desired Start Date: 2013-09-16
Job End Date: 2014-09-15 **Possibility of Extension:** Yes
Funding Type: Grant Funded
Other:
Date Closed: 2013-10-02 **Available Openings:** 1

Job Summary

The Think&EatGreen School Project offers Vancouver schools (both elementary and high) mini grants for school projects up to \$2,000 for activities related to the Food Cycle. The position plays a key role in liaising with the schools that have received these mini grants and the Project's Coordinating Committee. Providing support and assistance in the implementation of the school projects, while at the same time providing research support and gathering information regarding the process.

Organizational Status

The Research Assistant works closely with the Coordinating Committee with input from the Principal Investigator of the Think&EatGreen School Project. Within the project there are four working groups (Production, Curriculum & Pedagogy, Policy & Environment and Consumption) that are led by UBC Professors (whom are Co-investigators). The position will facilitate the communication between the different research projects, the school teachers and Community Partners (such as VSB, Vancouver Coastal, Vancouver Public Health, EYA, SPEC and Fresh Roots).

Work Performed

- Assists in the research and communication with schools participating in the T&EG project that have received the mini-grant:
- Contacts, schedules visits on one school a week. Works with the school teachers in coordinating and supporting the logistics of the mini-grant proposals, gathering information on school needs and connecting them with the appropriate working group for expertise, guidance and resources. For example, if a school has received a mini-grant to create a school garden, this position would gather information from the school teacher, liaise with the Production working group and a LFS student representative would be sent to the school to advise on how to build one.
 - Ensures proposals comply with the mini-grant funding guidelines.
 - Assists in the research and data collection aspects of the Project by interviewing the schools who have received mini-grants, gathering information regarding the process in which the school developed their proposal. Interview questions are on pre-formatted forms.
 - Conducts, coordinates and communicates the data that has been collected to the T&EG Coordinating Committee, relaying information for the different aspects of the project.
 - Participates in discussions in monthly Project Research meetings with co-investigators, staff and student assistants, providing updates on the progress of the mini-grant proposals implementation (challenges needs).
 - Performs other related tasks as necessary.



The University of British Columbia

Staff Job Postings

Supervision Received

The Research Assistant reports to the Think&EatGreen Coordinating Committee and receives supervision from the Principal Investigator. The RA will attend bi-weekly check-ins with the committee and or PI.

Supervision Given

Provides guidance and assistance to school teachers and LFS students.

Consequence of Error/Judgement

Must exercise judgment, tact and discretion when communicating with school teachers, school children as well as Community Partners and Co-investigators. Errors made could result in loss of funding for the school projects and reflect poorly on the reputation of the Think&EatGreen School Project, the Faculty and the University.

Qualifications

High School graduation. Undergraduate degree in a relevant discipline would be an asset. Minimum of 2 years related experience or the equivalent combination of education and experience. Knowledge of university setting, food security issues and funding guidelines. Experience in writing, research and facilitation. Ability to communicate effectively verbally and in writing with a focus on report writing and reaching target audience readers. Familiar with specialized literature of social science research, public education and food security. Ability to exercise tact and discretion when interacting with teachers, student and community partners from diverse backgrounds. Ability to develop and maintain cooperative and productive working relationships. Ability to work effectively independently and in a team environment.

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



Job Posting

Job ID:	16727		
Location:	Vancouver - Point Grey Campus		
Employment Group:	Technicians & Research Assists		
Job Category:	Research/Technical - Non Union		
Classification Title:	Research Asst/Tech 3	Business Title:	Research Asst/Tech 3
Department:	Nursing, School of		
Salary:	\$41,814.00 - \$45,600.00 (Annual)		
Full/Part Time:	Full-Time		
Desired Start Date:	2013-10-01		
Job End Date:	2014-09-30	Possibility of Extension:	Yes
Funding Type:	Grant Funded		
Other:			
Date Closed:	2013-10-01	Available Openings:	1

Job Summary

We are seeking a highly motivated, experienced Research Assistant (RA) for a multi-year CIHR Programmatic Grant in Health and Health Equity.

This Programmatic Grant, titled 'Transforming CBPHC Delivery through Comprehensive Performance Measurement and Reporting', includes four inter-related studies conducted in three provinces: BC, Ontario, and Nova Scotia.

The overarching goal of the research program is to contribute new knowledge about innovations in primary healthcare and contribute to performance measurement and reporting of these innovations.

The Research Assistant will be based in the UBC School of Nursing and Centre for Health Services and Policy Research, School of Public and Population Health in Vancouver, BC. The RA will work closely with a multidisciplinary team and will contribute to the overall success of this research project by leading various tasks, including collection of survey data from participating family practices, coding, and analysis of quantitative and qualitative data at multiple sites; and developing written literature reviews and reports. The Research Assistant will need to travel to Fraser East and for data collection at clinical sites.

Organizational Status

This position reports directly to the Project Manager and the Principal Investigators of the project, and will also collaborate with other co-investigators, community members, and other research staff.

Work Performed

- o Collect, code, and analyze quantitative and qualitative data from three busy primary healthcare [British Columbia, Ontario, Nova Scotia] jurisdictions
- o Apply study protocols and interacting appropriately with research participants (including doctors, nurses, office managers and patients) and students assisting with data collection.
- o Implement surveys to patients and clinic staff in primary care practices
- o Convey sensitivity and relate with patients in a highly respectful way during the data collection process
- o Communicate effectively with office managers, doctors and nurses in the primary care practices where data are collected to ensure they stay informed of data collection
- o Carry out informed consent and safety procedures in conjunction with data collection
- o Enter data directly into SPSS using Computer-Assisted Data Entry (CADE) software



- o Manage and analyze quantitative data using SPSS Conduct interviews with key stakeholders
- o Manage and code qualitative data using NVivo
- o Create a comprehensive profile for several clinical sites, by collecting, compiling, and summarizing data from Electronic Medical Records (EMRs) and publicly-available reports and statistics
- o Create databases and perform maintenance and cleaning of data, to include data analysis as needed
- o Participate in research team meetings and contribute to the interpretation and analysis of literature and research data, as required
- o Develop written reviews of literature needed to support specific projects
- o Develop various reports, academic papers, policy papers, press releases, presentations, and assists with ethics and grant applications
- o Work in cooperation with other members of the research team and communicate verbally and or in writing regarding work progress
- o Perform other related duties as required

The Research Assistant will be located at the School of Nursing and Centre for Health Services and Policy Research, UBC Vancouver campus. Frequent travel to Fraser East will be required, and may involve staying in Fraser East for several consecutive days during intensive data collection periods.

Supervision Received

The RA will work under minimum supervision, receiving specific instructions on unusual or complex problems, and exercising a considerable amount of judgment, responsibility, and initiative in determining work procedures and methods. This position will report to and be supervised by the Project Manager and the Principal Investigators of the project. They, in conjunction with the investigative team will provide direction to the incumbent.

Supervision Given

This position has no formal supervisory responsibility. The RA will, however, provide leadership and guidance, particularly related to research activities and protocols, to staff and students working on the project.

Consequence of Error/Judgement

The Project Manager and or Principal Investigator will monitor the work of the incumbent. Errors or incorrect decisions could potentially result in delays in completing the project or seriously compromise the quality of the research. In addition, if established protocols related to privacy, confidentiality, and safety are not followed confidentiality about sensitive information related to patients' personal health and experiences could be breached. If protocols are not followed in the healthcare settings in which we are collecting data, our research partnerships with these healthcare agencies could be seriously jeopardized, preventing us from proceeding with the study.

Qualifications

Undergraduate degree in a relevant discipline or Graduation from a technical college or institute. Master's degree in a health or social sciences field, preferred. Minimum of 3 years related experience or the equivalent combination of education and experience. Due to the complexity involved in working on three inter-related studies in several busy primary healthcare clinical sites across two provinces, and with community-based partners, we require a Research Assistant with excellent communication skills, experience working in busy clinical environments, experience working with interdisciplinary research teams, and who brings a solid grounding in both qualitative and quantitative research methods.

Training and experience in quantitative and qualitative research methods preferred, working with software such as SPSS and NVivo; Experience working with healthcare organizations or agencies; Experience collecting highly sensitive data from patients in busy, pressured healthcare settings;. Excellent interpersonal skills are essential for relating with patients in a respectful way, and collecting data in busy clinic environments; Excellent oral and written communication skills; Ability to work with people of diverse backgrounds, including members of the community, marginalized populations, healthcare providers, and policy makers;



The University of British Columbia

Staff Job Postings

Ability to be self-directed, and to work both independently and within a team environment; Ability to exercise confidentiality, tact and discretion; Expertise and comfort with varied types of computer software (Word, Excel, SPSS, WordPress); Demonstrated familiarity with literature on marginalized populations, and health inequities.

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



Job Posting

Job ID:	16684		
Location:	Vancouver - Hospital Site		
Employment Group:	Technicians & Research Assists		
Job Category:	Research/Technical - Non Union		
Classification Title:	Research Asst/Tech 3	Business Title:	Research Asst/Tech 3
Department:	Neurology Division		
Salary:	\$41,814.00 - \$45,600.00 (Annual)		
Full/Part Time:	Full-Time		
Desired Start Date:	2013-10-01		
Job End Date:	2014-09-30	Possibility of Extension:	Yes
Funding Type:	Grant Funded		
Other:			
Date Closed:	2013-09-30	Available Openings:	1

Job Summary

The successful applicant will work as a Research Assistant with the Neuroethics team on a variety of studies aimed at better understanding ethical challenges related to research on neurodevelopmental disorders including autism, cerebral palsy, and fetal alcohol syndrome. These include studies around biomarkers, science communication, data sharing, among others. The individual will work closely with the Principal Investigator, the Project Director and other members of the Project Team. This position is directly associated with NeuroDevNet Inc., a Canadian Network of Centres of Excellence dedicated to helping children overcome neurodevelopmental disorders.

Organizational Status

Upwards: Directly to the Director of the National Core for Neuroethics, Dr. Judy Illes and to the Project Director.

Interaction and liaisons: Co-director, project faculty, research fellows, postdoctoral fellows, graduate research assistants, research assistants and research interns and administrator.

Work Performed

- Carry out research using a diverse array of qualitative and quantitative research methods.
- Analyze and interpret data.
- Assist with and participate in working groups deliberating key issues in ethics and childhood brain diseases.
- Collaborate with project researchers and staff.
- Participate in laboratory meetings, seminars and journal clubs and other academic and teaching opportunities.
- Assist with manuscripts, grant applications, presentations, media resources and outreach materials.
- Attend national conferences.

Supervision Received

Reports directly to the Director and the Project Director. Successful candidate is expected to work semi-autonomously with a moderate level of supervision.

Supervision Given



The University of British Columbia

Staff Job Postings

None given.

Consequence of Error/Judgement

Any procedure or data record as part of a research study must be accurate and must accurately reflect the work performed. Studies may be jeopardized if not conducted according to ethical requirements as laid out by the University and by regulatory authorities. Study files must be kept secured or patient confidentiality may be compromised.

Qualifications

Undergraduate degree in a relevant discipline or Graduation from a technical college or institute. B.A. or B.Sc. preferred in a relevant discipline such as neuroscience, psychology, science policy, or biomedical ethics. Minimum of 3 years related experience or the equivalent combination of education and experience. Working knowledge of qualitative and quantitative research methodologies and design. Experience with annotative software programs (NVivo, AtlasTI), relational databases (MS Access) and literature search algorithms are an asset. Ability to effectively use MS Office at an intermediate level (Outlook, MS Word, MS Excel). Ability to be thorough, accurate, and have a high level of attention to detail. Ability to deal with a diversity of people in a calm, courteous, and effective manner. Ability to communicate effectively verbally and in writing. Effective organizational skills. Ability to work both independently and within a multidisciplinary team environment, and a desire to thrive in an exciting, dynamic and fast-paced environment.

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



Job Posting

Job ID: 16756
Location: Vancouver - Point Grey Campus
Employment Group: Technicians & Research Assists
Job Category: Research/Technical - Non Union
Classification Title: Research Asst/Tech 4 **Business Title:** Research Assistant
Department: Populn&PublicHealth,Schoolof
Salary: \$47,861.00 - \$52,040.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2013-10-01
Job End Date: 2014-03-30 **Possibility of Extension:** Yes
Funding Type: Grant Funded
Other:
Date Closed: 2013-10-04 **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 Research Assistant will be responsible for completing two projects: 1) A systematic review for the Walk the Talk project (80%); and 2) Editing of the decision makers handbook (20%).

Organizational Status

The Research Assistant position is in the School of Population and Public Health (SPPH), which is part of the faculty of Medicine at the Vancouver Campus of the University of British Columbia. The research team is headed up by Principal Investigator, Dr. Craig Mitton.

The Research Assistant will be located in the Centre for Clinical Epidemiology and Evaluation. A shared workstation equipped with telephone, computer and furniture will be provided.

Work Performed

SYSTEMATIC REVIEW:

Develop the research question, the search protocol and final search strategy
Conduct the search, determine papers to be included in the study; assess study quality
Responsible for summarizing the evidence and interpreting the findings; prepare papers for publication

HANDBOOK EDITOR:

Contact the handbook authors to ensure gaps in the text are completed
Check that authors have provided all the required materials and paperwork
Resolve queries directly with the author, e.g. style and text inconsistencies
Correct spelling mistakes and grammatical errors
Code manuscripts for design features, such as hierarchy of headings, to instruct the production team
Produce and work to a style checklist to ensure consistency in hyphenation, capitalisation, formatting of references, etc...
Sub-editing text to ensure consistent style and strong text flow



The University of British Columbia

Staff Job Postings

Supervision Received

The research assistant will report to the Principal Investigator.

Supervision Given

N A.

Consequence of Error/Judgement

Consequences of error would threaten external relationships with funder and health care partners.

Qualifications

Undergraduate degree in a relevant discipline or Graduation from a technical college or institute. Graduate degree in health care or epidemiology preferred. Minimum of 4 years of related experience or the equivalent combination of education and experience. Previous experience working as an editor, in preparing texts for publishing and experience working with authors. Experience in conducting systematic reviews, including developing search protocols, knowledge of databases search strings and ability to assess quality and perform a synthesis of evidence required; strong background in health economics preferred. Strong writing and editing skills. Knowledge of house styles. Ability to communicate effectively verbally. Ability to work independently with minimal supervision. Ability to maintain accuracy and attention to detail. Ability to prioritize and work effectively under pressure to meet deadlines.

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