



The University of British Columbia

Staff Job Postings

THIS POSTING LISTS THE CURRENT UBC VACANCIES AS OF Date:13-JAN-2014

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: 17417
Location: Kelowna - UBC Okanagan
Employment Group: BCGEU UBC-Okanagan
Job Category: Clerical - BCGEU
Classification Title: Clerk V **Business Title:** Clerk V
Department: UBCO - Housing & Conferences
Salary: \$ 20.60 (Hourly)
Full/Part Time: Full-Time
Desired Start Date: 2014-02-01
Job End Date: 2015-01-31
Funding Type: Budget Funded
Other: Leave Replacement
Date Closed: 2014-01-20 **Available Openings:** 1

Job Summary

The Housing & Hospitality Assistant supports Student Housing and Hospitality Services (SHHS) which includes student housing, maintenance, and residence life and conference & accommodation operations. In addition to the day to day responsibilities of the front desk (customer service, financial, administrative, communication and training) the duties and environment vary according to the time of year, particularly from May-August when the front desk is open 24 7.

Organizational Status

The Housing & Hospitality Assistant report to the Front Office Manager, Student Housing and Hospitality Services. Staff will interact with all members of SHHS as well as the general public, and internal university community. Front desk staff train Guest Service Agents (GSA) seasonal BCGEU staff and will delegate general front desk tasks to the GSAs.

Work Performed

1. FINANCIAL

- Responsible for taking payments, posting payments and minor charges, and for ensuring accuracy of transactions for housing fees, student meal plans, visitor accommodations, guest parking, and other miscellaneous transactions accepted during the conference season.
- Balances cash receipts for all payments collected at the front desk and processes journal vouchers. Checks financial balances for accuracy and investigates account discrepancies. Corrects accounts in the case of incorrect financial posting.
- Responsible for balancing coin float, front office staff floats.
- Responsible for reconciling reservations for commission based transactions. Follows up on discrepancies and makes reservation corrections.
- Will determine the best course of action for guest refunds and or negotiate non rack rates to sell guest rooms working within defined parameters.

CUSTOMER SERVICE COMMUNICATION

- Ensures the front desk provides superior customer service for all guests, including students, parents, staff, and faculty, internal or external guests of the university.
- Provides student and conference guest check in and check-out services.
- Advises and recommends appropriate service options relevant to the inquiry for housing, meal plan, and guest accommodation



services by email, phone and in person. Interprets housing contracts, meal plan options, guest room types and cancellation policies.

- Ability to use tact and discretion when resolving student and guest concerns. Assessing appropriate level of action to take. For example; customer service complaints, determining guest room refunds, lock outs, maintenance situations, salto and meal cards not working.
- Responsible for ensuring all incoming guest reservations have been allocated appropriate room assignments, by monitoring online reservation system, email, phone and fax reservations.
- Checks to ensure daily housekeeping report is prepared with detailed accuracy for A.M. pick up each day. Updates room status for student guest related rooms. Will be required to follow up with housekeeping on a daily basis to ensure appropriate service is completed.
- Responsible for reading daily incident reports, shift reports, and communication logs and following up to resolve identified issues. Delegates daily tasks to part time staff as per report outcomes. Refer extraordinary issues to appropriate SHHS area.
- Maintains, and recommends updates and changes to the front office manuals, GSA (guest service agent) training outlines, and procedures according to departmental requirements.
- Organizes staff in order to support the volume of inquires at move in and check in of large groups.
- Responsible for ensuring that the front desk area is equipped with appropriate communication materials, specifically related to student needs, and during the summer months related to tourism materials for the general traveller.

2. ADMINISTRATIVE DUTIES

- Maintains residence building key inventory and reconciles daily. Prepares key packages, signing out of keys to contractors and staff, follows up on unreturned keys.
- Responsible for various data entry, for example but not limited to guest reservations, lost and found, work orders, verifying time sheets and student parcels.
- Updates door and user information in Salto, the electronic lock system. Troubleshoots problems with access to buildings and rooms.
- On occasion, may be required to provide general tours of residence rooms.
- Maintains procedures for mail room and lost and found.

3. STAFF TRAINING AND SUPPORT

- Assists with training for new and returning staff by presenting work related sessions in the use of departmental technology, office equipment, customer service, SHHS policies, procedures and services as they relate to the front desk responsibilities. During the conference season (May-August) acts as a second point of contact at the front desk, providing guidance and support for seasonal GSA staff with the day to day interactions at the front desk. Delegates, following up with GSA staff to ensure completion of tasks. Once staff schedule is approved by Front Office Manager, front desk staff will approve minor staff scheduling changes.

4. OTHER

- In addition to the front desk day to day duties, each staff will be responsible for supporting a unique SHHS function, for example but not limited to; housekeeping initiatives, guest information tent, move in preparation, transition, etc.
- Required to work a variety of shift schedules including evenings and weekends during May-September.
- Performs other duties as required.

Supervision Received

This position is supervised by the Front Office Manager and is expected to work independently setting work priorities to manage deadlines.

Supervision Given

This position trains and delegates work for 13 seasonal BCGEU staff (10 - May - August, 3 -September - April) and 2 student staff (September - April).



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Consequence of Error/Judgement

Must exercise sound judgement, decision making and tact based on following policy, procedures and guidelines. Initiative is required for interpreting and adapting these guidelines, and providing options in order to resolve satisfactory outcomes. Errors and omissions will be identified by tracking of system information, financial discrepancies or customer feedback. Problems of extra-ordinary nature, for example, a breach of security and safety, lost master building keys, or an extremely critical customer complaint would be referred to the manager. Errors or incorrect decisions may result in lost financial opportunities, negative consequences for students and guests, and harmful to the reputation of services provided by UBC..

Qualifications

- Completion of grade 12 or equivalent and graduation from a one (1) year post-secondary program. . Three (3) years of related experience, or an equivalent combination of education and experience. Experience working in a university environment an asset. Excellent oral, written and communication skills. Ability to demonstrate accuracy and attention with detail. Proven experience working with cash systems, and cash balancing, and ability to understand basic accounting. Proven customer service skills, and problem solving skills. Ability to work independently and within a team. Must exercise confidentiality, sensitivity and tact. May be required to lift or carry up to approximately 15 lbs. Ability to work evenings, weekends and holidays during varied operational environments. Intermediate level of data base proficiency and Microsoft office applications.

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: 17378
Location: Kelowna - UBC Okanagan
Employment Group: BCGEU UBC-Okanagan
Job Category: Clerical - BCGEU
Classification Title: Support Services Asst I **Business Title:** Operations & Faculty Assistant
Department: UBCO-Fac.of Mngmt-Dean'sOffice
Salary: \$40,164.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2014-01-14 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2014-01-13 **Available Openings:** 1

Job Summary

Under the general direction of the Faculty Administrator, this person has primary responsibility for the day-to-day operations of the Faculty. Works collaboratively with staff, students, and external contract vendors. Provides financial management, facilities management, and support of faculty members, including preparation of financial documents, tracking, entering data, and reconciling errors. Responsible for coordinating office setups and upgrades, and building security.

Organizational Status

The Faculty of Management is led by the Dean and supported by a team of management and professional staff, clerical and student staff. The Faculty complement is currently 16 plus term (non-tenure) instructors. The Faculty offers two degrees: the Bachelor of Management program with over 800 students and the Master of Management degree with an anticipated enrollment of 20-25. Located within the Faculty of Management, the Operations & Faculty Assistant will report directly to the Faculty Administrator, who assigns overall direction and provides specific assignments and supervision. The incumbent interacts regularly with faculty members and staff on facilities and financial matters as well as liaises regularly with colleagues in Financial Services, Facilities, Supply Management and other University departments as well as a number of external vendors.

Work Performed

1) Finance and Accounting Support:

- Prepares financial documents and performs accurate and timely data entry of financial documents (cash deposits, journal vouchers, creating invoices for payment, travel claims and purchasing requisitions) using UBC financial software, purchase requisitions and journal vouchers.
- Uses knowledge of UBC policy and practice to make decisions during document preparation.
- Tracks rejected transactions, follows-up and resolves errors.
- Reviews all financial paperwork to ensure appropriate back-up documentation is attached; follows-up with the originating faculty or staff member when additional documentation is required.
- Maintains files of all financial transaction documents and supporting material.
- Responsible for the reconciliation of operating and other P G's, following up on and resolving variances or discrepancies.
- Verifies corrects information requiring the use of spreadsheets and FMS.
- Runs and distributes financial reports.
- Responsible for the Faculty of Management Petty Cash Fund, oversees budgets for student hires, reimburses allowable



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expenditures, tracks expenditures and reconciles as required.

- Prepares and processes bank deposits and wire transfers.
- Primary contact to resolve vendor disputes by researching, following up and making corrections as appropriate.
- Monitors IT Services telephone and photocopier charges and verifies corrects invoices.
- Acts as Purchase Card Coordinator for the Faculty of Management. Resource person on the Purchase Card, ensuring all guidelines and procedures are followed and provides advice to Faculty of Management P-Card holders on purchasing policies.

2) Provides operations and facilities support to the Faculty of Management by:

- Collects and maintains master files and listing of course outlines and associated Faculty for all Faculty of Management courses.
- Coordinates logistics for Faculty recruitment, including, arranging interviews, travel, etc.
- Oversees student hires, hiring process and tracks timesheets and required paperwork.
- Responsible for coordinating the acquisition and disposition of all furniture, ensuring that this is done in the most cost-effective manner possible.
- Determines furniture and desktop requirements and arranges office furniture and equipment leases or purchases and processes and authorizes Work Requests for their installation.
- Coordinates office moves, telephone installations and computer equipment for faculty, staff and research assistants.
- Follows up on pending Work Requests with Facilities and IT Services.
- Initiates work orders, trouble calls, or any other communication necessary in response to any problems or issues that arise in the above building.
- Assigns photocopy codes, assigns office and Salto cards and determines levels of access.
- Maintains an inventory of office equipment and supplies for the Faculty of Management.
- Enters student appointments in E-PAF. Provides occasional secretarial and clerical support, and regular back-up support for the front reception and main phone line as required.

3) Provides faculty support to the Faculty of Management by:

- Answers general and specific enquiries from staff, students and faculty.
- Provides event support for faculty related events when necessary.
- Generates and processes student appointments.
- Reviews faculty travel arrangements and processes expenses (including moving costs).
- Set up for new faculty hires including Salto access, parking, ID card and computer equipment and access.
- Composes routine correspondence as required.
- Maintains confidential records and files.
- Supports new faculty and staff, including term instructors, regarding University resources, Okanagan resources and maintaining the most up-to-date and relevant information to support integration into the Faculty.

4) Performs other related duties as required.

Supervision Received

Reports on office administrative matters to the Faculty Administrator, Faculty of Management.

Supervision Given

This position will not be supervising others.

Consequence of Error/Judgement

Decision-making is based on set guidelines, policies and procedures of the University and the Faculty of Management. The incumbent must demonstrate tact and discretion within established Faculty and UBC guidelines and regulations. Inaccurate information on financial sheets and requisitions may result in payment delays and or errors.

Qualifications



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High school graduation, plus two years post-secondary education . Over two years' experience in office administration or finance, or an equivalent combination of education and experience.). Experience with UBC financial systems and Financial Management System preferred. Computer experience required (Word, Excel and Outlook preferred). Knowledge of standard bookkeeping procedures and financial management information systems an asset. Knowledge of standard financial procedures and financial management information systems. Effective oral and written communication, interpersonal, customer service, and organizational skills. Ability to use word processing, spreadsheet, database and mail scheduling applications at an intermediate level. Ability to interpret University policies and procedures. Effective problem resolution and analytical skills. Ability to maintain accuracy and attention to detail. Demonstrated ability to prioritize work, multi-task and work under pressure to meet deadlines in a hectic environment, exercising confidentiality, sensitivity, tact and discretion. Demonstrated ability to take initiative, exercise good judgment and resolve problems. A demonstrated ability to work both independently and within a team environment is critical; must be self directed.

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Job Posting

Job ID: 17379
Location: Kelowna - UBC Okanagan
Employment Group: BCGEU UBC-Okanagan
Job Category: Secretarial - BCGEU
Classification Title: Secretary II **Business Title:** Event & Media Assistant
Department: UBCO-Fac.of Mngmt-Dean'sOffice
Salary: \$37,488.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2014-01-14 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2014-01-13 **Available Openings:** 1

Job Summary

Under the general direction of the Dean's Project Advisor and Senior Faculty Administration, provides administrative and logistical support for all Faculty events for student experience, experiential learning (co-op and careers), and research. This person has primary responsibility for maintaining the Faculty of Management's website, social media sites, and for providing reception. Works collaboratively with the Operations and Faculty Assistant to provide general administrative support including reception, and provides limited administrative support for the Senior Faculty Administration.

Organizational Status

The Faculty of Management is led by the Dean and supported by a team of management and professional staff, clerical and student staff. The Faculty complement is currently 16 plus term (non-tenure) instructors. The Faculty offers two degrees: the Bachelor of Management program with over 800 students and the Master of Management degree with an anticipated enrollment of 20-25.

Work Performed

1) Event Support:

- Maintains databases for faculty contacts, exhibitors, students and alumni. Creates databases as required around event attendance. Manages ticket sales and door lists.
- Collects receipts and records any fees associated with faculty events.
- Responsible for all logistics for events, including room bookings, entry and follow-up of facility tickets for set-up, catering, IT Services (AV support, etc). Large number and variety of events throughout the academic year that require strong attention to detail and managing many conflicting and important priorities.
- Follows-up and provides regular reports to the Project Advisor.
- Identifies gaps and provides recommendations or solutions for event problems. Effectively and proactively communicates issues with Supervisor, staff support team and attendees.
- Organizes and supports "day of" activities for all faculty events.
- Designs and creates all event associated materials as required (printing copying collating) and ensures accuracy.
- Assists with onsite delivery of services to event participants as required.

2) Media Support



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- Responsible for maintaining and ensuring accuracy of the Faculty event calendars, both online and off.
- Responsible for maintaining the Faculty website ensuring that material is updated as required, and that regular reviews are undertaken (full website reviewed twice annually and general upkeep).
- Manages the Faculty's social media, including creating and scheduling regular posts.
- Posts all career opportunities for students on the University websites.
- Reports monthly on social media, using a variety of analytics to assess effectiveness.
- Responsible for the development and continuous maintenance for an internal Wiki as a resource for all staff and faculty.

3) Administrative Support

a. General Office

- Covers main reception for the faculty, directing guests as required and addressing general inquiries. Responsible for creating a professional first impression, initial troubleshooting and directing customers to appropriate resources.
- Responsible for the general appearance and condition of all common areas (meeting rooms, kitchen, etc.).
- Ensures all faculty space is organized suitably for purpose of usage which includes a requirement to monitor the spaces regularly and organize resets of the furniture and other resources.
- Supports the Operations & Faculty Assistant with coordinating Faculty recruitment logistics during peak periods.
- Coordinates and schedules meetings for student advisors (Undergraduate Program Coordinator, Community Engagement Student Experiential Learning Coordinator, and Graduate Program Coordinator).
- Ensures security of the offices and ensures Faculty closing processes are completed.
- Distributes and organizes incoming and outgoing mail for all faculty on a daily basis.

b. Senior Faculty Administration Support

- Manages Senior Faculty Administrations' appointment calendars
- General administrative support (correspondence, travel, website)
- Other duties as may be assigned from time to time.

4) Performs other related duties as required.

Supervision Received

This position reports directly to the Project Advisor for the Dean. The position works collaboratively with the entire Faculty administrative team.

Supervision Given

No supervision required.

Consequence of Error/Judgement

Poor judgment in handling a caller or visitor will have a negative impact on relationships which are key to the Faculty's success. Errors in event arrangements, meeting times, materials preparation may result in damaging relationships and with impact on scarce budget resource and unsuccessful event management would be a poor reflection of the Faculty on campus and within the community. Event success is ultimately the responsibility of the Project Advisor but this role is integral to provide support and assistance.

Qualifications

High school graduation, plus a minimum of two (2) years' post secondary education. Over two years' experience with administrative secretarial practices, including event planning experience and customer service or an equivalent combination of education and experience. Computer experience required (ACM, Social Media Hootsuite, Wordpress, Word, Excel and Outlook preferred). Demonstrated ability to take initiative, exercise good judgment and resolve problems in a timely fashion. Effective oral and written communication, interpersonal, customer service, and organizational skills. Ability to use word processing, spreadsheet, database and mail scheduling applications at an intermediate level. Ability to use the university's website software(s), knowledge of social media and ability to plan and schedule posts using Hootsuite or other similar software. Basic familiarity with



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University policies and procedures. Ability to maintain accuracy and attention to detail. Demonstrated ability to prioritize work, multi-task and work under pressure to meet deadlines in a hectic environment, exercising confidentiality, sensitivity, tact and discretion. A demonstrated ability to work both independently and within a team environment.

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Job Posting

Job ID: 17402
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-Sage and Peter Wall Ideas Lounge
Department: Food Services
Salary: \$ 17.82 (Hourly)
Full/Part Time: Part-Time
Desired Start Date: 2014-01-20 **Ongoing:** Yes
Job End Date:
Funding Type: Self Funded
Other:
Date Closed: 2014-01-19 **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 Sage restaurant, Peter Wall Ideas Lounge & Sage Catering.

Organizational Status

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

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. Executes recipes including reading, understanding, & following instructions.
3. 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.
4. Executes sophisticated recipes for menu plans that include West Coast cuisine, French cuisine & other ethnic cookery to meet the service standards of the department
5. 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, and equipment. Reports any issues with equipment to supervisor.
6. Recommends food inventory levels and assists with maintaining inventory.
7. Relieves responsibilities of other food service workers as operationally required as well as provides direction to food service personnel on assembly preparation of food products.
8. Carries out any other related duties as required in keeping with the qualifications and requirements of positions in this classification.

WORKING CONDITIONS

Sage 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.



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Must be able to work a flexible schedule including weekday, evenings and weekend shifts. 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 production. Knowledge and experience with West Coast cuisine, French 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 perform consistently in a busy environment while maintaining accuracy with great attention to detail & finished product. Ability to problem solve and to exercise resourcefulness and initiative. Ability to be responsive to urgent issues and situations.

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Job Posting

Job ID: 17418
Location: Vancouver - Point Grey Campus
Employment Group: CUPE 116(Service/Techs/Trades)
Job Category: Food Services - CUPE 116
Classification Title: Sales Attendant-Food Services **Business Title:** Sales Attendant-Retail
Department: Food Services
Salary: \$ 16.73 (Hourly)
Full/Part Time: Part-Time
Desired Start Date: 2014-01-22 **Ongoing:** Yes
Job End Date:
Funding Type: Self Funded
Other:
Date Closed: 2014-01-19 **Available Openings:** 2

Sub Pool - Small Units

Job Summary

Serving customers, taking payment and preparing food in food service restaurants, residences and retail outlets.

Organizational Status

Reports to Supervisor or Manager of unit

Work Performed

Takes customer food orders at counter or at tables; prepares and calculates bills for payment.
 Enters customer orders in computer or cash register and accepts payment via cash, meal plan card, bonus cards, vouchers, debit, or credit card; distributes change and receipts as required; and cashes out as per UBC Food Services policies.
 Recommends food inventory levels and calls in approved orders; assists in maintaining inventory.
 Assists cooks in the preparation of food, such as, meat, vegetables, desserts, pastry sandwiches, salads and specialty items; portions, plates, wraps, and packs food items.
 Prepares made-to-order sandwiches; plates, portions and dispensing food to customers in a serving line in accordance with pre-determined UBC Food Services or franchise standards.
 Sets up service counter and replenishes supplies for sale, ensuring appropriate stock levels and proper stock rotation in refrigeration, storage and counter display units.
 Busses tables and cleans tables, kitchen preparation areas, kitchen equipment and seating areas.
 Assesses and ensures quality of finished product prior to serving customer.
 Performs the duties of other food service workers on a relief basis as operationally required.
 Maintains proper standards of sanitation and safety in accordance with FoodSafe, UBC policy and UBC Food Services safety guidelines.
 Carries out any other related duties as required in keeping with the qualifications and requirements of positions in this classification.

Supervision Received

Works independently under general supervision.



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Supervision Given

None. May assist in training new employees or guide student workers.

Consequence of Error/Judgement

Makes minor decisions related to sequence of duties. Errors may negatively impact customer experience.

Qualifications

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

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Job Posting

Job ID: 17403
Location: Vancouver - Point Grey Campus
Employment Group: CUPE 116(Service/Techs/Trades)
Job Category: Food Services - CUPE 116
Classification Title: Sales Attendant-Food Services **Business Title:** Sales Attendant-Sage, Ideas Lounge and Catering
Department: Food Services
Salary: \$ 16.73 (Hourly)
Full/Part Time: Part-Time
Desired Start Date: 2014-01-27 **Ongoing:** Yes
Job End Date:
Funding Type: Self Funded
Other:
Date Closed: 2014-01-19 **Available Openings:** 2

Job Summary

Working at the Sage restaurant, Peter Wall Ideas Lounge and Sage Catering this position greets and serves guests, prepares food, and accepts payment and performs transactions.

The Sales Attendant position provides customer service in all areas of the operation including the restaurant dining room, the Ideas Lounge and catering. The Sales Attendant position acts as the first point of contact for guests and clients. The position is the responsible for maintaining a welcoming, professional and service-oriented environment for guests and clients.

Organizational Status

Reports to Supervisor, Catering Coordinator or Manager.

Work Performed

1. Greet and seat guests; takes guests' food orders at tables and delivers food; prepares and calculates bills for payment. Responsible for taking reservations as per established procedures.
2. Responsible for knowing the menu including ingredients and preparation method of the food, daily features and unique dishes; provides answers to guests' questions regarding the menu and makes recommendations and suggestions to enhance the guests' experience including wine pairings.
3. Responsible for all food and service related issues in their assigned station of responsibility and guest satisfaction including being responsive to special requests and or any dietary requirements or food allergies.
4. Enters customer orders in computer or cash register and accepts payment via cash, meal plan card, bonus cards, vouchers, debit, or credit card; distributes change and receipts as required; and cashes out as per UBC Food Services policies.
5. Acts as a member of the Sage team, providing assistance to colleagues; and customer service and assistance to guests. Work in coordination with the kitchen staff and other staff ensuring the efficient operation of the restaurant, Ideas Lounge and catering functions.
6. Recommends food inventory levels and calls in approved orders; assists in maintaining inventory.
7. Assists cooks in the preparation of food, such as, meat, vegetables, desserts, pastry sandwiches, salads and specialty items; portions, plates, wraps, and packs food items.
8. Prepares made-to-order food items; plates, portions and dispensing food to customers in a serving line in accordance with pre-determined UBC Food Services or franchise standards.



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9. Sets up service counter, restaurant stations and replenishes supplies for sale, ensuring appropriate stock levels and proper stock rotation in refrigeration, storage and counter display units.
10. Busses tables and cleans tables, kitchen preparation areas, kitchen equipment and seating areas.
11. Sets and arranges tables with linen, china, cutlery, and glassware.
12. Moves tables, chairs and other service equipment for daily service and functions.
13. Assesses and ensures quality of finished product prior to serving customer. Responsible for organizing food orders and ensuring that orders are delivered in a timely manner to guests as per the UBC Food Services quality and standards.
14. Performs the duties of other food service workers on a relief basis as operationally required.
15. Maintains proper standards of sanitation and safety in accordance with FoodSafe, UBC policy and UBC Food Services safety guidelines.
16. Works in all areas of the operation including Sage restaurant, Peter Wall Ideas Lounge and Sage catering.
17. Carries out any other related duties as required in keeping with the qualifications and requirements of positions in this classification.

Supervision Received

Works under general supervision and independently as required.

Supervision Given

None. May assist in training new employees or guide student workers.

Consequence of Error/Judgement

Makes minor decisions related to sequence of duties; impact of errors is minimal.

Qualifications

Completion of Grade 10 and Food Safe Level 1 Certificate. Serving It Right certificate Required. 1 years relevant experience or the equivalent combination of education and experience. One year of table service in an upscale fine dining restaurant required. One year of catering experience in a four-five star hotel preferred.

Work in a fast paced environment. Effective oral communication, interpersonal skills and time management skills. Must be able to work a flexible schedule including weekday, evenings and weekends. Presents in a professional and respectful manner.

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Job Posting

Job ID: 17416
Location: Vancouver - Point Grey Campus
Employment Group: CUPE 116(Service/Techs/Trades)
Job Category: Trades - CUPE 116
Classification Title: Campus Mail Supervisor **Business Title:** Campus Mail Supervisor
Department: Campus Mailing Services
Salary: \$49,908.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2014-01-27 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2014-01-19 **Available Openings:** 1

Job Summary

The Campus Mail Operations Supervisor is a senior position responsible for the day-to-day supervision and scheduling of Campus Mailing Services Staff. This position coordinates all Campus Mail activities including supervising all aspects Campus Mail operations including incoming outgoing mail distribution and processing systems for the UBC campus, on-campus courier, mail metering and any other Campus Mail service offerings. The Campus Mail Operations Supervisor ensures that operational targets are met and the customer service standards are upheld.

Organizational Status

Reports to Manager, Campus Mail and Financial Analyst.

Work Performed

Supervises the day-to-day operations of Campus Mailing Services by providing mail and other related services to UBC departments, faculty and staff residences, and other affiliated organizations.

Revises established delivery routes and communicates changes to stakeholders to ensure service levels are maintained. Stays current with campus infrastructure changes that may impact service levels or operations and adjusts operations accordingly

Approves minor operational expenses in accordance with department budget . Approves journal vouchers created for mail metering services and other chargebacks. Ensures documentation for all expenses is filed according to UBC guidelines. Monitors fee-for-service charges to ensure timely and accurate billing Makes recommendations to Manager, Campus Mail and Financial Analyst on changes to fee structures. Suggests potential cost savings or additional revenue streams. Liaises with all Campus Mail customers regarding billing discrepancies, customer services issues, service inquiries, or complaints. Reports any issues to Manager.

Promotes innovative ancillary type services such as metering, campus courier and special distribution services on a fee-for-service basis;

Maintains operational statistics on incoming and outgoing mail flow r Provides monthly KPI reports to Manager;



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Carries out all system activities at month end to ensure the interface between the Pitney Bowes charge-back system and Financial Services is accurate. Ensures departments are charged the correct postage amounts for each month;

Assists Manager with budget planning, making recommendations for capital expenditures and new initiatives.

Troubleshoots the mailing systems and works with vendors and Financial Services as required; Ensures equipment maintenance schedules are adhered to for all mailing equipment to ensure no disruption of services.

Ensures that all vehicles are serviced and inspected regularly. Liaises with Building Operations on policies and procedures relating to the vehicle fleet. Makes arrangements with Building Operations during maintenance to ensure no disruption of service. Provide training to drivers on performing regular inspections.

Participates in the planning and developing of new organizational policies and procedures to ensure achievement of departmental objectives. Communicates standards and ensures procedures are followed;

Participates in staff recruitment Trains, coaches and motivates employees. Supervises staff , assigns work and evaluates the performance of campus mail members assigned to his her supervision.

Schedules staff including vacations and hours, in accordance with approved budget. Reviews and validates timesheets for accuracy. Provides attendance statistics and other related data to payroll clerk;

Participates in negotiations with vendors for special rates and service delivery;

Makes recommendations to departments regard their mailing needs. Prepares and conducts presentations to departments as required;

Participates in the creation and execution of market and client surveys to determine the effectiveness of services to the campus community.

Researches mail and courier market trends. Attends and participates in seminars and professional development with similar institutions to ensure new technologies and practices are taken into consideration;

Assists in the implementation of the department safety plan. Trains staff on safety procedures, performs regular site safety inspections, completes incident report forms, and ensures health & safety programs are carried out within the department

Performs other related duties as necessary in keeping with the requirements and qualifications of the job. May perform duties at lower classification including delivering and processing the mail.

Supervision Received

Carries out responsibilities independently within management approved guidelines and procedures. Reports to Manager, Campus Mail and Financial Analyst regarding attainment of goals and objectives.

Supervision Given

Supervises employees at lower classification levels. Assists with staff selection and training. Checks staff members' work and periodically evaluates their performance to ensure they are meeting the established goals. Reports any discrepancies to Manager, Campus Mail and Financial Analyst.

Consequence of Error/Judgement

Works under minimal direction within the scope of assigned authority and receives specific instructions on matters which depart



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Staff Job Postings

from the established policies and procedures. Assist in the development of new policies and procedures.

Qualifications

Business diploma or related technical certificate and Valid BC Drivers Licence. Minimum of five years experience or the equivalent combination of education and experience. Supervisory experience required. Physical ability to perform the duties of the job and lift up to thirty (30) kilograms. Experience with high volume computer aided metering equipment preferred. Ability to communicate effectively verbally and in writing. Ability to exercise sound judgment. Excellent organizational skills. Computer experience required (website, spreadsheet, data base and word processing). Ability to effectively recruit, train, supervise, and motivate employees. Ability to explain, assign, and monitor work. Ability to analyze problems, identify key information and issues, and effectively resolve.

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Job Posting

Job ID: 17394
Location: Vancouver - Point Grey Campus
Employment Group: CUPE 116(Service/Techs/Trades)
Job Category: Trades - CUPE 116
Classification Title: Service Worker - Bldg Ops **Business Title:** Weekends - Evening Service Worker
Department: Building Ops - Custodial
Salary: \$ 18.05 (Hourly)
Full/Part Time: Part-Time
Desired Start Date: 2014-02-03 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2014-01-19 **Available Openings:** 1

Saturday and Sunday; 4:00 P.M. to midnight.

Job Summary

This position is responsible for cleaning and service work of the University's building and fixtures.

Organizational Status

Reports to the Assistant Supervisors - Head Service Worker.

Work Performed

- Requests and receives materials and equipment for the work assigned and maintains adequate level of cleaning supplies and equipment according to instructions; maintains and ensures such equipment are in good operating conditions.
- Dusts desks, furniture and all surfaces; sweeps and dust-mops floors, and vacuums all types of floor surfaces; cleans, washes, waxes and polishes interior surfaces, furnishings and fittings; operates light duty power polishers to buff waxed surfaces, operates heavy duty commercial power-operated cleaning equipment.
- Cleans and maintains washrooms including washing walls, floors, basins, toilets and related plumbing.
- Cleans the interior and exterior of windows, shades and Venetian blinds.
- Collects garbage from garbage sacks; empties waste receptacles into garbage sacks; collects and removes garbage from interior of buildings to collecting points.
- Cleans up spillages, spot washing and spot waxing floors where spillage occurred.
- Sweeps and cleans building entrances, sidewalks and related areas; cleans snow from building entrances and sidewalks.
- Fills vending machines and attends to petty cash.
- May be required to move and set up furniture and equipment as and when required.
- Submits reports regarding maintenance or repairs needed to buildings and utilities.
- Reports any unusual circumstances related to building security; assists in emergencies such as evacuation of persons from buildings, etc., as directed.
- Carries out any other related duties as necessary in keeping with the requirements and qualifications of the job.

Supervision Received

Receives specific instructions only on new or unusual problems. Is expected to develop appropriate work procedures.



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Supervision Given

None.

Consequence of Error/Judgement

Errors may have minor impact on service.

Qualifications

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

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Job Posting

Job ID: 17396
Location: Vancouver - Point Grey Campus
Employment Group: CUPE 116(Service/Techs/Trades)
Job Category: Trades - CUPE 116
Classification Title: Service Worker - Bldg Ops **Business Title:** Weekends - Evening Service Worker
Department: Building Ops - Custodial
Salary: \$ 18.05 (Hourly)
Full/Part Time: Part-Time
Desired Start Date: 2014-02-03 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2014-01-19 **Available Openings:** 1

Saturday and Sunday; 4:00 PM to midnight.

Job Summary

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

Organizational Status

Reports to the Assistant Supervisor Head Service Worker.

Work Performed

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



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Supervision Received

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

Supervision Given

None.

Consequence of Error/Judgement

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

Qualifications

Completion of Grade 10. 1 years relevant experience or the equivalent combination of education and experience. Related training and experience. General knowledge of cleaning rules and regulations, security and safety policies and procedures. Ability to meet physical requirements involving considerable walking, climbing and manual work. Ability to follow instructions and to adopt new methods and practices. Ability to understand written and oral English.

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Job Posting

Job ID: 17040 (Repost)
Location: Vancouver - Hospital Site
Employment Group: CUPE 2950 (Cler/Secr/Library)
Job Category: CUPE 2950 Administrative Suppt
Classification Title: Administrative Support 3 (Gr6) **Business Title:** Curriculum Materials Coordinator
Department: Medicine,Udgrd Ed.(Dean'sOff)
Salary: \$40,752.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2013-11-18 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2014-01-17 **Available Openings:** 1

Job Summary

The main functions of this role are to communicate with teaching faculty concerning their requirements for their academic sessions and to be the main point of contact for the technical logistics within these academic teaching sessions. The incumbent will work closely with the MedIT session coordination team to provide information for the scripting of teaching sessions in support of the distributed MD Undergraduate Program (MDUP). Additionally, the incumbent will work closely with teaching faculty and program staff to collect and post learning materials to the MDUP learning management system (MEDICOL). The incumbent will frequently perform work of an administrative support level.

The incumbent will need to use initiative, interpretation and ingenuity to support the smooth running of the academic teaching sessions. A high degree of professionalism and clear communication is required.

WORKING CONDITIONS

The work should be shared between office facilities at the Life Sciences Centre, UBC and Vancouver General Hospital.

Organizational Status

Reports to the Administrative Director through the Program Manager (Years 1 and 2) and receives day to day direction from MDUP Program staff.

Work Performed

Serves as logistical coordinator for academic teaching sessions within the MD Undergraduate Program (MDUP). Works closely with teaching faculty, and a wide variety of staff supporting the distributed program.

The incumbent provides support for Year 1 and 2 and 4 academic teaching sessions by:

- Acting as the central point of contact with Year 1 & 2 and 4 lecturers instructors regarding the collection of their curriculum materials and Educational Activity forms.
- Acts as the central point of contact for both students and staff enquiries relating to curriculum materials on the learning management system (MEDICOL).



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- Posts educational curriculum related materials to MEDICOL as appropriate and to ensure the correct time release and quality control of postings to MEDICOL.
- Auditing and accurately recording information received on Educational Activity forms and attaching meta-data to all online materials.
- Consolidates, organizes and archives all learning materials on MEDICOL.
- Working closely with IT regarding the re-design of MEDICOL.
- Ensuring the appropriate sessional scripting for technicians (based on content within master schedules and Educational Activity forms) as appropriate.
- Compiling (weekly) the Principles of Human Biology (PRIN401) and Foundations of Medicine (FMED) block printing materials.
- Issuing communications to program staff at all sites regarding the printing of educational materials required for students.
- Quality assuring the Year 1 and 2 master schedules (curriculum running September - May) and Year 4 Preparation for Medical Practice (PMP) course (6 weeks duration), ensuring that the appropriate resources are booked at all sites to support the smooth running of the MD undergraduate program.
- Assisting with the planning and implementation of the Year 1 orientation (ORNT400) course and the Year 2 orientation sessions.
- Collaborating with the Curriculum Management Unit, MedIT Session Coordination team, Program Assistants at all sites, Course Directors and instructors to ensure that the above is undertaken to an optimal level.
- To attend course and team meetings and other related meetings as appropriate.
- Participating in the invigilation of mid-term and end of term examinations
- Performing other related duties as necessary in keeping with the qualifications and requirements of the job.

The above tasks will all be performed for the MD Undergraduate Program, in support of students, staff faculty, and instruction as a whole within the program.

Supervision Received

Day-to-day tasks will be performed under the supervision of Program Manager, Years 1 & 2.

Supervision Given

None.

Consequence of Error/Judgement

Errors in judgment or ineffective communication will compromise the ability of the MDUP to operate effectively, thereby affecting the quality of the MD Undergraduate Program and its accreditation status and could reflect negatively on the Faculty of Medicine and the University.

Qualifications

High School graduation and 1 year post-secondary education. 4 years related experience or the equivalent combination of education and experience. UBC experience is preferred. Computer experience required (Learning Management Systems i.e Blackboard, Web site maintenance, Sharepoint, Word, Excel, PowerPoint). Knowledge of medical scientific terminology preferred. Effective oral and written communication, interpersonal and organizational skills. Ability to type 55 w.p.m. and to operate a normal range of office equipment. Ability to use word processing, spreadsheet, database, and presentation applications at an advanced level. Ability to prioritize work and to meet deadlines. Ability to maintain accuracy and attention to detail. Ability to take and transcribe minutes. Ability to exercise tact and discretion. Ability to work both independently and within a team environment.

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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: 17195 (Repost)
Location: Vancouver - Point Grey Campus
Employment Group: CUPE 2950 (Cler/Secr/Library)
Job Category: CUPE 2950 Administrative Suppt
Classification Title: Administrative Support 4 (Gr7) **Business Title:** Administrative Support 4 (Gr7)
Department: Arts, Dean's Office
Salary: \$42,072.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2013-12-12
Job End Date: 2015-12-12
Funding Type: Budget Funded
Other:
Date Closed: 2014-01-14 **Available Openings:** 1

Job Summary

The incumbent is administrative assistant to the Associate Deans Students and Student Services and works closely with the others in that office. The position relieves at the Dean's Office reception desk on a regular basis.

Organizational Status

Primary direction is received from the Associate Deans Students and Student Services. The position works closely with and receives work from the Coordinator, Students and Student Services, The position works also with the other staff in the Dean's Office. The position reports to the Manager, Dean's Office.

Work Performed

- Acts as assistant to the Associate Deans Students and Student Services by screening and prioritizing all incoming calls, emails and materials, determining matters to refer to other administrative support staff or the Coordinator or Associate Deans for reply, or additional information and prioritizing, and matters which can be responded to by the incumbent;
- Acts as relief receptionist for the Dean's Office on a daily basis and on days when the full-time receptionist is away; responds to requests for information, answering email and telephone enquiries;
- Works closely with the Coordinator, Students and Student Services and supports that position when needed (awards, data entry, proofing entries, mailouts, etc.); supports administrative support staff as required (e.g., with coordination of AURA, the TLEF, student elections and or UBCO request for registration authorizations);
- Schedules appointments and meetings, determining urgency and importance first (and consulting on this when unsure). Keeps the Associate Deans and Coordinator informed on a variety of administrative details. Organizes and prepares agendas for meetings as determined by the Associate Deans;
- Determines priority with Associate Deans regarding the need to make appointments for students, including those referred to the Associate Deans by the Arts Advising Office or Dean's Office. Makes appointments when these are determined necessary. Identifies problems, gives preliminary advice, refers students elsewhere when appropriate. Prints out transcripts, highlights files referred by Arts Advising. Checks registration and searches information on individual students from the Student Information System as required and compiles material on student records for use in decision making for Associate Deans and Coordinator Students and Student Services regarding awards and other matters; gathers information and supports Coordinator Students and Student Services in preparing disciplinary cases;
- Sets up and maintains records and filing system for the Associate Deans' offices. Responsible for photocopying, sorting,



distributing materials, mailing, for maintaining record schedules including archiving and or shredding records;

- Creates agendas and minutes for SSALT;
- Drafts a variety of reports, letters and other miscellaneous documents. Revises brochures, pamphlets, guidelines;
- Keeps track of Centre for Arts Student Services (CASS) and other accounts associated with the Associate Deans Students and Student Services responsibilities. This includes setting up tracking and filing systems, maintaining records and files, tracking expenditures; preparing journal vouchers, requisitions for payment, travel requisitions and cash receipts;
- Coordinates room bookings for meetings; makes catering arrangements;
- May coordinate some travel arrangements for Associate Deans;
- Works closely with other administrative support staff in the Dean's Office and CASS
- Performs other duties related to the qualifications and developing needs of the job.

Supervision Received

Works with and receives direction from the Associate Deans Students and Student Services, the Coordinator for the Associate Deans and the Manager, Dean's Office.

Supervision Given

None

Consequence of Error/Judgement

- Errors made by improper handling (i.e. not following proper procedures) in students' hearings and appeals, may lead to serious delay in student progress. Incorrect information given to students could affect their progress.
- Errors in scheduling Associate Deans or assisting the Coordinator for the Office of the Associate Deans Students and Student Services could result in serious delays and or wasted time.
- Errors in accounting could result in over expenditures on and mishandling of accounts associated with Associate Deans Students and Student Services.
- Failure to exercise judgment and initiative in handling matters of a non-routine nature could damage the reputation of the Faculty.

Qualifications

High School graduation and two year post-secondary diploma. 4 years related experience or the equivalent combination of education and experience. Minimum four years' experience or three years' relevant UBC experience. Ability to type 60 wpm. Ability to compose complex correspondence.

Effective communication and organizational skills.

Ability to seek direction, to ask about priorities when unsure, ability exercise initiative, tact, discretion, and courtesy, and to work under pressure to meet deadlines. Ability to work both independently and in a team environment.

Working knowledge of shorthand or speedwriting. Intermediate computer skills including Word, Excel, PowerPoint, and internet searching.

Familiarity with database programs, financial, and Student Information Systems considered an asset.

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Job Posting

Job ID: 17407
Location: Vancouver - Point Grey Campus
Employment Group: CUPE 2950 (Cler/Secr/Library)
Job Category: CUPE 2950 Administrative Suppt
Classification Title: Administrative Support 5 (Gr8) **Business Title:** Administrative Support 5 (Gr8)
Department: UBC Sustainability Initiative
Salary: \$43,428.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2014-01-27
Job End Date: 2014-07-31
Funding Type: Budget Funded
Other:
Date Closed: 2014-01-15 **Available Openings:** 1

Job Summary

The Executive Assistant provides senior administrative and secretarial support to the Associate Provost, Sustainability, the USI Management Team and advisory groups of the USI. The primary responsibility of the Executive Assistant is to effectively manage and schedule the Associate Provost, Sustainability's appointments and meetings in addition to providing support to the operations of the USI Office. Responsibilities include effectively managing an intensive and demanding calendar through triaging various methods of communication, monitoring progress toward completion of projects and tasks, setting priorities, and researching necessary information in order to assist the Associate Provost. The incumbent will be expected to accommodate requests to meet with the Associate Provost, identify urgent matters of high importance, and independently redirect and or resolve inquiries and issues as appropriate. Based on the understanding of the Associate Provost's portfolio and priorities, the Executive Assistant will decide which inquiries, requests and issues to address independently or in consultation with the Associate Provost. The incumbent coordinates the scheduling of large group and committee meetings, organizes catering arrangements, and books travel arrangements. The position requires the individual to be flexible and adaptable as some events may not occur within regular working hours.

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

Works independently under broad direction provided by the Associate Provost. Works closely with other USI team members including the USI CIRS Associate Director.

Liaises with all senior offices within the University and has regular contact with staff, students, faculty members, external organizations, senior officials, corporations, other universities nationally and internationally.

Work Performed

- Acts as a personal and confidential assistant to the Associate Provost. Manages the complexities of the Associate Provost's calendar. Schedules appointments and coordinates all aspects of senior meetings, and at the same time, keeps the Associate Provost



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informed. Exercises tact and discretion in prioritizing a high volume of requests for appointments. In complex and sensitive situations, is required to decline or redirect requests diplomatically and persuasively. Consults with the Associate Provost to achieve resolution on difficult matters.

- Responds to email, telephone and in-person inquiries from a wide variety of sources ranging from general to complex in nature, and relating to the Associate Provost responsibilities and schedule. When necessary, in consultation with the Associate Provost, triages, redirects, and tracks the Associate Provost's incoming and outgoing paper and electronic mail.
- Contacts senior officials, internal and external to the University including national and international organizations and agencies; communicates on behalf of the Associate Provost as necessary; may accompany the Associate Provost to meetings and events.
- Ensures the Associate Provost's correspondence requesting information or meetings is tracked and up to date.
- Exercises judgement when referring materials to the Associate Provost and or re-directing inquiries during his absence from campus.
- Researches, composes, and types confidential correspondence, forms and other documents such as announcements, letters, thank-you acknowledgements, memos etc., in either draft or final format from handwritten materials, brief oral instructions or notes, and or e-mails.
- Proofreads and edits hardcopy and electronic documents as required.
- Prepares the Associate Provost's CV, Activity Report and annual academic reports.
- Provides support to the Associate Provost with research, teaching and student supervision.
- Troubleshoots IT and mobile device issues for the Associate Provost.
- Supports the Associate Provost with maintaining professional contact information and lists.
- Supports the USI Management Committee, USI Steering Committee, Student Sustainability Council, Regional Sustainability Council and International Advisory Board. Establishes and distributes agendas and other meeting materials, and makes appropriate arrangements for room bookings, travel, catering, and video-conferencing connections.
- Takes, transcribes and distributes minutes of various meetings of the Associate Provost in a timely manner and as required.
- Coordinates all travel arrangements for the Associate Provost including airline tickets, hotel, visas, and ground transportation. These arrangements are often of a complex nature and require a high level of coordination.
- Prepares complex reimbursement of travel expenses for the Associate Provost.
- Sets up and maintains records and filing systems for the Associate Provost.
- Supports USI workshops, meetings and special events as needed.
- Performs other administrative duties related to the qualifications and requirements of this job level as needed.
- Performs backup support including vacation and sick time relief to the USI admin staff as required.

Supervision Received



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Works independently under broad direction provided by the Associate Provost. Works closely with other USI team members including the USI CIRS Associate Director. This incumbent is expected to be able to take initiative, problem-solve, determine course of action and then follow-through independently, occasionally consulting the Associate Provost and other staff members with new or complex problems.

Supervision Given

May explain work procedures to new staff, temporary staff and students.

Consequence of Error/Judgement

This position requires judgment, tact, discretion and initiative to an outstanding degree. Poor judgement or errors could have a negative impact on the USI Office and the University, potentially resulting in negative public relations, financial costs and loss of credibility.

Qualifications

High School graduation and two year post-secondary diploma. 4 years related experience or the equivalent combination of education and experience. Minimum of four years of senior administrative experience, preferably as an Executive Assistant to a President, CEO, or equivalent. A minimum of six years in a university setting with experience providing administrative assistance to senior executives. Possess highly effective organization and interpersonal skills. Ability to exercise sound judgment. Ability to deal with a diverse group of people in a calm, courteous, and effective manner. Ability to work both independently and participate as an effective member in a team environment Highly effective verbal and written communication skills Ability to exercise tact and discretion with confidential matters. Ability to develop and maintain cooperative and productive working relationships. Ability to obtain, disseminate, record and organize information effectively and tactfully with individuals from all levels of the University and the external community. Ability to analyze problems, identify key information and issues, and effectively resolve. Ability to adapt to and work effectively under pressure and meet deadlines in an environment that is fast paced, with high volume and critical deadlines. Must have advanced skills in MS Office (Outlook (calendar and email), Word, Excel, PowerPoint, Access), Endnote, Adobe Acrobat Pro, Content Management Software (webpage maintenance), Internet Explorer Must have a strong ability to accurately maintain electronic calendars (Outlook), reconcile scheduling conflicts, coordinate meetings and schedule the day's activities appropriately. Must have an aptitude for learning new software and applications. Ability to compose reports, presentation and other written materials using clear concise business English and to draft complex correspondence for signature. Ability to be thorough and maintain accuracy and high level of attention to detail. Ability to determine the nature and urgency of inquiries and issues, and triage appropriately. Ability to take and transcribe accurate meeting minutes with a short turn-around time. Ability to politely screen calls and direct as appropriate,

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Job Posting

Job ID: 17411
Location: Vancouver - Point Grey Campus
Employment Group: CUPE 2950 (Cler/Secr/Library)
Job Category: Chan Centre - CUPE 2950
Classification Title: Ticket Seller - Chan Centre **Business Title:** Ticket Seller - Chan Centre
Department: Chan Centre for Performng Arts
Salary: \$ 13.87 (Hourly)
Full/Part Time: Part-Time
Desired Start Date: 2014-01-20 **Ongoing:** Yes
Job End Date:
Funding Type: Self Funded
Other:
Date Closed: 2014-01-16 **Available Openings:** 1

Job Summary

To perform a variety of ticket office duties serving three venues including the 1,400 seat Chan Shun Concert Hall, the 275 seat BC Tel Studio Theatre, and the 160 seat Royal Bank Cinema. To respond to the needs of the commercial and academic clients as they occur.

Organizational Status

Reports to the Ticket Office Manager.

Work Performed

- Prior to patrons arrival, ensure that point-of-sales system is in good working order and all required supplies are available for the performances and or events
- Advise patron of best available seating choices and executes the sale utilizing TicketMaster computerized system
- Conduct in-person ticket sales at the Chan Centre Ticket Office using TicketMaster software.
- Balance and account for cash and credit card receipts from sales transactions.
- Provide exemplary guest service in accordance with Chan Centre standards.
- In case of emergency, respond to and assess the situation, give aid if appropriate, and obtain necessary help if warranted under the established guidelines
- Ensure the ticket office remains orderly throughout the shift
- Close out the point-of-sales system, balance and prepare deposit including credit card receipts
- Performs other related tasks as required
- Scheduled hours are flexible and vary by month based on event activity.

The successful applicant will have an understanding of basic computer skills and the Windows operating system. We are looking for highly motivated, proactive self-starters who are able to provide exceptional guest service. Professional appearance and demeanor are essential to the position, as is the ability to work in diverse and ever-changing environments. Experience with the TicketMaster system is an asset but training will be provided. Applicants with other arts, entertainment or event experience are encouraged to apply.

Supervision Received



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Staff Job Postings

Works under direct supervision of, and reports new or unusual problems to the Ticket Office Manager, Ticket Office Supervisor, and or Ticket Captain.

Supervision Given

None.

Consequence of Error/Judgement

Errors could have serious impact on relations with users and patrons and negatively effect the reputation of the Chan Centre and the University resulting in lost revenue. Errors in judgement could result in dissatisfied patrons. Errors in handling of cash could result in shrinkage and loss of revenue to the Chan Centre.

Qualifications

High school graduation. . Knowledge and experience in professional ticket office sales. Minimum one year TicketMaster experience or two years' related experience. 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 provide quality service to customers in a courteous, patient manner. Ability to exercise tact, discretion and patience in dealing with patrons. Experience handling cash and credit transactions. Valid First Aid Certificate - Level 2 would be an asset. Must be able to work irregular hours and respond to on-call demands including evenings and weekends. Ability to work flexible shift times an asset. Ability to effectively use the TicketMaster System preferred.

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Job Posting

Job ID: 17395
Location: Vancouver - Point Grey Campus
Employment Group: CUPE 2950 (Cler/Secr/Library)
Job Category: Chan Centre - CUPE 2950
Classification Title: Front of House Attendant-Chan
Business Title: Front of House Attendant
Department: Chan Centre for Performng Arts
Salary: \$ 13.87 (Hourly)
Full/Part Time: Part-Time
Desired Start Date: 2014-01-16
Ongoing: Yes
Job End Date:
Funding Type: Self Funded
Other:
Date Closed: 2014-01-14
Available Openings: 1

Job Summary

The Customer Services department of the Chan Centre for the Performing Arts is looking for motivated, well-presented, efficient, customer service-oriented Front of House Attendants to work concerts, plays, receptions, galas, and conferences.

Organizational Status

Reports to Front of House Captains.

Work Performed

The position performs a variety of duties during performances and events including ticket-taking, ushering, coatchecking, bartending and responding to the needs of patrons and clients as they occur.

Time Commitment: Applicants must be available for a minimum of 2 shifts a week (approx. 8-10 hours). Shift start times can be in the morning, afternoon or evening.

Supervision Received

Works under direct supervision of Front of House Captain and under general supervision of the Coordinators. New or unusual problems are referred to the Front of House Captain.

Supervision Given

None.

Consequence of Error/Judgement

Errors could have serious impact on relations with users and patrons and negatively effect the reputation of the Chan Centre and the University resulting in lost revenue. Errors in judgement could result in dissatisfied patrons and or safety issues. Errors in handling of cash could result in shrinkage.



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Qualifications

Theatre Concert Hall experience. Experience in high-volume establishments. 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 provide quality service to customers in a courteous, patient manner. Ability to exercise tact, diplomacy and discretion in dealing with patrons. Ability to cover flexible shift times. Must be able to work irregular hours and respond to on-call demands including evenings and weekends. Physical ability to perform the duties of the job (e.g. standing for long periods. 'Serving It Right' responsible beverage service certificate would be an asset. Level 1 First-Aid certification would be an asset.

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Job Posting

Job ID: 17419
Location: Vancouver - Point Grey Campus
Employment Group: CUPE 2950 (Cler/Secr/Library)
Job Category: CUPE 2950 Classroom/Exam Coord
Classification Title: Classroom/Exam Coord 2 (Gr5) **Business Title:** Classroom/Exam Coord 2 (Gr5)
Department: Access and Diversity
Salary: \$39,492.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2014-02-03 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2014-01-17 **Available Openings:** 1

Job Summary

The Exam Coordinator coordinates the process for the provision of accommodated exams for students with disabilities. The incumbent co-ordinates hiring, training and supervision of student exam invigilators and is responsible for ensuring adequate student staff have been hired and trained to maintain services provided by Access and Diversity regarding exam invigilation, delivery and procurement. The Exam Coordinator also invigilates exams on occasion and strictly adheres to University policy and procedures.

Organizational Status

Reports to the Operations Manager, Access and Diversity as well as other Senior Staff. Interacts with students, staff, faculty, off campus organizations and the public. Supervises student invigilators, exam assistants and student scribes. Access and Diversity provides leadership in eliminating barriers to full participation that students, faculty and staff experience arising from disability, race, ethnicity, gender and sexual diversity.

Work Performed

- Coordinates over 7000 accommodated exams for students with disabilities at UBC each year involving complex situations and interactions utilizing the Clockwork online data sync system; schedules exams, books rooms, arranges for delivery of exams from instructors and delivery back to respective departments.
- Conducts ongoing needs assessments and evaluations; works with the Operations Manager to ensure exam processes are efficient and effective as well as identification of any potential problems including space management in the Exam Centre.
- Supervises and coordinates the hiring, training and development of over 30 invigilator student assistants. Ensures invigilators are properly trained to follow procedure and administer complex disability related exam accommodations. The Exam Coordinator is responsible for developing a training program that includes individual instruction, workshops, shadowing mentoring, team meetings as well as mechanisms for monitoring progress and mastery of duties. Monitors invigilator progression and promotes successful invigilators to senior invigilator designation. Supervises senior invigilators as they assist with exam procurement, correspond with instructors, delegate tasks and ensure the successful administration of each day's exams.
- Involved in testing new systems and ensuring quality control is maintained: Utilizes the Clockwork Database Online Service centre, is one of two main points of contact for the system, maintains integrity of the service centre, connects with Operations Manager for systems down time and configuration, submits service requests through the TechnoPro support ticket system and works with the Operations Manager to design a contingency plan for system outages.
- Works with the Student Assistant Coordinator to ensure an adequate number of student scribes and exam assistants have been hired



and trained to maintain services provided by Access and Diversity regarding exam accommodations, delivery and procurement. Applies best practice guidelines for hiring student assistants through the use of Symplicity and approved systems.

- Maintains records of accommodated exams provided through A&D for finals and midterms.
- Develops and maintains a rolling annual calendar for exams and needs to anticipate planning requirements of the resources available through A&D.
- Maintains inventory and working knowledge expertise of technical aids and adaptive equipment used for exams and trains invigilator student staff on the set up and troubleshooting.
- Liaises with exam coordinators across campus to develop collegial relationships regarding exam submissions and deliveries.
- Prepares detailed reports on the exam accommodation services, including statistical information, trends, successes and challenges for each academic year and as required within the term.
- Invigilates exams, strictly adhering to University policy and procedures.
- Composes correspondence and initiates replies to inquiries of both a routine and non-routine nature relating to exam accommodation including correspondence of a confidential nature between both faculty and A&D clients regarding exams.
- Completes exam accommodation bookings one on one for students with disabilities as required; typically for new students.
- Provides back up Program Assistant coverage as required
- Performs other duties as required

Supervision Received

Works independently with minimal supervision. The incumbent must exercise initiative and sound judgement in making decisions and demonstrate tact in dealing with clients, student assistants and University personnel.

Supervision Given

Provides direct instruction, training and supervision to more than 30 invigilators (Senior Invigilators included).

Consequence of Error/Judgement

Incumbent will deal with unique situations requiring sound judgement, knowledge of and sensitivity to disability issues. Decisions require thorough knowledge of the guidelines, procedures and regulations and the ability to interpret and apply them to the work unit. All information must be accurate and provided in a respectful, timely and supportive way. Failure to provide service that meets these standards may create hardships for students with disabilities seeking academic accommodation, compromise the relationship of Access and Diversity with community constituents who may experience marginalization or disadvantage as a result of the interaction, or negatively impact the public image of the unit and University.

Qualifications

High School graduation and one year of related training. 3 years of related experience or the equivalent combination of education and experience. Demonstrable skills in maintaining accurate records and attention to detail Proven ability to prioritize work and to meet deadlines. Effective oral and written communication, interpersonal, public service and organizational skills. Ability to exercise tact and discretion when handling sensitive and or confidential matters. Proven experience using word processing, spreadsheet, database, internet and electronic mail applications at an intermediate level. Proven ability to compose correspondence and reports using clear, concise business English. Ability to work effectively independently and in a team environment. Knowledge of exam accommodations and the university academic environment an asset.

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Job Posting

Job ID: 17409
Location: Vancouver - Hospital Site
Employment Group: CUPE 2950 (Cler/Secr/Library)
Job Category: CUPE 2950 Financial
Classification Title: Financial Proc. Spec 5 (Gr6) **Business Title:** PRE-EMPT Finance Officer
Department: Obstetrics & Gynaecology
Salary: \$40,752.00 (Annual)
Full/Part Time: Part-Time (50%)
Desired Start Date: 2014-02-18
Job End Date: 2015-02-17 **Possibility of Extension:** Yes
Funding Type: Budget Funded
Other:
Date Closed: 2014-01-16 **Available Openings:** 1

Job Summary

The primary focus of the PRE-EMPT Finance Officer is to handle all financial processing, reconciliation, and forecasting for the multi-million (26 million) PRE-EMPT (Pre-eclampsia Eclampsia Monitoring Prevention and Treatment) project finances. Exceptional organizational skills, attention to detail, as well as a high degree of motivation, enthusiasm, and initiative are required.

Organizational Status

Works with the Principal Investigator, the PRE-EMPT Manager and, PRE-EMPT Research Assistant primarily as well the international PRE-EMPT team. In addition, working relationships are required with the Department of OBGYN Finance Manager, UBC Finance Office, UBC Research Trust Accounting (RTA), UBC Payment and Procurement Office and Office of Research Services (ORS).

Reports to the Principal Investigator and PRE-EMPT Manager.

Work Performed

Financial Monitoring

- Monitors and reconciles multiple complex accounts for over 26 million dollars for multiple projects related to PRE-EMPT (GIS, MOM, PIERS KT, PHSI)
- Monitors project expenditures to ensure all expenditures are in line with CIHR, BMGF, UBC and C&W policies as appropriate
- Investigates errors and exceptions related to large, complex accounts, such as prepaids, bank, cheque, AMEX and Pcard
- Monitors collection and disbursement of funds for contract and grant accounts
- Tracks actual results against established budgets, reconciles transactions, and follows up on variances
- Ensures correct allocation of funds to PGs depending on overhead rate and exchange rates

Financial Processing

- Prepares and processes various UBC and C&W financial forms (purchase orders, requisitions, travel advances, honorariums, electronic funds transfers)
- Prepares requisitions for sub grant payments and inter-institutional transfers in accordance with budget schedule outlined in contractual agreements
- Administers all staff reimbursements and travel advances
- Coordinates transactions with foreign vendors



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Performs credit card (UBC AMEX, PHSA VISA, UBC PCard) reconciliation for all project staff
Ensures the correct exchange rate is applied to all transfers in and out of project PGs
Monitors accrued interest to project PGs and initiates the transfer of accrued interest to project budget
Adjusts expenditures over all multiple PGs depending on the nature of the expense and overhead rate allocated to that account (12% vs 15%).

Financial Reporting

Runs queries and reports using the Financial Management System (FMS)
Prepares monthly financial reports for UBC PRE-EMPT Coordinating Centre to assist in developing and monitoring budgets
Compiles, manipulates, and performs calculations on data to project under over expenditures over a seven year period
Performs complex calculations to project accrued interest and re-allocated overhead costs over a 7 year period
Develops complex annual reporting templates using Excel for PRE-EMPT sub-grantees

Financial Planning and Organization

Develops procurement plans for purchasing supplies for international project sites (Nigeria, Pakistan, India, Mozambique)
Frequently resolves complex procurement problems common in low and middle income countries where project work is carried out
Establishes the work processes for financial monitoring, processing, reporting and reconciliation for all PRE-EMPT finances
Makes recommendations to PI and Project Manager to improve efficiency and effectiveness of processes

Other Duties

Prepares proof of funding documentation for staff appointments renewals
Assists in the development of a financial monitoring audit plan for sub-grantees
Assists in the preparation of research grant budgets for grant applications and new project proposals
Acts as a custodian of petty cash for multiple currencies (CAD, USD, INR, PKR, Naira)
Keeps up to date on UBC and C&W financial policies & procedures
Acts as a liaison between PRE-EMPT and UBC finance
Has signing authority on some accounts
Performs other related duties as needed

Supervision Received

Works independently under general supervision of the PRE-EMPT manager.

Supervision Given

Is not required to supervise; may explain financial and travel policies to new or inexperienced staff as needed.

Consequence of Error/Judgement

The Finance Officer is required to conduct all activities in an ethical manner and according to both Bill and Melinda Gates Foundation policies and University of British Columbia financial policies. Strict confidentiality of program budget and PRE-EMPT payroll information must be adhered to.

Qualifications

High School graduation and CGA CMA Level 2 or Payroll CPA Level 1. University degree preferred. 4 years related experience or the equivalent combination of education and experience. Knowledge of UBC FMS system and PHSA finance procedures and forms is an asset. Exceptional communication, organizational and problem solving skills.

Attentive to detail.

Able to work independently for periods of time.

Able to work and interact within an international research team.

Ability to effectively manage multiple tasks and priorities.



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Ability to communicate effectively verbally and in writing.

Ability to effectively use job-specific software at an intermediate level (e.g., Outlook, MS Word, MS Excel).

Ability to work effectively independently and in a team environment.

Ability to efficiently and effectively coordinate tasks.

Ability to exercise sound judgment.

Ability to prioritize and work effectively under pressure to meet deadlines.

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Job Posting

Job ID: 17391
Location: Vancouver - Hospital Site
Employment Group: CUPE 2950 (Cler/Secr/Library)
Job Category: CUPE 2950 Human Resources
Classification Title: HR Admin Clerk 4 (Gr7) **Business Title:** HR Assistant
Department: Medicine Department
Salary: \$42,072.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2014-01-27 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2014-01-14 **Available Openings:** 1

Job Summary

This position is responsible for coordinating all human resources clerical tasks with regards to new hires, reappointments, promotions, and transfer severance paperwork, including data entry into Position Management, eRecruit, HRMS, and ePAF for Faculty, Staff, Students, Visiting Faculty, Research Associates, Post Doctoral Fellows and Clinical Fellows. May participate in interviews, testing, and reference checks for new staff hires. Workload will be divided alphabetically.

Organizational Status

This position reports to the Human Resources Manager, works with the Faculty Recruitment Manager in the Department of Medicine, and will report to the Director of Administration in their absence. This position communicates regularly with Division Administrators, Department of Medicine (DOM) staff and faculty, Department of Medicine (DOM) supervisors, Faculty of Medicine (FOM) staff, UBC Faculty Relations, Human Resources, and Payroll.

Work Performed

Database Reports and Directories (Position Management, eRecruit, HMRS, STAR):

- Works with supervisors and UBC Human Resources to ensure staff positions are correctly classified in Position Management and advertised in eRecruit.
- Coordinates staff applicants and new staff appointments processes using eRecruit.
- Coordinates student appointments, re-appointments, terminations using ePAF.
- Responsible for maintaining data input into Position Management, HRMS, and STAR databases, including demographics, salary information, and job description library. Works to maintain data integrity.
- Maintains a library of faculty biographical sketches, including photos, in STAR.
- Coordinates entries for the UBC online directory.
- Maintains email distribution lists for faculty and staff. Creates email groups as required.
- Runs and formats database reports as required.

Faculty and Staff Appointments, Reappointments and Promotions:

- Coordinates and processes all appointment notice documentation for Faculty, Staff and Students, including appointment and reappointment forms (extensions, salary changes, PG changes, etc.) and transfer severance notices.
- Requests reviews of the status of research grant funding on new appointments and reappointments paid through research grants



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from DOM Finance team. Advises Principal Investigators and supervisors and makes necessary changes to PG status salary extension.

- Maintains a bring-forward system for reappointments (every 3-4 months), promotions, working notices, probation and merit increases.
- Submits staff and student hourly timesheets and overtime sheets to UBC Payroll.
- Coordinates, gathers, and summarizes appropriate documentation for faculty who are reviewed by the Academic Appointment, Reappointment, Promotion, Tenure (AARPT) Committee. Follows up on changes or information requested by the Committee and ensures appointments and promotions are approved and processed in a timely manner.
- Prepares and sends out template congratulations letters to new Clinical Faculty members and faculty with Adjunct or Emeritus appointments.
- Prepares and sends out offer letters and welcome packages to new Clinical Faculty.
- Follows up on Clinical Faculty, unpaid Honorary, Emeritus, Adjunct and Associate Member appointments sent to the Dean's office. Updates spreadsheets and databases when appointments fully approved.
- Compiles and co-ordinates all supporting documentation for appointment, re-appointment, promotion and tenure reviews for Clinical Faculty, Honorary, Adjunct, Associate Members, and Emeritus appointments. This includes communicating information about clinical promotions and collecting expressions of interest.
- Maintains appropriate tracking lists and systems to monitor the status of the various faculty appointments, both individually and by rank.
- Ensures all appointment documentation on Postdoctoral Fellows, Research Associates, Clinical Fellows and Visiting Scientists is complete and follows up on discrepancies. Checks financial information with the Division and with the DOM Finance team before processing new appointments or reappointments.
- Answers enquiries regarding the status of appointment notices; communicates with Payroll, Human Resources, Med IT, the Dean's Office and the President's Office to investigate and solve payroll and appointment enquiries.

Advertising and Immigration:

- Coordinates and advises Principal Investigators and Supervisors on the advertising process for Staff, Students, Research Associates, Visiting Scientists and Postdoctoral Fellow positions on Department of Medicine website, eRecruit, and other appropriate media.
- Provides information and assistance on immigration issues including letters of invitation.

Staff Orientation - DOM Administration Office:

- Prepares orientation packages for new staff within the DOM Administrative Office.
- Ensures orientation information is kept up-to-date.

Leave Management:

- Retrieves messages and prepares and sends out by email away notices for DOM staff in the Administration Office. Tracks vacation and sick time for the administration office (24 employees) on a customized excel spreadsheet.

Files:

- Responsible for file management of faculty and staff personnel files; including creating, organizing filing, archiving, and disposal.
- Responsible for archiving leave management and recruitment files per UBC guidelines.

Policy:

- Answers inquiries and provides advice within limited interpretation of the Collective Agreements, such as leave accrual and entitlement. Refers to HR Manager as appropriate.
- Answers or redirects payroll enquiries.
- Provides advice on advertising and immigration policies.

Other Duties:

- Participates in human resources projects and special events, including strategic planning discussions and training sessions.
- Participates in interviewing, testing and reference checks if support is needed.
- In conjunction with the Faculty Recruitment and Promotions Manager, coordinates, updates, and submits proofs of faculty and



staff personnel information for the UBC Student Calendar.

- Creating and updating HR electronic forms, templates, and information on the Department's shared drives.
- Compiles information on faculty or staff for Divisions as required.
- Back up to the Department Administrative Assistant.
- Updates job manual and job description annually.
- Performs other related tasks.

Normal working conditions located at Gordon & Leslie Diamond Health Centre - 2775 Laurel Street.

Supervision Received

This position reports directly to the Human Resources Manager and in their absence to the Director of Administration.

Supervision Given

This position has no direct supervisory role.

Consequence of Error/Judgement

Incorrect data entry into the database would produce errors, which could result in jeopardizing the integrity of the system, and have a serious impact on the hiring of new employees and the reappointments, which could result in budget problems. Discrepancies with incorrect data entry could effect promotions, salary changes, appointment errors for faculty and staff not being paid. This would prove to be costly in some cases and extremely embarrassing for the Department and University. Duties require a high level of confidentiality.

Exercises judgment and initiative in handling matters of a non-routine nature requiring the interpretation of University and Departmental guidelines, procedures and policies. May develop new methods and procedures to handle workload issues. Participates in making decision regarding goals and policies of work unit.

Qualifications

High School graduation and two year post-secondary diploma. Training in office procedures. 4 years relevant experience or the equivalent combination of education and experience. Experience in a medical environment preferred. Ability to effectively use word processing, spreadsheet, email, and database applications at an intermediate level. 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 effectively manage multiple tasks and changing priorities. Ability to be thorough, accurate, and have a high level of attention to detail. Ability to work in a fast-paced environment, exercise initiative, and stay organized. Ability to perform word processing at 55 words per minute. Ability to operate job-related equipment. Ability to review, analyze, and synthesize complex information into summaries and reports. Ability to understand and apply policies, procedures, and instructions. Ability to analyze problems, identify key information and issues, and effectively resolve. Ability to create and accurately maintain record and filing systems. Ability to interpret and prepare various statistical reports. Ability to exercise sound judgment. Ability to make thoughtful, informed, and thorough decisions. Ability to exercise tact and discretion when dealing with sensitive and or confidential matters. Ability to effectively resolve client complaints in a calm, non-confrontational manner, and by exercising sound judgment. Ability to assist clients in identifying appropriate courses of action. Ability to provide quality service to customers in a courteous, patient manner. Ability to work effectively independently and in a team environment.

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Job Posting

Job ID: 17406
Location: Vancouver - Point Grey Campus
Employment Group: CUPE 2950 (Cler/Secr/Library)
Job Category: CUPE 2950 Program Assist
Classification Title: Program Assistant 2 (Gr5) **Business Title:** Program Assistant 2 (Gr5)
Department: Ctr for Community Engaged Lrn
Salary: \$39,492.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2014-02-03
Job End Date: 2015-03-31
Funding Type: Budget Funded
Other:
Date Closed: 2014-01-15 **Available Openings:** 1

Job Summary

The UBC Centre for Community Engaged Learning Program Assistant is responsible for assisting with the administration of community based experiential learning (CBEL) Projects for the UBC Centre for Community Engaged Learning (the Centre).

The Program Assistant will: a) coordinate meetings, events and workshops for students, faculty and community partners; b) provide support to colleagues within the Centre including organizing meetings, documenting decisions, and following-up on planning activities; c) assist with the coordination of student recruitment and registration; information sessions, orientations, and placements; and related communication materials and event logistics; and d) maintain the Centre database, ensure on-going and accurate data tracking; and assist with program reporting and evaluation.

Organizational Status

Reports to the Manager, Community-Based Partnerships at the Centre.

Works with Centre staff, and with the wider CBEL community at UBC on operations and administration.

May be required to liaise with partners external to UBC, such as non-profit community organizations, schools and businesses as relevant to the position.

Work Performed

- Act as a point of contact for students, faculty and community partners seeking information about the UBC Centre for Community Engaged Learning and CBEL at UBC
- Support the collection and sharing of data on CBEL initiatives including curricular and co-curricular programs and projects
- Manage the Centre database, ensuring a) that records on CBEL initiatives and programs are accurate and up-to-date, b) assisting with the collection and management of data on CBEL initiatives including curricular and co-curricular programs and projects, c) ensuring that the system is operating effectively, and, d) providing guidance on the use of the system including answering queries, and supporting training where appropriate.
- Assist with planning and implementing the evaluation of CBEL at UBC - including communicating with CBEL participants; running database queries; collecting and collating evaluation responses; and preparing and disseminating summary documents
- Coordinate logistics for orientation and training of CBEL project leaders and student participants; co-facilitate orientation and



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training sessions as required

- Assist with the maintenance of the Centre website - including adding information about upcoming events, adding links to relevant websites and research articles, and ensuring that links and information are current
- Provide support to Centre colleagues, including organizing meetings, taking meeting notes, and coordinating communication
- Prepare written materials for external communications and websites as needed
- Assist with regular reporting of activities; maintain accurate records; prepare internal progress reports
- Assist with day-to-day administration and support for the Centre such as typing meeting notes and updating spreadsheets
- Other related responsibilities as required

Supervision Received

Functions under the supervision of the Manager, Community-Based Partnerships at the Centre.

Supervision Given

This position may supervise part-time student staff.

Consequence of Error/Judgement

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

Qualifications

High School graduation and 1 year post-secondary education. 3 years of related experience or the equivalent combination of education and experience. Experience assisting with program planning and implementation, event organization, or administrative work. Experience establishing priorities, setting and meeting deadlines. Experience building, using, or managing databases an asset.

Experience in event planning and promotion. Experience working in a university, non-profit organization, or school setting an asset. Graduation from and knowledge about programs at UBC an asset. Commitment to the goals of UBC's Place and Promise vision. Excellent communication skills, both verbal and written. Ability to maintain connection between a long-range program vision and day-to-day functions. Strong ability to set priorities, take initiative, meet deadlines and anticipate and solve problems. Strong computer skills, including Microsoft Office programs and internet searching. Demonstrated ability to work in a fast-paced environment. Both goal and process-oriented. Excellent organizational skills, including ability to organize and promote events. Demonstrated ability to work collaboratively in a team. Excellent interpersonal skills. Knowledge of the public school system and or non-profit organizations. Knowledge of and sensitivity to inner-city issues. Knowledge of and sensitivity to the university community. Ability to work flexible hours, including evenings and Saturdays.

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Job Posting

Job ID: 17290
Location: Vancouver - Point Grey Campus
Employment Group: CUPE 2950 (Cler/Secr/Library)
Job Category: CUPE 2950 Reception
Classification Title: Front Counter 2 (Gr3) **Business Title:** Front Counter 2 (Gr3) (Summer)
Department: Conferences & Accommodation
Salary: \$ 20.91 (Hourly)
Full/Part Time: Part-Time
Desired Start Date: 2014-05-01
Job End Date: 2014-08-31
Funding Type: Self Funded
Other: Sessional
Date Closed: 2014-01-19 **Available Openings:** 35

Job Summary

Performs duties related to the every day operation of the Accommodation Office including but not limited to reservations, guest registration, billing and payment arrangements.

Organizational Status

Reports to the Front Desk Manager, Reservations Manager, Conference Services Manager, or Assistant General Manager. Liaises with all Conferences & Accommodation staff. Interacts with various university departments, clients and guests of Conferences & Accommodation at UBC.

Work Performed

Work may be performed in any of the following areas:

Front Desk:

- Guest registration, payment, and check-in check-out.
- Handles cash and processes guest payments. Cross-checking daily deposit against postings.
- Provides information concerning conferences, accommodation, guest services, UBC campus, and tourism to guests.
- Handles keys and maintains a strict measure of control.
- Encoding guest access cards through Ving.
- Initiates standard University emergency procedures when necessary (telephone to 911).
- Initiates night audit; a series of automatically generated reports through Opera.
- Sorts reports; forwarding these to appropriate departments.
- Inserts guest information into template letters for routine guest communication.
- Cross-checking and verifying that group and individual rates are posting correctly.

Reservations:

- Operates telephone switchboard and processes incoming calls.
- Receives and processes reservation requests by mail, e-mail, fax and telephone.
- Forwards cheques received to supervisor for posting.
- Inserts guest information into template letters for routine guest communication.



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- Sends guests emails, faxes and posts charges and payments to guest accounts.
- Maintains and updates lost and found inventories.

Registration Services:

- Performs general office duties including telephone reception, photocopying, faxing, invoice preparation, mail sorting and completion of routine correspondence.
- Prints automated daily conference schedules from EBMS, distributes to appropriate departments.
- Participates in registration services activities including on-site registration and preparing delegate kits (name badges, material collating etc.)
- Provides information to conference delegates regarding conference activities via email or telephone.
- Provides clerical support to Registration Services Coordinator, Director of Conference Services and Conference Coordinators.

Cash Office:

- Count cash deposits
- Prepare daily deposit worksheets
- Process deposit summary & daily banking summary
- Prepare cash and process deposits

Accounts Receivable:

- Posts transactions in the accounts receivable ledger on property management system.
- Reviews, reconciles and if necessary corrects accommodation charges on accounts receivable accounts.
- Produces and processes invoices, statements and all related correspondence for A R accounts.
- Responds to customer enquiries regarding accounts. Investigates and resolves complaints regarding discrepancies in consultation with Conference Services Managers and or Front Desk Manager, initiates corrections when necessary.

Supervision Received

Work is performed under the general supervision of Front Desk Supervisors, Front Desk Manager, Reservations Manager and Rooms Manager. Works within well defined guidelines and procedures, but is expected to exercise initiative and judgment in establishing priorities and carrying tasks through to completion. New or unusual problems are referred to supervisor.

Supervision Given

None.

Consequence of Error/Judgement

Poor communication, inadequate training of lower level classifications, lack of tact and diplomacy, and or poor performance of front desk tasks can negatively impact revenue, jeopardize record keeping, damage the reputation of Conferences and Accommodation, reduce service levels, reduce guest satisfaction, and or require intervention by managers.

Qualifications

High School graduation and one year of related training. High school graduation with courses in hospitality and customer service preferred. 2 years relevant experience or the equivalent combination of education and experience. One year office or hospitality experience or 6 months' relevant UBC experience.

Good verbal and interpersonal skills; excellent telephone manner.

Demonstrated accuracy and attention to detail.

Ability to type 45 wpm.

Willing to work flexible day, evening and graveyard shifts.



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Available to work weekdays, weekends and holidays.

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: 17414
Location: Vancouver - Point Grey Campus
Employment Group: CUPE 2950 (Cler/Secr/Library)
Job Category: CUPE 2950 Student Info Support
Classification Title: Student Info Support 3b (Gr6) **Business Title:** Student Info Support 3b (Gr6)
Department: Dentistry, Dean's Office
Salary: \$40,752.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2014-01-20 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2014-01-16 **Available Openings:** 1

Job Summary

Provides support to the Associate Dean of Students, the Associate Dean of Graduate Studies and the Manager, Student Services. Assists in all aspects of student services for Dentistry undergraduate and graduate students, including student development, and planning of Student Services initiatives in collaboration with Manager, Student Services. Acts as a back up to Admissions area as required. Primary responsibilities include student development initiatives, attending departmental and campus meetings, organizing and maintaining student files and databases, providing secretarial support.

Organizational Status

Reports to the Executive Director, Administration under the general supervision of the Manager of Student Services.

Work Performed

- Acts as the first point of contact for students and responds to wide-ranging or complex inquiries about Dentistry's programs.
- Maintains and updates program documents and forms.
- Collects student card ID information for all undergraduate and graduate students to allow access to dentistry buildings and software systems.
- Assists the Manager of Student Services with the delivery of the mentor, transition, summer and leadership programs as well as other workshops and initiatives that support students as they transition in, through and out of their programs.
- Participates in planning sessions focusing on student initiatives.
- Participates with developing program assessment surveys, templates, and program materials.
- Makes all room bookings as related to Student Services.
- Ensures speakers are confirmed, venues booked, AV requirements determined, catering ordered, events are setup and broken down. Follows up on catering invoices.
- Participates in the development, coordination, planning and implementation of Orientation for all undergraduate and graduate programs. May attend campus wide committee meetings focusing on orientations and other initiatives.
- Coordinates distribution of all Orientation and Student Services program materials to undergraduate and graduate students. Procures and or organizes materials for student orientations and assists with Orientation.
- Assists with student leadership recruitment and interviews for student development programming.
- Support and advise the Dental Undergraduate Society with events and initiatives.
- Receives and processes student and alumni requests for letters of reference. Receives and protects confidential grade



information from the Manager of Academic Progress and drafts letters for Dean's approval and signature. Ensures that letters accurately reflect the academic record and achievements of the students or alumni. Makes certain that deadlines indicated on requests are met.

- Maintains on the Faculty website the Professional Posting Service. Verifies postings received, ensures postings appear on website and deletes postings as necessary. Liaises with the dental community to ensure they are informed of the service when they enquire about how to hire a student.
- Responds to in-person, telephone, electronic and written enquiries from UBC Dentistry students, providing referral and detailed factual information as required.
- Conducts searches for and administers data related to existing students in the SISC, and FOD system. Ensures a proper paper trail or e-documentation for student-related issues.
- Coordinates distribution of non-curriculum materials to undergraduate and graduate students.
- Maintains student records on Faculty documents, spreadsheets, intranet and email list serve. Organizes and maintains electronic and paper student files.
- Maintains student contact information and awards information received from the Manager of Academic Progress.
- Reviews student's expenses from summer student practitioner program and prepares accounting forms and reports for signature.
- Receives and organizes all orientation documents and payments (may require coordination with the Faculty of Medicine).
- Receives payments from students and records them accurately. Prepares bank deposits as required.
- Prioritizes and processes a variety of requests including word processing, photocopying, faxing, couriering and daily distribution of mail. Assists with troubleshooting office equipment issues.
- Orders and maintains office supplies, equipment and other products.
- Prepares drafts and routine student-related correspondence for the Associate Dean of Students and the Manager of Student Services.
- Attends student- and program-related Faculty events, some of which occur on weekends and evenings.
- May be required to act as secondary invigilator for NDBE or similar examinations, some of which are held on weekends.
- With respect to non-routine matters, interprets guidelines, policies and procedures in determining how a matter should be handled, what type of action should be taken or refers the matter to the appropriate person. Administers policies and procedures to ensure conformity with University policy.
- Updates alumni contact information for recent graduates (within first six months of graduation) and distributes to Dentistry Alumni Manager and the Development Office.
- Trains and oversees work study student as necessary.
- Acts as a backup to the Admissions area CUPE support staff as required.
- Performs other duties as required.

Supervision Received

This position works closely with the Associate Dean, Students, and receives supervision from the Manager, Student Services. In the absence of the Manager, Student Services, the Manager of Admissions provides supervision.

Supervision Given

May supervise work-study students or student volunteers who assist in the Student Services area.

Consequence of Error/Judgement

Errors in providing correct information could adversely affect student advancement and progress within the dental program. Failure to act in a professional, tactful manner would have an adverse effect on the reputation of the Faculty of Dentistry and the University.

Qualifications

High School graduation and 1 year post-secondary education. 3 years relevant experience or the equivalent combination of education and experience. Experience with student services and programs is preferred. Ability to maintain accuracy and attention



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to detail. Ability to analyze and interpret data, determine implications, and provide recommendations Ability to identify and respond to contentious or sensitive issues with discretion. Ability to deal effectively with a diversity of people. Ability to analyze problems, identify key information, and effectively resolve issues. Ability to make thoughtful, informed, and thorough decisions. Ability to analyze and redesign work flow or processes to make them more efficient and effective. Ability to compose correspondence, reports, presentations, and other written materials using clear concise business English. Ability to work effectively independently and in a team environment. Ability to effectively use Outlook, MS Word and MS Excel at an intermediate level. Ability to perform word processing at 60 words per minute. Ability to exercise tact and discretion. Ability to work evenings and evenings.

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: 16205 (Repost)
Location: Vancouver - Hospital Site
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: 2013-07-29 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2014-01-15 **Available Openings:** 1

Job Summary

The Student Information Support 4 position prepares, evaluates and reviews medical school applications, provides support to the Admissions office, independently delivers applicant services to the public, prospective and current applicants and is responsible for administrative support of the Admissions' committees, subcommittees, and working groups. 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

The core responsibility of this position is to provide assistance within all stages of the application cycle in addition to providing support administrative support for the Admissions Selection Committee, Admissions Policy Committee, Northern Medical Program Admissions Subcommittee, the Aboriginal Admissions Subcommittee, and a number of additional working groups, committees and sub-committees.

Committee Work (50%):

- Coordinates and oversees planning of all committee meetings in consultation with Associate Dean Admissions
- Transcribes minutes and distributes approved minutes to committees.
- Performs tasks required to arrange meetings, including room bookings, AV set-up, preparation and distribution of information, catering and other functions as needed.
- Prepares support material as required for various meeting groups (agenda, statistics, etc)
- Assists with the preparation of PowerPoint presentations.
- Maintains and tracks record of attendance of Clinical Faculty Members to be paid for committee service work as Standing Admissions Committee Members, and prepares requisition for payments to Clinical Faculty Remuneration for hours attended within an academic year.
- Updates policy manual and maintains records of the meetings
- Follows up on meeting action items with appropriate personnel



-Coordinates yearly committee appointments with Dean's Office and ensures proper membership is kept at all times. Prepares official letters and is responsible for the upkeep of membership lists.

Admissions Clerical Support (50%)

-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, by fax, 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.

-Provides general clerical support to admissions office in all aspects of the admissions cycle including compiling and interpreting complex statistical information, assisting interview coordinator with small projects and document preparation, reading and evaluating academic, non-academic and supplemental applications, and preparing documents for final review.

-Performs academic reviews, including evaluation of domestic and international transcripts, researching and evaluating non-routine course equivalencies between institutions in order to determine eligibility for the program

-Performs non-academic evaluations involving interpretation and scoring of non-academic components of an applicants' file.

Although there are guidelines, each applicant has unique life experiences. This type of evaluation involves quantifying extremely subjective material.

-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.

-May be required to train other clerical positions, temporary staff and work study students

Supervision Received

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

Supervision Given

May be required to explain work procedures to new or inexperienced staff.

Consequence of Error/Judgement

Works independently under minimal general supervision. Work is performed in accordance with broadly established procedures and practices requiring initiative to plan and complete recurring assignments independently. Must be able to prioritize effectively to accomplish all required tasks. Must be able to interpret policies and procedures and apply them fairly and consistently. There are a variety of job tasks requiring ongoing prioritization. Must be flexible and able to adapt to changing workload and shifting of priorities. Is expected to identify ways to improve current processes and makes recommendations for those changes.

Is responsible for independent decisions within prescribed policy and procedures. Frequently required to exercise judgment, particularly when performing file evaluation. Must be able to justify decisions and provide rationale when questioned or in the event of an appeal. Only highly complex admission decisions are referred to Admissions Coordinators or Manager for assessment.

Must demonstrate tact, diplomacy and confidentiality at all times. Accuracy, attention to detail, and consistency are crucial.

Clerical errors would result in incorrect information being given to prospective students. Errors in committee minutes, records and documentation would lead to implementation of inaccurate policies, affecting the entire admissions process. Evaluation errors



would result in incorrect admission decisions and could bring all evaluations performed into question requiring verification and re-review resulting in decreased department productivity. Performing incorrect file evaluations and distributing inaccurate information would damage the integrity and reputation of the department and University and lead to appeals involving Admissions, the Faculty of Medicine Dean, Senate and legal counsel.

Qualifications

High School graduation and two year post-secondary diploma. Experience in a university environment preferred. Computer aptitude: Must have extensive computer experience and knowledge of Microsoft Office Software (Word, Excel, PowerPoint, Access and Outlook) and be able to use these tools at least at an intermediate level . 4 years related experience or the equivalent combination of education and experience. Must have experience with transcription of minutes, or other relevant writing experience. Must have effective oral and written communication, interpersonal and organizational skills. Demonstrated proficiency in the use of English grammar, spelling and punctuation. Must be able to listen and synthesize information in a coherent manner. Able to operate a normal range of office equipment. Must be capable of prioritizing work to meet deadlines. Must have demonstrated experience working effectively in teams. The ability to maintain accuracy and attention to detail is a requirement. The ability to exercise tact and discretion is critical. Must be able to use judgment when making decisions, particularly complex decisions. Ability to work both independently and within a team environment. Capable of handling ambiguity, shifting priorities and managing multiple responsibilities.

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: 17429
Location: Vancouver - Point Grey Campus
Employment Group: CUPE 2950 (Cler/Secr/Library)
Job Category: CUPE 2950 Student Info Support
Classification Title: Student Info Support 4 (Gr7) **Business Title:** Student Info Support 4 (Gr7)
Department: Undergraduate Admissions
Salary: \$42,072.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2014-01-20
Job End Date: 2014-07-01
Funding Type: Budget Funded
Other:
Date Closed: 2014-01-17 **Available Openings:** 1

Job Summary

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

Organizational Status

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

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

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



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

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

Work Performed

Undergraduate Application processing and admission:

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

Document Control:

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



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

Systems work and data analysis:

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

Enquiries:

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

Data Entry and Docket Control:

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

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

Supervision Received

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

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

Supervision Given



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

Consequence of Error/Judgement

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

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

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

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

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

Qualifications

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



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

UBC hires on the basis of merit and is 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: 17428
Location: Vancouver - Point Grey Campus
Employment Group: Excluded M&P
Job Category: Administration
Classification Title: FreedomofInformationSpecialst **Business Title:** Freedom of Information Specialist
Department: University Counsel Office
Salary: \$45,579.00 - \$54,717.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2014-02-10 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2014-01-26 **Available Openings:** 1

Job Summary

Coordinates and manages access to information requests made to UBC under the Freedom of Information and Protection of Privacy Act (FIPPA), and makes recommendations on the release of sensitive and complex information, ensuring that all statutory requirements under FIPPA for processing access requests are met, while ensuring legal and security risks to UBC are considered; processes court orders to UBC for records. Handles highly confidential and sensitive information relating to students, staff, faculty members, community partners, and senior university administration. Assists the Access and Privacy Manager in additional FIPPA related issues, and the education of staff members and faculty about FIPPA. Meets statutory requirement to assist members of the public seeking information about access to records at UBC.

Organizational Status

Reports to the Access and Privacy Manager in the Office of the University Counsel. Provides information, guidance, and education about FIPPA to Administrators, Faculty, Department Heads, Associate Deans, and Deans.

Work Performed

-Manages all procedures related to the processing of concurrent FOI requests to ensure appropriate tracking of requests and timely responses within specified timeframes; receives and reviews requests for clarity; assesses requests for complexity and or sensitivity of the information affected, exercising judgment on when the Access and Privacy Manager needs to be consulted; identifies contacts within units to retrieve records; monitors and tracks requests to comply with statutory time limits by keeping the FOI Request database up-to-date and organizing related files.

-Prepares responsive records for disclosure: reviews records for sensitive and complex information; translates legislative provisions into consistent and appropriate severing decisions ensuring legal and security risks to UBC are considered at all times; responds to and or leads consultations with senior staff and faculty administrators about disclosure concerns. In determining the need to withhold and or release highly sensitive and complex information, articulates and applies the rationale of these decisions in close consultation with the Access and Privacy Manager.

-Monitors the operational effectiveness of the University's administrative systems for receiving, tracking, and handling access to information requests to meet FIPPA time frames, including working with administrators at all UBC units to ensure the implementation of protocols in the identification of routine and FOI requests.



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- Complies with statutory duty to make every reasonable effort to assist FOI applicants without delay: clarifying requests, identifying records, and responding to all related queries. Applicants include members from the public, media, law firms, community organizations, law enforcement, and other public bodies, across Canada or overseas.
- Liaises with law firms to respond to subpoenas for records to UBC. Coordinates the retrieval from all units affected and ensures production of such records in a timely manner.
- Coordinates third-party consultations from other Canadian public bodies about UBC records affected by FOI request at their end.
- Handles appeal intakes and initial liaison with the Office of the Information and Privacy Commissioner.
- Assists the Access and Privacy Manager in the development, review, and update of FOI Protocols.
- Assists the Access and Privacy Manager in additional FIPPA related issues, and the education of staff members and faculty about FIPPA
- In the absence of the Access and Privacy Manager, monitors all privacy protection enquiries from students, faculty, and staff. When in need of immediate attention, replies to those enquiries of less complexity, and refers those of higher complexity to legal counsel.

Supervision Received

Works independently under minimal direction. Receives guidance from the Access and Privacy Manager when handling highly sensitive information or where unusual circumstances apply.

Supervision Given

May supervise support or consulting staff on a project basis.

Consequence of Error/Judgement

Has legal, media, and financial implications if information disclosed inappropriately. Affects credibility of the University at the provincial and national levels.

Qualifications

Undergraduate degree in a relevant discipline. Minimum of two years experience or the equivalent combination of education and experience. University degree preferred in a relevant discipline and experience as a paralegal or analyst (or in a role performing legal or analytical work as a significant percentage of daily work), or an equivalent combination of education training and experience. Training in records management and the coordination and administration of the FIPPA or similar legislation preferred. Demonstrated records management experience. Experience interpreting and applying legislation, policies, and directives (direct experience in interpreting the FIPPA or similar legislation in an educational environment preferred). Experience in managing caseloads and meeting deadlines in a high-volume service environment preferred. Knowledge of UBC policies and procedures preferred. Computer experience with MS Office and Adobe Acrobat Pro. Analytical and critical thinking skills, including the ability to quickly analyze large volumes of complex information. Ability to prioritize and complete work assignments under tight deadlines including assignments involving complex issues, conflicting priorities and multiple stakeholders. Sound decision-making and problem-solving skills. Strong research skills. Ability to maintain accuracy and attention to detail. Effective organizational skills, especially those applied to maintaining electronic files and tracking systems. Ability to communicate effectively verbally and in writing. Ability to exercise tact and discretion. Ability to deal with a diversity of people in a calm, courteous and effective manner. Effective computer skills.



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Staff Job Postings

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Job Posting

Job ID: 17405
Location: Vancouver - Hospital Site
Employment Group: Management&Professional (AAPS)
Job Category: Administration
Classification Title: Administration, Level A **Business Title:** Examinations Site Administrator
Department: Medicine,Udgrd Ed.(Dean'sOff)
Salary: \$45,579.00 - \$54,717.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2014-02-03 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2014-01-15 **Available Openings:** 1

Job Summary

Responsible for planning and delivering all aspects of assessment, including written examinations, and the Objective Structured Clinical Examinations (OSCEs) for the MD Undergraduate Program (MDUP) in VFMP. Works closely with the Medical Council of Canada (MCC) and National Assessment Collaboration (NAC) in delivering OSCEs and online exams. Responsible for ensuring all examinations are delivered consistently and equitably across distributed sites (Vancouver Fraser Medical Program (VFMP), Island Medical Program (IMP), Northern Medical Program (NMP) and Southern Medical Program (SMP)).

Organizational Status

Reports to the Director of Administration but and is directly supervised by the Assessment Operations Manager, Director of Assessment, and the Clinical Competency Assessment Director. Works very closely with the MCC Exam Site Administrator. Works within the Educational Assessment Unit (EAU) and collaborates with the Standardized Patient Program.

Work Performed

OSCE

- Responsible for planning all details of the MDUP OSCEs (9 - 11 per year) which includes the complex scheduling of students, ensuring all exam materials are accurate, securing borrowed space with UBC affiliated hospital agencies, managing the recruitment and assignments of appropriate examiners (clinical faculty, match medical specialty, appropriate training, approximately 75 examiner per exam), hiring temporary support staff, and creating site maps.
- Responsible for delivery of MCCQEII and NAC-IMG OSCEs (4 per year).
- Develops MDUP OSCE materials and supports blueprinting the exam.
- Responsible for the smooth delivery of each exam. Is in attendance of all examination sessions and provides direction and problem solving during the exam process. Manage all site preparation (BCCH, DHCC and or BCCA) prior to exam day.
- Produces reports for the Manager, VFMP Assessment Operations, during the planning phase, end of planning and post-mortem of the OSCE.
- Responsible for hiring, training, and managing work flow and utilization of support staff resources for each OSCE (approximately 45 staff members per exam). Is available to mediate all difficulties that arise between staff and or other exam participants. Reassigns staff if necessary.
- Communicates with students regarding examination schedules, locations, and policies.



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- Creates summary reports based on examiner evaluations and communicates this feedback to the relevant parties (Directors, SP Program, EAU, Faculty, etc.).
- Works with the Manager, VFMP Assessment Operations and follows up on remediation and or deferred exams when necessary.

Written Examinations

- Prepares all details and is responsible for the smooth delivery of each exam and exam review session in accordance with UBC Senate Policy. Is in attendance of all examination sessions and provides direction and problem solving decisions to the exam process.
- Recruits and schedules faculty and staff invigilators prior to each examination. Ensures invigilators are trained and aware of their responsibilities. Is available to mediate all difficulties that arise between staff and or other exam participants.

Reassigns staff if necessary.

- Communicates with students (both MD and DMD) regarding examination schedules, locations, and policies.
- Consults with Assessment and Evaluation Coordinators and invigilators.
- Works with the Manager, VFMP Assessment Operations regarding students who need to reschedule exams or have special accommodations.
- Works closely with the Senior Assessment Coordinators in delivery of written exams.
- Follows up on remediation, deferred exams, and supplemental exams.

Other

- Responsible for informing assessment policies in accordance with the Student Assessment Committee (SAC).
- Works with colleagues at IMP, SMP & NMP to evaluate, recommend and implement improvements on examination processes, through the collection and interpretation of both student and examiner evaluations.
- Coordinates and supports the MCCQE Part 1 exam.
- Makes recommendations to the Director of Assessment and the Assessment Operations Manager regarding the exam administration and delivery methods based on the VFMP experience.
- Develops contingency plans for all areas of the examination process, including last minute cancellations of examiners, support staff, etc.
- Presents material at meetings and conferences (i.e. NWCCA).
- Provides information and support to the Course Directors and others regarding changes to the existing and long term examination processes. Implements change where necessary.

Finance

- Responsible for all faculty and staff payments related to exams including OSCEs.
- Monitors OSCE expenses of \$350,000 and reconciles PG.
- Tracks all expenses and follows up on discrepancies.

Human Resources

- Manages flow of work and utilization of all support staff and temporary staff for all OSCEs.
- Manages and supervises human resources for examinations, including: recruiting and scheduling of staff (approximately 45 per exam); training staff; providing detailed job descriptions and exam day information; mediating difficulties that arise between staff, or between staff and other exam participants, reassigning staff if necessary.
- Trains staff, backs up training with detailed job descriptions and exam day information.
- Builds and maintains a database of all potential support staff for each exam.

Supervision Received

Works independently with minimal direction from the Assessment Operations Manager, Director of Assessment and the Administrative Director, MD Undergraduate Program.

Supervision Given

Responsible for supervision of approximately 45 staff for each exam (all written exams and OSCEs) and temporary staff throughout



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the calendar year as needed.

Consequence of Error/Judgement

Impact of error is considerable as incumbent would be dealing with sensitive, confidential information that must be widely distributed. Any errors in decision could potentially have repercussions for the faculty, students, general public, staff and integrity of the Dean's Office and Faculty as a whole.

The individual will be expected to exercise considerable judgement in prioritizing and scheduling work for the Clinical Skills Course Directors and or Clinical Competency Assessment Director. Diplomacy is required in interacting with faculty and undergraduate students' concerns related to the exams. The OSCE format is extremely complex and errors in organization would impact student performance, reliability of the exam, the cost of delivering the OSCE, and potential appeals from students. Any error in the delivery of end of term or end of year exams would impact student performance and reliability.

Qualifications

Undergraduate degree in a relevant discipline. Minimum of two years experience or the equivalent combination of education and experience. Highly developed and proven analytical and organization skills with a high degree of accuracy, attention to detail and the capability of independent error checking. Effective communication, interpersonal, and team-work skills, as well as ability to take initiative and collaborate successfully. Ability to exercise high level of tact and discretion and to manage potentially difficult situations. Must have strong problem-solving skills. Demonstrated excellent interpersonal skills, with professionals, staff and students alike. The ability to recognise sensitive and confidential matters and respond appropriately. Ability to work independently, set priorities, and maintain deadlines. Ability to be diplomatic in stressful situations. Ability to work both independently and within a team environment. Demonstrated strong oral and written communication skills. Available to work weekends and evenings (flexible hours) and travel. Knowledge of medical terminology preferred.

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Job Posting

Job ID: 17424
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Administration
Classification Title: Administration, Level B **Business Title:** Executive Coordinator
Department: Fac Med Faculty Affairs
Salary: \$53,163.00 - \$63,821.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2014-02-11
Job End Date: 2015-02-09 **Possibility of Extension:** Yes
Funding Type: Budget Funded
Other: Leave Replacement
Date Closed: 2014-01-26 **Available Openings:** 1

Job Summary

This position is responsible for the strategic, operational and administrative organization of the office of the Dean of Medicine Vice Provost Health. The incumbent manages commitments, requests for information, issues and meetings involving groups such as the senior leadership of the Faculty of Medicine's, BC's Health Authorities, Provincial Government, and UBC Central Administration and makes the appropriate linkages with the Dean's Executive Team. This position also provides operational leadership to four CUPE 2950 staff responsible for supporting other members of the Dean's Executive Team and Dean's Office reception at two sites.

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

Organizational Status

The faculty recruitment and appointments in the Faculty of Medicine create a high volume of work and data (e.g. there has been an increase every year in the last ten years, with a 14% increase in faculty appointments from 2011 to 2012) and are often complex with many partners and multiple funding sources.

The largest of the 12 faculties at the University, the Faculty of Medicine (FOM) is composed of 19 academic basic science and or clinical departments, 2 schools and a number of research centres and institutes. The Faculty's annual consolidated budget is over \$600 million including operating, research, special purpose, endowment and trust funds. The Faculty has approximately 1500 secretarial clerical support, management and professional staff, as well as over 700 full-time academic and over 5000 clinical faculty. Together with its partners including BC's six Health Authorities and their affiliated teaching hospitals, the Faculty provides innovative programs in the areas of health and life sciences through a province-wide delivery model with learners, faculty and staff located throughout British Columbia.

Work Performed

-Analyses, strategically manages, and provides guidance to staff on the Dean's commitments with respect to complex & or significant issues, and assesses requests for non-routine meetings (e.g. with the Provincial Government, UBC President, Health Authority CEOs, significant donors) exercising judgment as to the best use of the Dean's time, based on the incumbent's knowledge of current Faculty priorities.



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- Researches, prioritizes and determines the appropriate course of action, referral, or response on a variety of complex matters.
- Directs a variety of concurrent projects and a high volume of meetings with the Provincial Government, BC's six Health Authorities and UBC Central Administration. Tracks and manages issues for discussion regarding strategic and operational matters.
- Manages significant governance committees of Faculty using the incumbent's knowledge of policies, procedures and best practices. Develops agendas, prepares appropriate materials presentations as required, attends all meetings, manages related websites, acts as Secretary, and is responsible for ensuring follow-up actions from the meetings are completed.
- Mentors and provides operational leadership to four CUPE 2950 staff. Ensures the efficient administration, organization and integration of their activities - executive administrative support and Dean's Office reception. Evaluates the activities to ensure alignment with the mission, vision and values of the organization and adjusts as appropriate. Responsible for hiring, performance reviews, discipline and termination. Establishes and maintains performance standards by setting goals, evaluating performance and providing feedback.
- Ensures a customer focused environment at the Dean's Office reception locations at the Diamond Health Care Centre and the Point Grey campus and the efficient administration of the associated activities.
- Manages the Faculty Affairs records retention management system documents in compliance with the Faculty and University's records retention management system. Promotes records management best practices to Departments, Schools, Centres and other units within the Dean's Office.
- Manages all Faculty documents on surveys, reviews and questionnaires from both external and internal agencies.
- Performs additional duties as required.

Supervision Received

Reports to the Director, Academic Affairs. Works independently under broad directives and minimum guidance. Works in close collaboration with the Dean's Executive Team.

Supervision Given

Directs and manages the activities of 4 CUPE 2950 staff.

Consequence of Error/Judgement

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

Qualifications

Undergraduate degree in a relevant discipline. Experience in managing staff and working with executives. Minimum of three years experience or the equivalent combination of education and experience. Computer experience required. (Microsoft Word, Excel, PowerPoint, SharePoint, experience with databases). Effective interpersonal and leadership skills at senior levels and in complex environments such as health care organizations or universities. Ability to exercise a high level of diplomacy, tact and discretion when working with information of a confidential and or sensitive nature and in dealing with various levels of senior administration and external agencies. Ability to develop, implement and evaluate project and communications plans. Ability to diagnose problems, identify underlying issues and effectively resolve the issues. Ability to mentor and coach staff, establish standards and goals, evaluate performance, provide feedback and take corrective action. Ability to manage projects that involve a variety of stakeholders. Ability to maintain accuracy and attention to detail. Ability to adapt to changing priorities, set work



priorities, work under pressure and meet deadlines within allocated time and resources. Ability to consistently foster collaboration and respect among team members by addressing elements of the group process that impedes, or could impede, the group from reaching its goals. Ability to work strategically and cooperatively in a team environment with all levels of professional, technical and administrative staff and thereby integrating resources in timely and organized basis. Knowledge of University & Faculty of Medicine policies, procedures, governance and administrative systems. Excellent oral and written communication and public relations skills.

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Job Posting

Job ID: 17392 (Repost)
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Museum
Classification Title: Museum, Level B **Business Title:** Education & Outreach Manager
Department: Beaty Biodiversity Museum
Salary: \$53,163.00 - \$63,821.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2014-01-15 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2014-01-17 **Available Openings:** 1

Job Summary

The Education & Outreach Manager leads the development and implementation of the strategic plan for education and outreach programming for the Beaty Biodiversity Museum. Responsibilities include the development of an educational and interpretive program that meets curriculum based requirements, managing a comprehensive volunteer-based program and nurturing and increasing partnerships and funding opportunities for museum-based educational programs. This position involves working weekends, weekdays, evenings and acting in an on-call capacity.

Organizational Status

The Education & Outreach Manager reports directly to the Director, Beaty Biodiversity Museum for education, interpretive programs and volunteers, as well as directly to the Administrative Manager on all HR, Budget and Finance related issues. The position works in consultation with the Museum's Director or designates to ensure accuracy and relevance of program content, and with other faculty and community resources to access and develop necessary interpretive tools and skills.

The position supervises staff, student workers, and volunteers.

Work Performed

Strategic Planning

Coordinates and leads a broad-based initiative to develop and implement a strategic plan for:

- Curriculum-based K-12 and post-secondary education interpretative programming
- Outreach programming including workshops, on-site and off-site lectures, seminars, tours, demonstrations and other related events and initiatives (e.g., Nature Club Biodiversity Lecture Series, Way Cool Lecture Series)
- Identifies indicators for success, and develops and implements an evaluation scheme to ensure Museum Education & Outreach programs are meeting the goals and objectives of the education and outreach strategic plan

Partnership Opportunities

- Establishes, manages and maintains partnerships to develop learning opportunities for students and teachers (i.e., Lower Mainland School Boards, Independent Schools, Out-of-School Agencies, Biodiversity Research Centre, UBC Master of Museum Education, UBC Co-Op Offices).
- Leads the development of professional development workshops for teachers and other educators including pre-visit and post-visit



educational materials.

- Promotes and facilitates partnerships and collaborative arrangements with visitors, teachers, group leaders, sponsors, community groups, government organizations, and other external partners to develop and present joint education and community programs.
- Works with faculty and other UBC attractions to develop learning opportunities on campus.
- Prepares grant applications for educational outreach programs.
- Develops and implements bursary programs to sponsor educational visits for low-income and non-profit groups.

Volunteer Management

- Coordinates and leads the management of Museum Education & Event Volunteers program
- Identifies meaningful volunteer opportunities within the Museum
- Works with the Administrative Manager to ensure recruitment and placement of volunteers do not conflict with collective and employment agreements at the University
- Develops a volunteer program budget and resource plan

Interpretive Program Development

- Leads the development of interpretive programming in the Museum, including daily Museum tours, educational programs, children's programs, ongoing activities and interactive stations, as well as programming for special events (e.g. Alumni Weekend, Fest Evolve)

Budget & Finance

- Prepares and manages the Education & Outreach portfolio budget.
- Ensures spending is within institutional guidelines.

Other Duties as Assigned

Supervision Received

The Education & Outreach Manager reports directly to the Director, Beaty Biodiversity Museum. This position exercises a large degree of independence and discretion in day-to-day decision-making. Work is reviewed in terms of achievement of objectives.

Supervision Given

The position supervises staff, student workers, and volunteers.

Consequence of Error/Judgement

This position is critical to developing and maintaining community relationships. Coordination of educational and interpretive programs requires significant biological and educational expertise as well as a high degree of coordination with other staff and volunteers. Poor performance in this position could jeopardize the reputation and well-being of the Beaty Biodiversity Museum, the Faculty of Science and the University of British Columbia.

Qualifications

Undergraduate degree in a relevant discipline. Minimum of four years experience or the equivalent combination of education and experience. Extensive knowledge of biodiversity and experience working with a variety of organisms in the field.

Teaching and public program experience required.

Familiarity with BC IRPs desirable, but not required.

Experience recruiting, training, and supervising volunteers strongly preferred.

Understanding of the role of a Museum at the University, in the city and in the larger context.

Ability to plan, prioritize and execute workflow to meet deadlines under pressure.

Ability to deal with a diversity of people in a calm, courteous, and effective manner.

Effective conflict resolution skills.



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Ability to work effectively independently and in a team environment.

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

Ability to interact and communicate with tact and discretion with multicultural sensitivity when dealing with internal and external contacts. Ability to communicate effectively verbally and in writing. Ability to develop and deliver effective presentations and workshops. Ability to effectively facilitate groups to achieve appropriate outcome. Ability to effectively recruit, train, supervise, and motivate employees.

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Job Posting

Job ID: 17357
Location: Kelowna - UBC Okanagan
Employment Group: Management&Professional (AAPS)
Job Category: Information Systems & Tech
Classification Title: Info.Sytems&Technlgy, Level B **Business Title:** Programmer Analyst I - Web Designer, Developer
Department: UBCO - IT Services
Salary: \$53,163.00 - \$63,821.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2014-02-01 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2014-01-19 **Available Openings:** 1

Job Summary

The Programmer Analyst I programs software application modules and codes, tests, debugs, documents, and maintains those modules. This position is responsible for the overall web and mobile presence of the UBC Okanagan campus, and administration of the campus content management system.

The Programmer Analyst I works a fixed schedule but requires flexibility as some work must be performed outside of regular business operating hours. This position may also be required to act in an on-call capacity in the event of major service disruptions.

Organizational Status

The Programmer Analyst I supports clients of the IT, Media and Classroom Services department for the UBC Okanagan Campus.

The Programmer Analyst I reports to the Senior Manager, IT Client Services. This position requires extensive contact with faculty and staff. In addition to accepting tasks from the IT Project Coordinator, the Senior System Analyst, and the Senior Manager, IT Client Services, the Programmer Analyst I works closely with other Programmer Analyst II's, System Administrators, and Business Analysts. This position also works in cooperation with various UBC Vancouver IT departments.

Work Performed

- 1) Manages software application modules by:
- Programs small discrete software application modules.
 - Conducts testing and debugging of small modules to ensure application meets specifications.
 - Provides technical advice to all levels of users on the Okanagan campus regarding software application modules
 - Develops programming documentation for assigned programs.
 - 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.
 - Participates in project planning and implementation.
 - Builds and maintains good working relationships and collaborates with others to achieve client objectives.



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2) Manages the overall web and mobile presence for the UBC Okanagan campus by:

- Implements and maintains campus content management and knowledge management systems.
- Administers roles within the campus content management system.
- Tracks and publishes the status and ownership of content across multiple websites.
- Designs web sites and content with an emphasis on usability and mobile device access.
- Ensures that accessibility standards in web publishing are carefully adhered to..
- Participates on project teams to provide advice and assistance in UI design, usability, and the creation of web and mobile content.
- Plans, implements, and assists users with web site design and redevelopment for the UBC Okanagan campus that provides a consistent user friendly message..
- Advises users in the publication and maintenance of appropriate and consistent web content.
- Advises users in building and refining graphic and functional elements for websites.
- Trains users, by providing documentation and running courses, on the use of web-based systems specific to the Okanagan campus.
- Provides support for complex campus web and mobile applications.
- Develops, maintains, and creates content for the IT, Media and Classroom Services web site.
- Maintains documentation standards and keeps abreast of developments in this knowledge area by associating with peers in the web content profession, professional societies, or by reviewing professional publications, newsletters, e-mail, and websites.
- Creates, edits, and maintains procedural and technical documentation for current and future applications including, but not limited to, "how to" user guides, application guides, technical reference manuals and production control manuals.
- Provides analysis to determine the need for new web-based or mobile self-service applications and makes recommendation on appropriate tools to fit business needs.
- Develops style guides and templates for web content, including style rules such as level of language, word usage, dictionary of words to use not use, accessibility requirements, etc.

3. Performs other related duties as required.

Supervision Received

Works under the general direction of the Senior Systems Analyst. Must be able to work independently and carry out work to completion. Keeps Senior Systems Analyst, 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 may supervise the work of junior IT professionals. The Programmer Analyst I is required to train staff and clients on applications developed or supported by IT, Media and Classroom Services.

Consequence of Error/Judgement

This position is tasked with the management of the online presence of client departments across campus. As the primary web support presence, this position contributes to the visual identity of the University, and therefore has a key role in ensuring the community receives a high level of service and information availability.

Poorly researched, designed, or implemented web sites or applications may result in financial cost or other liabilities for the University or its community. Poorly written, inaccurate or dated content may result in the community receiving inaccurate information or being unable to access services or products, or make necessary decisions, which reflects on the reputation of the University. Errors could result in a loss of confidence in IT, Media and Classroom Services, and a potential loss of customers for IT, Media and Classroom Services and the University.

Qualifications

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



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This position requires creativity, imagination, and strong web content design skills.

Knowledge of some or all of the following: CSS, JavaScript, HTML5, Active Networks Active Content Manager, WordPress, Drupal, Kurogo, Apache, PHP and MySQL. Knowledge of common web content creation tools [Photoshop, Illustrator and Fireworks], and standard office productivity tools.

Knowledge of web and mobile development technologies, frameworks, and platform architecture, Internet software standards, and services. Knowledge of past and current desktop and mobile browser standards and cross platform compatibility, common plugins helper applications and related design issues.

Excellent communication skills including reading, writing, listening, speaking, facilitation, and presentation delivery. Must be able to impart technical information to audiences with mixed levels of ability.

Ability to forecast future trends in web technology and successfully integrate them into services initiatives where practical.

Ability to work independently, as part of a team, and cross functionally. Ability to work collaboratively with staff at all organizational levels.

Strong attention to detail, accuracy, and presentation of information.

Demonstrated willingness to learn and continually upgrade skills. Core Competencies:

Collaboration:

Collaborates with other members of formal and informal groups in the pursuit of common missions, vision, values, and mutual goals. Places team needs and priorities above individual needs. Involves others in making decisions that affect them. Draws on the strengths of colleagues and gives credit to others' contributions and achievements.

Proficiency Level: Being Developed (BD):

Participates willingly by supporting team decisions, assisting other team members, and doing his/her share of the work to meet goals and deadlines. Informs other team members about client-related decisions, group processes, individual actions, or influencing events. Shares all relevant and useful information.

Communicating for Results:

Clearly and effectively transmits technical and business concepts, ideas, feelings, opinions, and conclusions orally and in writing. Listens attentively and for comprehension. Reinforces words through empathetic body language and tone.

Proficiency Level: Being Developed (BD):

Speaks and writes to peers in ways that support transactional activities. Shares information and asks questions prior to taking action.

Problem Solving:

Anticipates, identifies, and defines problems. Seeks root causes. Develops and implements practical and timely solutions.

Proficiency Level: Being Developed (BD):

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.

Role Based Competencies:

Accountability:



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Clearly defines mutual expectations of self and others. Takes appropriate actions to ensure obligations are met. Revises standards in response to change.

Proficiency Level: Being Developed (BD):

Asks questions and provides feedback in an effort to clarify mutual expectations. Seeks advice on tasks and responsibilities when needed.

Business Process Knowledge:

Identifies, documents, and monitors key business processes needed to achieve successful business results. Maps and documents processes. Develops framework for process improvement.

Proficiency Level: Being Developed (BD):

Identifies and documents processes within area of responsibility. Seeks guidance on aspects of process that are out of immediate scope. Drafts procedures that comply with the process.

Information Systems Knowledge:

Maintains and applies up-to-date knowledge of discrete and integrated information systems elements relevant to your area of responsibility (hardware, software, and network).

Proficiency Level: Being Developed: (BD)

Aware of the primary uses of technology by customers, learning the systems of the enterprise and the customers affected. Responds to day-to-day requests for technical support in areas of primary usage. Escalates questions and problems to relevant technical expert groups.

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Job Posting

Job ID: 17427
Location: Vancouver - Point Grey Campus
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: 2014-01-27 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2014-01-23 **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. As a member of the MedIT Program Management Office, this role will work with faculty and senior staff members to identify issues and opportunities within the Faculty from a business process management perspective, conceptualize possible solution options, develop business cases, and work with the PMO program delivery to initiate approved proposals as projects.

Organizational Status

This position works as a member of the UBC Faculty of Medicine's MedIT Program Management Office (PMO), and works closely with staff in MedIT, including the Change and Customer Experience, other MedIT portfolios, UBC IT staff, and senior Faculty of Medicine staff. This position may also work with health authorities, departments, schools, centres and institutes. This position also liaises with contract resources, and the wider IT community affiliated with the Faculty of Medicine. The role reports to the MedIT Manager, Business Process within the PMO.

Work Performed

Specific Duties

Investigates and identifies key business, business process, and technology issues and opportunities within the Faculty of Medicine, and develops the subsequent business cases. Presents these business cases to senior stakeholder groups

Conducts business process definition and redesign, which can include a combination of business processes, technologies, and organizational roles, as well as the interaction between people and technology

Leads facilitated meetings and workshops, and performs literature research independently

Formulates conceptual models of solutions, and can communicate these models effectively to senior stakeholders

Communicates with senior level stakeholders and manages the liaison relationships with clients



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Staff Job Postings

Works as an integral part of project teams to execute business analysis activities according to the overall project plan

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

The individual in this position will be expected to work independently under the direction and counsel of the MedIT Manager - Business Process, and the direction of a Project or Program Manager, or the Senior Manager PMO on assigned initiatives. Must be able to work independently as well as contribute actively and collaborate openly as a team member.

Supervision Given

This individual initiates and oversees the completion of business analysis-related work undertaken by MedIT staff and external service providers on projects. The individual may supervise junior level business analysts, and work with project coordinators as appropriate.

Consequence of Error/Judgement

Decisions and actions taken by the Business Analyst will have a direct impact on how efficiently and effectively new processes and solutions are selected and deployed within the Faculty of Medicine user community.



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The consequence of error in this position could be serious for the Faculty and or the University since it concerns the public image and profile of the Faculty and the University on a local, provincial, and national level. Incorrect or insufficient information could have grave consequences.

Qualifications

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

Minimum of six years' experience within project environments and working on project teams

Demonstrated experience in the conceptualization of issues and opportunities, business case development, and business analysis skills

Knowledge and experience with BABoK and the Zachman Framework an asset. A minimum of 5 years of experience, in-depth knowledge of applications and the business requirements supporting them or the equivalent combination of education and experience. Minimum of eight years' experience in a relevant field or the equivalent combination of education and experience.

Minimum of six years' experience within project environments and working on project teams

Demonstrated experience in the conceptualization of issues and opportunities, business case development, and business analysis skills

Knowledge and experience with BABoK and the Zachman Framework an asset.

Excellent communication skills, both written and verbal, and active listening skills

Brings a business process perspective to issues and opportunities, and can communicate this perspective to senior stakeholders

Ability to convey technical information in a way that is understandable to a layperson

In-depth knowledge of standard office tools including MS Office products (Word, Excel, Visio, PowerPoint, Outlook)

Problem solving and root cause identification skills

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



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

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Job Posting

Job ID: 16959 (Repost)
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Information Systems & Tech
Classification Title: Info.Sytems&Technlgy, Level E **Business Title:** Access Application Architect
Department: UBC IT - Systems
Salary: \$76,415.00 - \$95,518.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2013-10-23 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2014-01-15 **Available Openings:** 1

The Access Management Architect manages complex IAM architectural strategy development direction of multiple and diverse application data network disciplines on a variety of multi-platform systems. Develops architecture plans for enterprise IAM solutions including matching components from multiple vendor platforms to work seamlessly together. Researches and reviews IAM tools and frameworks. Contributes to the creation of and reviews responses to RFIs and RFPs. Reviews cost and feasibility of system requests while ensuring the plan supports the strategic needs of the company.

Job Summary

The Access Management Function is a combination of business process management and the technology used to manage data on IT systems and applications about users. The managed data includes user objects, identity attributes, security entitlements and authentication attributes.

As UBC's user community continues to grow outside its traditional organizational borders so does the complexity of our user ecosystem and the need to bolster our information security controls. This leads to the need to validate users with high degree of certainty, their entitlements to our IT services as well as access governance. With the increase in our user base the need to auto provision and de-provision with extreme accuracy is also required to ensure a sustainable operating model

The Application Architect for Access Management guides the creation and integration of Access Management solutions for implementing next generation services and solutions that align with the University and IT's mission and customers' business needs. This position requires extensive hands-on experience with design and deployment strategies for Enterprise-level Directories, LDAP, IAAS (Identity as a service) environments and authentication serveries as well as development of IT security policies and controls.

This position has three major areas of responsibility: project management, product expertise, and supervision and mentoring of staff.

This position has three major areas of responsibility: project management, product expertise, and supervision and mentoring of staff:

Project Management: This position assists with the Initiation, Planning and Closing processes groups of the project management lifecycle. Furthermore; is responsible for the Execution and Monitoring process groups.

Product Expertise: This position requires expert knowledge of LDAP, Active Directory, Meta Directories, as well as SailPoint IIQ.

Supervision and Mentoring of Staff: This position is responsible for supervising the day to day work assignments of a small team of highly specialized developers and system analysts.



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Organizational Status

The IAM (Identity and access mgmt.) team configures and maintains UBC's mission critical, core and important Identity and Access Management services. The IAM team is responsible for the following infrastructure services: the Enterprise Active Directory, Enterprise LDAP, PCI Domain, AccessUBC (SailPoint IIQ), CAS, Shibboleth, CWL, as well as Privileged Account Management. The Application Architect for Access Management is the senior technical team-lead on large scale access management solution design, development and implementation projects; contributes to and creates cost benefit analyses, project plans and budgets. The position analyzes and reviews operational, scalability and performance requirements for the Access Management Domain. This position requires a significant amount of cross-departmental collaboration with key technology teams across the University and with Education partners around the globe. The individual provides technical leadership through every phase of the project's life cycle: project planning, requirements definition, implementation and operationalization of new technology services. The position reports to the Sr Manager for Identity and Access Management, provides system architecture recommendations, leads the implementation of solutions and provides training and documentation for System Administration and Development staff.

Work Performed

Specific Duties:

- The Application Architect takes a leading role in introducing and managing technical change to the University's identity and access management infrastructure by creating innovative cost-effective solutions and facilitating technical projects.
- Researches, analyzes and remains current with industry technology trends and standards that benefits University IAM Strategy such as: Virtual Directories, IDM Personas, Policy Based IDM compliance, Multifactor Authentication, Identity Federation, IaaS, IDP infrastructure, Data Mining, and RBACG (Role Based Access Control Groups)
- Creates RFIs and RFPs for evaluation, selection and purchase of IDM solutions and upgrades. Develops and implements strategies to seamlessly integrate the solutions into the overall strategy.
- Provides senior technical leadership and expertise by researching, developing, configuring and supporting access management infrastructure including hardware, operating systems, systems software, firmware, LDAP, Directories (Microsoft, Novell, RedHat, Solaris),..

The individual has extensive hands on experience with Redhat, LDAP, Directories (Microsoft, Novell, 389, Solaris), and has the capability to work as required in technical implementations.

- Assists the IAM Manager to maintain an effective, high-performance team by promoting team collaboration and by mentoring staff on effective systems development and implementation methodologies, project management, system performance management, process and technological improvement, and problem troubleshooting and resolution.
- The Application Architect contributes to and oversees the development and maintenance of relevant documentation and training for System Administrators, for IT and its customers, end-users, and operations support teams.
- Available on-call outside of work hours in order to resolve emergency system infrastructure problems.
- Where required, provides leadership for an entire project driving both the management and technical aspects of the project, and taking responsibility to resolve issues effectively and professionally.
- Provides leadership and resource allocations across and within projects in their team.
- Using a wide range of tools and techniques create and maintain a collaborative, motivated and positive team atmosphere.
- Develops strategic plans to meet staffing, space, and equipment requirements, and supports the acquisition of the resources to meet these plans.
- Ensure work assignments. Provides ongoing reviews of practices for continuous improvement.
- Demonstrates commitment to meet deadlines and priorities and is accountable to the timely completion of assigned tasks.
- Empowers team members to be accountable for results and keep commitments
- Provides advice and counsel to staff for use in career planning and creates development plans to help staff achieve their career goals. Assigns and supervises staff to work which leverages their skills and capabilities as well as provides them with opportunities for learning.
- Performs administrative responsibilities such as time tracking, staff allocation, etc.

Core Duties:



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- Provides architecture design and development of IT's strategic direction in various systems services technologies.
- Analyzes emerging trends in technology and systems architecture, evaluates alternatives, completes feasibility studies, and identifies customer driven opportunities that can be incorporated into future strategic systems initiatives.
- Provides advice to senior management on systems architecture advancements, and makes strategic methodology and development recommendations.
- Provides highly specialized technical expertise and mentoring through every phase of an infrastructure project's life cycle including project planning, requirements definition, implementation and operationalization of new technology services.
- Leads the introduction and management of technical change and provides mentoring for the University's systems infrastructure teams.
- Collaborates with key technology teams across the University.
- Makes presentations at local, regional, national and international conferences and workshops as well as to partner institutions.

- Provides technical guidance and leadership, coaching, and mentoring to team members.
- 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 the Sr Manager for Identity and Access Management. The Application Architect must be able to work independently and assume full responsibility for his/her decisions. Results are reviewed for achievement of overall and long term objectives.

Supervision Given

Mentors other members of the IAM team and provides senior level leadership for strategic access management projects. Plans, directs and supervises work of senior systems administrators, systems administrators, consultants, and other staff assigned to projects. Project direction responsibilities may include technical and user staff from units within IT, academic departments, and other administrative units around campus.

Consequence of Error/Judgement

All services supported by IT require innovative Access management and control solutions in order to provide the best possible resources for learning and research. The Application Architect position plays a significant role in supporting the University to achieve its vision of becoming one of the world's best universities.

The foresight, leadership and technical expertise provided by the Application Architect will have a direct impact on how efficiently and effectively the systems infrastructure will perform and adapt to changing needs. Poor management of enterprise wide projects, errors in decisions made, inadequate planning, or failure to act decisively will have a detrimental effect on meeting the needs of our customers, including students, faculty and staff. Introduction of changes to systems infrastructure not in alignment with the University's goals and vision could damage the reputation of Information Technology and UBC, and would compromise the University's ability to achieve its mission. The consequences of errors and poor decision making could cost hundreds of thousands of dollars in lost productivity, funding and revenue.

Qualifications

Undergraduate degree in a relevant discipline. A minimum of 8 years of experience and 2 years of managerial experience or the equivalent combination of education and experience. Experience in managing and troubleshooting system infrastructures, which includes systems architecture for Identity and Access management solutions (Oracle, CA, SailPoint, Active Directory, Novell Directories, SUN Directory server, RedHAT), Firewalls, load balancers and operations management technologies.

Extensive experience in using: operating system utilities; scripting languages (such as ksh, powershell, PERL and Python); management, optimization and configuration tools.

Proven experience with networking and internet technologies including TCP/IP, DNS, DHCP and NTP. Extensive knowledge of IDP and



and Federation Services (CAS, Shibboleth, ADFS). Experience in computing languages such as Java, C, XML, HTML and SQL is an asset. Demonstrated experience in performance tuning, capacity planning and trend analysis. Experience in developing project plans and strategies. Prior work experience showing detailed understanding of multi-platform and distributed system infrastructure.

Proven in-depth understanding of UNIX, Windows and Linux operating systems internals, including installation, configuration, and security patching. Additional knowledge of Macintosh operating systems is an asset.

Demonstrated understanding of the hardware, software and networking components used by the University, and to be able to analyze advantages in new technology and tools and provide viable, highly available solutions.

Ability to adopt a project management approach for such undertakings as the development and implementation of support strategies; and a task-orientated approach to solving operational hardware and software problems.

Ability to assess interoperability, supportability, reliability, robustness and scalability for systems infrastructure.

Excellent analytical abilities to minimize the impact of system failures and provide long term solutions.

Ability to effectively facilitate groups to achieve appropriate outcome.

Effective negotiation and facilitating skills with an ability to resolve conflicts in a positive manner.

Ability to prepare complete, concise, and understandable technical documentation.

Well-developed interpersonal skills and the ability to maintain communications with technical and non-technical personnel.

Ability to mentor and coach staff, act as a resource, and to work as part of a team.

Ability to provide leadership within a group of technical professionals.

Ability to effectively manage multiple tasks and priorities, and work under pressure in time sensitive, mission critical situations.

Ability to translate complex technical solutions and systems architecture strategies to IT peers and a variety of University customers and partners, some of whom require non-technical explanations, directions and requirements documentation.

High level of technical expertise and extra attention to detail to ensure reliable and stable infrastructure.

Collaboration - Identifies and improves communication to bring conflict within the team into the open and facilitate resolution.

Openly shares credit for team accomplishment. Monitors individual and team effectiveness and recommends improvement to facilitate collaboration. Considered a role model as a team player. Demonstrates high level of enthusiasm and commitment to team goals under difficult or adverse situations; encourages others to respond similarly. Strongly influences team strategy and processes.

Communication for Results - Converses with, writes strategic documents for, and creates delivers presentations to internal business leaders as well as external groups. Leads discussions with senior leaders and external partners in ways that support strategic planning and decision-making. Seeks a consensus with business leaders. Debates opinions, tests understanding, and clarifies judgments. Identifies underlying differences and resolves conflict openly and empathetically. Explains the context of multiple, complex interrelated situations. Asks searching, probing questions, plays devil's advocate, and solicits authoritative perspectives and advice prior to approving plans and recommendations.

Problem Solving - Anticipates problem areas and associated risk levels with objective rationale. Uses formal methodologies to forecast trends and define innovative strategic choices in response to the potential implications of multiple integrated options. Generates and solicits the approval of senior leadership prior to defining critical issues and solutions to unclear, multi-faceted problems of high risk which span across and beyond the enterprise.

Accountability - Defines strategic areas of responsibility. Plans and decides upon the reassigning and restructuring of significant organizational resources. Influences and sponsors cross-organizational decisions on work prioritization, resource allocation, and long-range standards of performance.

Information Systems Knowledge - Engineers, coordinates, and submits approval for significant enterprise-wide information system solutions that align with organizational processes and long-term strategies. Recommends large-scale, best practice technological opportunities. Engages appropriate technical consultants, experts, and leaders.

Initiative - Integrates future and conflicting scenarios and opportunities. Directs planning for potentially significant outcomes



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and contingency plans. Identifies areas of high risk. Procures significant commitment of organizational resources, involving resource owners, organizational leaders, core business processes, and technologies. Leads step-by-step, long-term responses, seeking and evaluating input from authoritative sources. Sustains progress in unprecedented strategic directions while maintaining superior ongoing performance.

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Job Posting

Job ID: 17421
Location: Vancouver - Hospital Site
Employment Group: Management&Professional (AAPS)
Job Category: Educational Programming
Classification Title: Educ. Programming, Level A **Business Title:** Standardized Patient Trainer/Project Manager
Department: Medicine,Udgrd Ed.(Dean'sOff)
Salary: \$42,204.00 - \$50,664.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2014-02-03 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2014-01-17 **Available Openings:** 1

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

Job Summary

The Standardized Patient (SP) Trainer Project Manager will be responsible for managing SP projects and training SPs for teaching and assessment projects carried out by the UBC SP Program. The purpose of the position is also to provide training support for the significant changes as they evolve for the renewed curriculum and impact the UBC SP Program, and SP Programs within the Island Medical Program, the Northern Medical Program and the Southern Medical Program. Much of this is unknown at this time and will evolve over the next few years.

The SP Trainer Project Manager will work directly with and report to the Manager of the UBC Standardized Patient Program. S he will liaise with the Program Directors to determine the needs of various projects, and will work with the Examination Coordinator of the Undergraduate Office, FOM, on the Objective Structure Clinical Exams (OSCEs).

Organizational Status

Reports to the Administrative Director through the Manager of the SP Program. Liaises closely with Course Directors, the Examination Coordinator, and other SP Trainer Project Managers. Works under the direction of the Manager of the SP Program. Interacts with faculty members, standardized patients and program staff in the Dean's Office and other departments.

Work Performed

This position will provide key support and training for the SP Program and for implementing changes as they impact the SP Program for the renewed curriculum.

- Responsible for managing projects undertaken by the SP Program; including outlining requirements, responsibilities, and timelines.
- Collaborates with faculty on the development and revision of teaching and assessment materials.
- Conducts research and prepares a teaching plan for educating SPs.
- Recruits and trains SPs to simulate medical conditions and or communication challenges for the teaching and assessment of medical students.
- Works with the Examination Coordinator, Undergrad Office, on the OSCEs: providing back up support for all aspects of exam coordination.



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This support and back-up, includes examination coordination, National Assessment Collaboration (NAC) OSCE Examination and the MCCQE Part II Exam Preparation Course.

Supervision Received

The SP Trainer Project Manager reports to the Manager of the SP Program. S he must be able to work independently with minimal supervision, once the management plan for a project is worked out in consultation with the Manager.

Supervision Given

None.

Consequence of Error/Judgement

The SP Trainer Project Manager will conduct initial interviews with prospective standardized patients, which will require the ability to ask questions with tact and discretion. S he will have access to case material and SP personal medical information that is highly confidential and must be able to maintain confidentiality appropriately. Many of the projects undertaken by the UBC SP program are high stakes examinations, requiring that good judgment be exercised in dealing with anxious individuals in a stressful setting.

The position will require the ability to make decisions quickly and under stress when in an exam setting. Inappropriate judgement in these situations can result in appeals by candidates or the invalidation of exam results.

Qualifications

Undergraduate degree in a relevant discipline. Minimum of two years experience or the equivalent combination of education and experience. Effective oral and written communication skills. Ability to communicate in a clear, attentive, and polite manner. Excellent interpersonal, interviewing and organizational skills. Ability to work to deadlines and in stressful situations. Ability to work flexible hours, including some evenings and weekends. Ability to exercise diplomacy, tact and discretion and to maintain confidentiality. Ability to maintain accuracy and attention to detail. Ability to exercise sound judgment. Ability to identify and respond to contentious or politically sensitive issues with discretion. Familiarity with Word, Excel, and Access.

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Job Posting

Job ID: 17415
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Educational Programming
Classification Title: Educ. Programming, Level B **Business Title:** Laboratory Program Manager
Department: Chemistry
Salary: \$53,163.00 - \$63,821.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2014-05-01 **Ongoing:** Yes
Job End Date:
Funding Type: Funded by Multiple Sources
Other:
Date Closed: 2014-01-30 **Available Openings:** 1

Job Summary

The Laboratory Program Manager plans and develops the laboratory course components of the main, multi-section first year undergraduate Chemistry program (currently CHEM 121, 123) with special attention paid to those sections serving Vantage College's new 12-month International Program at UBC (vantagecollege.ubc.ca). The Laboratory Program Manager works collaboratively with faculty to enhance and promote the quality of instruction and the pedagogy of the program.

Organizational Status

The Laboratory Program Manager works collaboratively with faculty in Chemistry and Vantage College, and reports to the Chemistry Department Administrative Director. Works in a culturally diverse environment with students who, in the Vantage College sections, will be simultaneously receiving academic English instruction.

Work Performed

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1. Designs and writes course materials including laboratory manuals, teaching assistant manuals, safety and pedagogical guidelines for teaching assistants, answer keys, and on-line materials for the laboratory course website.
2. Develops and implements program assessment and development tools with the goal of improving laboratory content and methodology, and pedagogical program objectives, especially for Vantage College students.
3. Researches, develops, and implements instructional technology targeted for laboratory instruction, such as web-based simulations and or experiments, or online testing.
4. Designs, develops and delivers training programs & materials to prepare personnel for laboratory teaching, especially for the guided inquiry methodology used in the laboratory course.
5. Develops tools to assess the competency of instructional personnel (mainly teaching assistants).
6. Assesses and manages more than 60 instructional personnel in the teaching laboratory to ensure that pedagogical methodology is sustained and that the technical skills of students are developed according to prescribed standards.
7. Designs, develops and implements a mentoring program for international teaching assistants to provide proper support and ensure a uniformity of standards.
8. Manages conflict resolution for students and teaching assistants; responsible for disciplinary action and termination of teaching assistants.
9. Manages the administrative operation of large teaching laboratories, including the preparation and monitoring of budgets and



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expenses.

10. Responsible for ensuring security, safety, privacy and other policies in the lab.

11. Other duties as required by the position.

Supervision Received

This position operates under the academic direction of the first-year instructional faculty and administrative direction of the Department of Chemistry Administrative Director.

Supervision Given

This position manages laboratory technicians, teaching assistants and other instructional personnel involved in the academic and technical support of the undergraduate laboratory.

Consequence of Error/Judgement

Errors in carrying out the responsibilities of this position could lead to unsafe laboratory conditions which will jeopardize the safety of students, teaching assistants, and faculty. The position is in the undergraduate laboratories so pedagogic integrity and curriculum adherence must be maintained on a daily basis. Failure to do so will jeopardize the learning outcomes of undergraduate students and damage the reputation of the Department of Chemistry and Vantage College.

Qualifications

Undergraduate degree in a relevant discipline. Undergraduate degree in a relevant discipline, such as Chemistry or Biochemistry. M. Sc. is preferred. Minimum of four years experience or the equivalent combination of education and experience. Excellent communication, interpersonal, and intercultural skills required. Ability to exercise initiative, judgment and confidentiality, multitask and prioritize work to meet deadlines. Verbal and written fluency with English are required for this position. Ability to work independently and in a team environment. Experience working with ESL students or with effective instructional design and techniques an asset.

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Job Posting

Job ID: 17420
Location: Vancouver - Hospital Site
Employment Group: Management&Professional (AAPS)
Job Category: Educational Programming
Classification Title: Educ. Programming, Level B **Business Title:** Senior Assessment Coordinator
Department: Medicine,Udgrd Ed.(Dean'sOff)
Salary: \$53,163.00 - \$63,821.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2014-02-03
Job End Date: 2016-02-02
Funding Type: Budget Funded
Other:
Date Closed: 2014-01-17 **Available Openings:** 1

Job Summary

Responsible for the improvement and development of the assessment system of the Distributed Undergraduate Medical Program. The incumbent will liaise with course faculty and program staff at all sites to support the implementation and functioning of the summative, formative and teacher assessments, consult on the improvement of the existing, and the development and implementation of new methods of assessment and assessment tools. The incumbent will be responsible for the development, precise processing and timely reporting of the results of the assessments. The incumbent will participate in assessment-related projects and in the maintenance of the databases, work-flow process and capacity-development of the assessment system. The incumbent will use high security, technology enabled processes to increase efficiency without compromising the security of data requiring protection. The incumbent will develop sufficient expertise in the unit to permit cross-coverage of tasks during high peak demand cycles or in the event of absence. The MD Program is moving to a progress testing model and developing student e-portfolios, which is new to the faculty. This will require extensive collaboration with other assessment colleagues across the distributed sites. The incumbent will participate in development teams for the new assessment model, which will include the key pillars of work-based assessments, OSCEs, progress testing and e-portfolios.

Organizational Status

This position is based within the Educational Assessment Unit of the Undergraduate Dean's Office. Reports to the Director of Administration, is directly supervised by the VFMP Assessment Operations Manager and works directly with the Director of Assessment, Senior Assessment Coordinators and the Examinations Coordinators.

Work Performed

Assessment Development and Delivery:

- Provide pedagogical support to the faculty on the selection and development of high quality assessment materials and in the planning and management of student summative and formative assessment as well as teacher assessment;
- Support in blueprinting and matching the different assessment tools to milestones and competencies;
- Prepare, produce and ensure complete accuracy of summative examination materials;
- Conduct scoring and analysis of examination results, ensuring precision and compliance with timelines;
- Guide assessment leadership in their scoring decisions through standard setting meetings;
- Compile statistical performance data and inputting student feedback into the item analysis, send to faculty for review and item analysis for scoring decisions;



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- Prepare the necessary reports for the work of the Promotions Committee and provide guidance in the process of interpreting the results;
- Prepare Individual Score Reports to communicate students' performance on assessments;
- Supervise examination review by individual students as requested by faculty, or facilitate the scheduling of an exam review session between faculty & student;
- Collaborate with other instructional support units to facilitate the delivery of assessments. As the renewed MD Program is planned and implemented, assessment will change. The incumbent will be a key member in implementing these changes across all sites.
- Participates and provides support to all areas of assessment, especially during high workload periods;
- Collaborate with Unit members on developing tutorials and administering faculty development workshops;
- Co-manage the examination item bank and documentation supporting examinations development, including item tagging with the agreed upon descriptors, identifying items for the annual contribution to the bank, communicate new items to the item-bank administrator in a timely manner, acknowledge the contributions of individual faculty members to the item bank, and mine the overall bank for items that can be used in relevant assessment per request by the faculty.

Teacher Assessment:

- Identify the instructors and sessions for teaching assessment;
- Consult on and facilitate the development and implementation of appropriate assessment tools, protocols for data-collection, secure processing, report generation, and confidentiality in distributing the teacher assessment reports;
- Create the schedule for administering the assessment measures, timelines for data-acquisition, processing, report generation and provision of feedback;
- Provide guidance and collaborate with other units involved in ensuring strategic clustering, timely posting and precise flow of information to various recipients.

Planning for Curriculum Renewal:

- Participates and supports assessment development teams, including researching and advising on appropriate assessment tools;
- Participates in curriculum development teams as an assessment expert;
- Works and advises Assessment Development Leads on new assessment methods, specifically progress testing and e-portfolios;
- Collaborate with members of the Curriculum Management Support Unit in the use and updating of the curriculum databases.

Other:

- Participate in Unit's work on maintenance and continuous improvement of assessment related programs, hardware and databases;
- May serve on appropriate program committees;
- Serve as an examination invigilator.

Supervision Received

Works independently with minimal direction from the VFMP Assessment Operations Manager, Director of Assessment and the Director of Administration, MD Undergraduate Program.

Supervision Given

None.

Consequence of Error/Judgement

The Senior Assessment Coordinator is directly responsible for the quality of work related to student and teacher assessment in their portfolio. Errors in student assessment will lead to incorrect grading of students and will require formal correction and steps to disclose the error and take responsibility. Errors that lead to the breach of confidentiality of either examinations or assessment data (student or teacher) will have major consequences and will require time to repair the damage as well as restore credibility in the eyes of the students and or faculty leadership. Failure to obtain teacher assessment data in a timely manner will lead to lost opportunities to capture their teaching effort. Sustainability of teaching effort will be compromised if this portfolio is not managed competently.



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Qualifications

Undergraduate degree in a relevant discipline. Master's degree preferred; or education-related post-graduation work an asset. Minimum of four years experience or the equivalent combination of education and experience. Effective communication, interpersonal and teamwork skills, as well as ability to take initiative and collaborate successfully. Strong knowledge of and skills in item and examination development, educational testing and measurement. Knowledge of survey design, analysis and delivery of results. Excellent organizational, planning skills and ability to maintain high precision under pressure, follow timelines and meet targets. Computer skills: facility in using standard office software applications, e-mail, understanding of and experience with database concepts; experience with statistical-analysis packages; willingness and capacity to learn specialized optical scanning software and assessment-related programs. Ability to maintain accuracy and attention to detail. Ability to work effectively with minimal supervision. Ability to recognize sensitive and confidential matters and respond appropriately. Strong oral and written communication skills.

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Job Posting

Job ID: 17426
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Educational Programming
Classification Title: Educ. Programming, Level B **Business Title:** Educational Resources Developer
Department: Center for Teaching, Learning&Tech
Salary: \$53,163.00 - \$63,821.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2014-02-15
Job End Date: 2015-02-14
Funding Type: Self Funded
Other: Leave Replacement
Date Closed: 2014-01-17 **Available Openings:** 1

Job Summary

The Educational Resources Developer creates and maintains an environment within the University Community that fosters effective teaching and learning. Develops, designs and implements the resource sharing strategy of the Centre for Teaching, Learning and Technology (CTLT). Designs and facilitates professional development programs as well as evaluates their effectiveness and impact. Develops educational resources and materials (guides, handouts, tutorials, websites) that address the professional development needs and improve upon the teaching and learning practices at UBC. Evaluates learning technologies on how they will support and improve teaching and learning practices. Provides consultation services on resource and process design to students, faculty, staff and external clients. Contributes to the evaluation and redesign of CTLT programs and processes.

Organizational Status

The Centre for Teaching, Learning and Technology works collaboratively with academic and administrative units to advance the scholarly practice of the teaching and learning community while supporting technology-enabled learning environments. 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. CTLT also partners with UBC Faculties to develop and deliver distance learning courses, in both print and online formats.

The Educational Resources Developer reports directly to the Manager, Facilitation and Process Design. The position supervises Co-op and work study students in CTLT's Teaching and Learning Professional Development team. This position coordinates with the other Centre staff to address teaching and learning needs of the University Community.

Work Performed

1. Resource Sharing

- Implement the resource sharing strategy adopted by the Centre and document the best practices involved.
- Develop processes for resource development to maintain long-term sustainability
- Provide consultation services on resource design based on project need and alignment with the CTLT resource sharing strategy
- Manage the archiving of resources shared at CTLT events

2. Program Design and Facilitation

- Work with various Centre staff to develop programs and events based on the professional development needs of the UBC community
- Facilitate workshops and sessions on teaching and learning tools and strategies



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- Select, assign and evaluate facilitators for professional development programs and events;
3. Resource Development
- Develop and design resources and materials to support CTLT's professional development programs and services as well as self-study for faculty, staff and students
 - Design the information architecture of resource websites on a case-by-case basis and individual needs applying best practices for long-term management and sustainability
 - Create documentation on the various university supported learning technologies
 - Design visual representations of data and processes
 - Evaluate available resources on their currency, relevancy and impact to determine the need to update and or have continued support
 - Evaluate proposed resources for development to consolidate efforts and reduce redundancy
 - Contribute to CTLT's publication development and design.
4. Learning Technologies
- Test and evaluate tools and learning technologies for their applications in resource development for teaching and learning.
 - Integrate learning technologies to support teaching and learning when appropriate
5. Consultation
- Facilitate discussions and consultations on learning strategies and resources to be applied on projects
 - Liaise with facilitators, instructors, internal departments and external organizations
 - Provide guidance on resource design, website architecture and learning activity development
 - Foster knowledge sharing within the UBC teaching and learning community
6. Program Evaluation and Process Design
- Collaborate with other academic and administrative units on designing learning opportunities (projects, initiatives) for faculty, staff and students
 - Evaluate CTLT programs and events to assess their impact and effectiveness
 - Develop and design processes for continued support of resources
 - Facilitate discussions and consultations on new learning strategies and resources to be applied in learning situations.
7. Others
- Prepare statistics, reports, and procedural guidelines for technology program areas;
 - Prepare budgets and summary reports as required;

Supervision Received

The Educational Resources Developer works independently under the general direction of the Manager, Facilitation and Process Design. .

Supervision Given

Hires, supervises, and evaluates Co-op and work study students in Teaching and Learning Professional Development team as well as coordinates the work of other team members on specific events and projects

Consequence of Error/Judgement

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. Work is subject to informal checks by the Academic Director and the Associate Director, Teaching and Learning Professional Development. This position will work with other Program Coordinators in various aspects of resource, seminar and program development, and follow-up.

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

Undergraduate degree in a relevant discipline. Degree in English, education, communications, or related discipline preferred.



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Minimum of four years experience or the equivalent combination of education and experience. Experience in resource development and program development fields. Experience with learning technologies and Web 2.0 technologies and their application to both education and communications. Computer experience and graphic design skills required (experience with Adobe InDesign, Photoshop, Illustrator and weblogging applications is preferred). 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 supervise students. Ability to prioritize and work effectively under pressure to meet multiple deadlines. Ability to maintain accuracy and high attention to detail. Ability to exercise diplomacy, tact, and discretion.

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Job Posting

Job ID: 17423
Location: Vancouver - Other
Employment Group: Management&Professional (AAPS)
Job Category: Educational Programming
Classification Title: Educ. Programming, Level C **Business Title:** Flexible Learning Evaluation Coordinator
Department: Center for Teaching, Learning&Tech
Salary: \$62,010.00 - \$74,441.00 (Annual)
Full/Part Time: Part-Time (50%)
Desired Start Date: 2014-02-01
Job End Date: 2015-01-30 **Possibility of Extension:** Yes
Funding Type: Budget Funded
Other:
Date Closed: 2014-01-17 **Available Openings:** 1

Job Summary

The Flexible Learning Evaluation Coordinator works collaboratively with Faculty representatives on the design, development, delivery, and advancement of evaluation activities within and across UBC's Flexible Learning Projects.

Organizational Status

The Evaluation Coordinator reports directly to the Associate Director, Curriculum Services. This position plays a key role within the Flexible Learning Evaluation Committee (Chaired by the Vice Provost and Associate Vice President Enrolment and Academic Facilities) and will liaise with other committee members representing Faculty and university evaluation projects.

Work Performed

Develops evaluation frameworks, strategies and tools (including logic models) for UBC's Flexible Learning Projects that can be modified to meet the needs of the university's diverse constituencies and that are useful at both the program and project levels. Member of the Flexible Learning Evaluation Committee and takes a leadership role in related working groups, liaising with other committee members who are representing Faculty and university evaluation projects.

Facilitates the flexible learning evaluation process across the UBC's flexible learning projects serving as a central resource for representatives from academic units who are leading Faculty or department evaluation, as well as program evaluation stakeholders. Identifies complexities, interrelations and synergies in evaluations that occur at multiple levels (individual project, department, Faculty and program).

Using an evidence informed approach, suggests methodologies for evaluating the impact of Flexible Learning on UBC's teaching and learning environment.

Develops, improves and implements processes procedures for the implementation of evaluation activities across UBC's Flexible Learning Projects.

Consults with project leads on project evaluation plans, providing advice & guidance where necessary.

Ensures evaluation strategies are developed with an awareness of ethical requirements

Develops and delivers presentations and or documents that describe internal evaluation procedures.

Reviews and evaluates the effectiveness of the evaluation framework

Develop tools and processes to synthesize information from individual projects and inform department and faculty wide decision making.



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Staff Job Postings

Other duties as required to support Flexible Learning.

Supervision Received

Works independently under general direction of the Associate Director, Curriculum Services

Supervision Given

May supervise the evaluation-related work of CTLT colleagues or students.

Consequence of Error/Judgement

Errors in judgment may have negative consequences on the success of the Flexible Learning Program and evaluation of its impact. They may also result in the inefficient use of resources, poor relations among committee members and their associated units, and may damage the reputation of the University and the CTLT. Must exercise a high level of professionalism and judgment. Failure to follow best practices and exercise sound judgment could result in significant resource and reputation costs to the Flexible Learning Program, the Centre, and could possibly have a negative impact on future internal and external projects.

Qualifications

Master's degree in Education. Minimum of six years experience or the equivalent combination of education and experience. Familiarity with evaluation and research design, models, methods and methodologies. Familiarity with and respect for both qualitative and quantitative approaches to evaluation and research. Ability to communicate effectively verbally and in writing.

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Job Posting

Job ID: 17323
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Information Services
Classification Title: Information Services, Level A **Business Title:** Communications Coordinator
Department: Education, Dean's Office
Salary: \$49,226.00 - \$59,094.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2014-02-11
Job End Date: 2015-02-06 **Possibility of Extension:** Yes
Funding Type: Budget Funded
Other:
Date Closed: 2014-01-15 **Available Openings:** 1

Job Summary

To plan, coordinate and implement a wide variety of media, public relations and communication activities for the Dean's Office in the UBC Faculty of Education. Major responsibilities include: coordinating the media and communications activities of the Dean; web content management (WordPress); identifying and responding to emerging opportunities to profile the organization and coordinating communication activities with Public Affairs; researching, writing, designing and editing communication materials such as articles, reports, publications and media releases; arranging the production of promotional materials; performing other related duties. Substantial personal initiative is expected.

Organizational Status

Dual reporting line to the Dean and Project Director. Coordinates communications activities for the Dean's Office and liaises with UBC Public Affairs to promote Education. The incumbent works closely with a team of staff and faculty members in the Faculty of Education.

Work Performed

Works collaboratively within the Dean's Office and with Education stakeholders to develop and distribute communication materials including print, email, and social media. Tasks include, but are not limited to: graphic design & layout; website content management; development and distribution of materials print graphics; photography image sourcing and production; e-merge campaigns; production of audio video assets.

The responsibilities include:

- Writing and or editing documentation for media including social media, web content, technical and training manuals, newsletters, and other communications tools.
- Writing of communications materials specifically for the Dean (briefing notes; speeches).
- Generating, soliciting and editing content for UBC Faculty of Education websites, digital signage, e-letters and print publications (e.g. brochures, reports and Dean's Memo).
- Assembling information pertaining to the full spectrum of academic operations of the Faculty of Education and the maintenance of up-to-date promotional materials (such as photos, articles, reports, videos, manuals, brochures and other collateral materials, etc).



- Working on projects such as Faculty of Education branding (fact sheet production, promotional materials including branded merchandise, purchasing coordination), photo coordination (filing, cataloguing, PhotoShop sending) digital signage (template design, content creation editing), general Faculty of Education promotion (assistance with faculty recognition and promotion) and other projects as required.
- Making independent decisions and recommendations in areas of prioritizing, planning, and organizing the communications.
- Taking a coordinated approach to ensure that the communications content is integrated across print, web social media, digital signage.
- Managing the Faculty of Education social media accounts. Researching web social media technologies and making recommendations based on findings and communicates issues for project requirements.
- Coordinating outreach that serves to communicate the successes of the Faculty of Education.
- Maintaining processes to ensure that main Education website and digital signage content is accurate, clear, timely and consistent.
- Performing other duties as required.

Supervision Received

Works independently under the general direction of the Dean and Project Director. Works in a project team environment. Substantial personal initiative is expected. Work is reviewed in terms of achievement of specific project objectives.

Supervision Given

There is no direct report to this position. May manage and or coordinate work-study students and occasional freelance creative and technical professionals.

Consequence of Error/Judgement

Misrepresentation or inaccuracies in communications materials (including print and electronic sources) will negatively affect relations with students, faculty, staff and community members.

Errors in judgment may result in the inefficient use of resources and damage the image and reputation of the University. The consequence of staff error could negatively impact the reputation of the Faculty for quality and reliability and affect the enrollment of students. Difficulties in exercise of judgment, due-diligence and communication will be detrimental to the Faculty of Education.

Qualifications

- Undergraduate degree in a relevant discipline. University degree in communications, journalism, marketing or web publishing preferred. Minimum of four years experience or the equivalent combination of education and experience. Experience with project management preferred. Experience in writing and web publishing. Experience gathering and drafting reader-worthy content in complex environments. Experience with contemporary marketing strategies and best practices. Demonstrated experience with WordPress content management system. Proven experience with best practices for the web. Demonstrated experience working in a professional capacity.
- Ability to communicate effectively verbally and in writing.
 - Ability to prioritize and work effectively under pressure to meet deadlines.
 - Ability to work in a complex and demanding environment with a high level of attention to detail.
 - Ability to exercise tact and discretion.
 - Ability to work effectively with minimal supervision.
 - Ability to work effectively independently and in a team environment.
 - Ability to deal with a diversity of people in a calm, courteous and effective manner.
 - Ability to gear information for a particular target audience.
 - Ability to assimilate materials from a wide variety of sources and assemble them in a coherent fashion.
 - Professional-level experience with Adobe Creative Suite and Microsoft Office Suite.



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Job Posting

Job ID: 17382
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Information Services
Classification Title: Information Services, Level B **Business Title:** Digital Communications Specialist
Department: Fac Med Communications
Salary: \$57,417.00 - \$68,929.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2014-01-27 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2014-01-15 **Available Openings:** 1

Job Summary

The Digital Communications Specialist leads, produces and maintains digital communications channels for the Faculty of Medicine to internal and external audiences. The position works closely with all units to ensure the Faculty's online presence positively conveys the Faculty's mandate, brand and visual identity. The position provides leadership to the way that digital and web services are communicated, offered and supported within the Faculty. This includes streamlining the workflow and governance of digital and web service. The position is also responsible for creating and delivering training and support for various Faculty content management users. As part of Communications team, the position also plays a role in setting the strategic direction of communications and marketing initiatives that promote and enhance the reputation of the Faculty.

Organizational Status

The Faculty of Medicine at UBC, together with its partners including B.C.'s Health Authorities, provides innovative programs in the areas of health and life sciences through a province-wide delivery model. The Faculty teaches students at the undergraduate, graduate and postgraduate levels and generates more than \$300 million in research funding each year. It is home to Canada's first province-wide distributed MD undergraduate program.

The Faculty of Medicine is the largest faculty at UBC with more than 650 full- and part-time and 4,000 clinical faculty members across the province, and 750 staff in 19 departments and two schools. Current enrolment includes more than 2,500 students at the undergraduate, graduate and postgraduate levels.

Work Performed

Specific

- Works in collaboration to set the strategic direction for digital channels across the Faculty
- Creates and implements integrated communication & marketing web strategies
- Responsible for website development redevelopment, maintaining site programming designing new elements pages, developing interactive features and functionality, monitoring site traffic analytics, and ensuring optimization for Me.
- Manages digital communication requests and develops new websites (e.g., new websites and e-newsletters) across the Faculty's department, schools and centres
- Provides technical and operational support to the members of various Faculty of Medicine groups on the Content Management System (CMS) platform.



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- Supports units to meet specified requirements (CMS and other digital channels) that are outside of the standard offering through requirements analysis, design and development best practices.
- Manages domain name requests for all Faculty websites.
- Develops training plan, and provides technical expertise, training, and consultation to other staff, including best practices for digital communications.
- Responsible for content and design standards on websites and digital channels.
- Analyzes and makes decisions on site usability through direct user testing and heuristic analysis, and implement changes to existing and new components of CMS platforms.
- Analyzes application performance and usage metrics to optimize site content and CMS functionality.
- Researches and implements best practices in online information organization and user-centred design to balance the needs of the audience with the goals of the unit.
- Perform root cause analysis and problem management to solve recurring incidents on content management systems and web applications.
- Researches and evaluates vendor supplied digital channels, develops recommendations, and implements accordingly.
- Develops documentation requirements for functions, modifications, back-ups and operating procedures. Provides ongoing maintenance and operational support for digital channels.

General

1. Leads regular meetings with makes presentations to constituency groups
2. Builds and maintains good working relationships and collaborates with others to achieve objectives.
3. Maintains up-to-date knowledge of current technology techniques and tools and provides input to strategies for ongoing support and upgrade of these systems.
4. Manages projects and related budgets.
5. Represents the Faculty of Medicine on the UBC Web Advisory Board and Centre for Teaching, Learning and Technology CMS Group
6. Performs other related duties as required.

Supervision Received

Works with considerable latitude. Work is reviewed in terms of achievement of specific project objectives and operational goals. Reports directly to the Manager, Communications, Dean's Office and indirectly to the Director, Communications. Works closely with Communications & Marketing Web Advisory Group, the Centre for Learning & Technology and MedIT Web Services Team.

Supervision Given

May direct the work of internal and external service providers where needed. Provides training to individuals in the organization

Consequence of Error/Judgement

Makes decisions and recommends the optimal approach to address problems.

Large volumes of data exist on digital channels within the Faculty of Medicine. The consequence of error in this position potentially affects the provincial, national and international reputations of both the Faculty of Medicine and UBC as a whole.

Errors in judgment could severely impact the security and privacy of health care-related and other data. Incorrect or insufficient information and advice could have grave consequences on both quality and reputation grounds.

Qualifications

Undergraduate degree in a relevant discipline. University degree in Communications or Computer Sciences (or equivalent) preferred. Minimum of five years experience or the equivalent combination of education and experience. Experience in modern web site design maintenance (HTML5, graphics, CSS3, Javascript, responsive design).

Experience maintaining websites: knowledge of WordPress is required, Drupal, SharePoint or other CMS is an asset.

Familiarity and hands-on experience using industry standard tools (e.g., Adobe Creative Suite etc.) is required.

Computer experience required (Word, Excel, PowerPoint, Outlook preferred).



Experience with creative direction an asset.

Experience working with outside supplier, such as graphic artists and photographers.

Experience developing technical and business requirements for digital and web projects.

Prior experience in health care and affiliation with an appropriate professional association are assets. Strong experience working with content management systems: knowledge of WordPress is required, Drupal, SharePoint or other CMS is an asset. Strong experience with development of branding CMS sites. Strong experience developing WordPress plugins. Experience training technical and non-technical users in CMS technologies. Experience developing technical and business requirements for digital and web projects. Demonstrated experience understanding web content best practices. Familiarity and hands-on experience using industry standard tools (e.g. Adobe Creative Suite etc.) is required. Strong HTML CSS Javascript skills and working knowledge of standard web Integrated Development Environments (IDE). Demonstrated design user experience (UX) usability design skills. Strong image photo creation and editing skills, with excellent working knowledge of Photoshop, Illustrator, FinalCut Studio X, and other image editing tools (digital cameras, scanners). Knowledge of any or all of the following programming languages tools would be an asset: PHP, SQL, MySQL, XML, DHTML, Flash. Knowledge of any or all of the following technologies would be an asset: web based database-driven application development: publish and subscribe programs: webcasting conferencing; dynamic publishing and reporting systems. Solid knowledge of web analytic monitoring packages and other site management tools. Excellent knowledge of modern browser standards, common plugins helper applications and related design issues. Knowledge of current web technologies and trends, including responsive design. Experience with various testing methodologies; performance, cross-browser, security, penetration, etc. Knowledge of current software application security, database security, Internet Technologies and best practices. Experience with screencasting tools (Screenflow) and techniques would be an asset. Experience with creating direction an asset. Strong experience working with colleagues, internal clients and partners as well as outside suppliers, such as graphic artists and photographers. The ideal candidate will be tactful, flexible, confident and demonstrate initiative. Superior design and presentation skills. Excellent oral and written communication, interpersonal and organizational skills. Seeks and shares relevant information, opinions and judgments. Clearly and effectively transmits technical and business concepts, ideas, feelings, opinions, and conclusions orally and in writing. Ability to work independently, and collaborate as part of a team, cross functionally and within multi-disciplinary teams in the pursuit of common goals. Demonstrated organizational skills in project and time management. Demonstrated ability to set priorities, work effectively under pressure and be results-oriented and meet multiple deadlines. Ability to exercise tact and discretion when handling sensitive and or confidential matters. Exercises initiative, resourcefulness and sound judgment. Recommends resource requirements and collaborates with impacted stakeholders. Demonstrated skills in developing, implementing and evaluating strategic online communications plans. Applies problem-solving methodologies and tools to diagnose and solve problems. Accuracy and attention to detail require. Demonstrated willingness to learn and continually upgrade skills. Knowledge of the university and its policies, goals, mission and issues would be an asset. Prior experience in health care and affiliation with an appropriate professional association are assets.

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Job Posting

Job ID: 17410
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Information Services
Classification Title: Information Services, Level C **Business Title:** Manager, Outreach
Department: VP FRO Communications
Salary: \$66,969.00 - \$80,395.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2014-03-01 **Ongoing:** Yes
Job End Date:
Funding Type: Funded by Multiple Sources
Other:
Date Closed: 2014-01-16 **Available Openings:** 1

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

Job Summary

Campus and Community Planning is responsible for a broad range of planning activities for UBC Vancouver, including the academic core of the campus and the growing UTown UBC neighbourhoods. Planning activities include land use, sustainability, transportation and infrastructure planning, campus and urban design, heritage and public realm planning, community services planning, provision of general information, and other related activities. In addition, this department plays a key role facilitating the relationship between the University and the University Neighbourhoods Association, acting as a 'window' for University - UNA contact and for delivering various services. The framework of Place and Promise, including sustainable development, provides key guidance to this work. The department also is responsible for planning functions for the Okanagan campus.

The Manager, Outreach will develop and evaluate strategies and implement outreach programs for all three units within Campus and Community Planning. Working closely with and reporting to Senior Manager, Consultation and Outreach, the Manager will be responsible for ensuring that adequate and appropriate information is provided to internal and external stakeholders as required and for representing Campus and Community Planning to a broad range of media and other audiences. This position will require work outside normal working hours.

Organizational Status

This position reports to the Director, Communications and Engagement, FRO . The position requires extensive contact with the Associate Vice President, Campus and Community Planning, the Director, Planning & Development Services, the Director, Sustainability & Engineering, the Director, Campus Programs & Animation, the Director, Planning & Design, and the Senior Manager, Consultation, staff within UBC Properties Trust, Manager, Community and Stakeholder Relations, staff in C+CP, various UBC departments, the AMS and GSS, UNA, and others. The position requires extensive contact with the campus community and others through ongoing outreach and consultation activities.

Work Performed

- Participates in the development of a communications plan for all units that integrates media relations, internal external communications and outreach activities.
- Develops and coordinates outreach plans and activities for all three units within Campus and Community Planning. Proactively identifies outreach opportunities.



- Develops and implements outreach strategies and programs that will ensure the processes and outcomes of Campus and Community Planning responsibilities are known, understood and regarded positively by local communities and key stakeholders. This work is often carried out within a time-sensitive environment.
- Develops strong rapport and relationships with all stakeholder groups, allowing for open and constructive communication and achievement of Campus and Community planning objective.
- Manages and develops content for all Campus and Community Planning electronic communication vehicles, including the website and social media (facebook and twitter)
- Acts as editor of the electronic newsletter. This includes setting up and managing the editorial schedule, reviewing and fact checking all articles, and managing the distribution of the newsletters (i.e. setting up emails in a third-party email delivery system, managing mailing lists, sending out tests and publishing).
- Manages and develops content for all Campus and Community Planning print materials, including newspaper ads, fact sheets, brochures and display materials.
- Plans, manages and implements outreach events, conferences and trade shows as required. This includes events both internal and external to UBC. .
- Organizes and participates in public meetings, information sessions and planning sessions tied to the university's planning and sustainability work.
- Manages and develops presentations for senior staff. This includes coordinating and booking presentation as well as researching and preparing materials.
- Researches awards for departmental projects and develops award submissions. Maintains a database of awards.
- Develops public consultation materials, including display boards, info sheets, and presentations.
- Manages external designers and internal staff to ensure consistency of C+CP materials with overall UBC brand and coordination with Public Affairs brand initiatives.
- Manages visual assets, including photographic library.
- Proactively identifies issues and develops strategies for managing those issues.
- Evaluates the success of outreach approaches for discussion with the Senior Manager, Consultation.
- Works collaboratively with the Senior Manager, Consultation to handle media requests in an efficient manner. Proactively seeks media opportunities where appropriate in collaboration with UBC Public Affairs.
- May work on university-wide communications and outreach initiatives, as required.
- Exercises a high level of diplomacy and discretion in all interactions.
- Other duties as assigned.

Supervision Received

Works autonomously within policies. Work is reviewed in terms of achievement of high professional standards in the delivery of communications services.

Supervision Given

May direct and manage the activities of other subordinate staff, including the assignment of duties and responsibilities and setting of priorities. Supervises contractors.

Consequence of Error/Judgement

Makes recommendations concerning and decisions around content of outreach materials relating to Campus and Community Planning. The consequence of error associated with this position is serious in that poor judgment in the handling of these issues could have a negative impact on the reputation of the university; i.e., incorrect or erroneous information could cause embarrassment and loss of credibility for senior administrators. The issues surrounding campus and community planning, if handled incorrectly, have the potential to alienate members of the local and neighbouring communities toward the university.

Qualifications

Undergraduate degree in a relevant discipline. A university degree in Communications or Arts is preferred. Minimum of six years



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experience or communications services or the equivalent combination of education and experience. Experience in a proactive communications or outreach role dealing with local communities, regional and municipal governments, stakeholder groups and the general public. Experience and skills in e-technology and e-communications. Proven ability to develop and implement effective communications or outreach programs and initiatives. Exceptional oral and written communication, presentation, facilitation and interpersonal skills. Experience with websites (content management systems) and social media. Proven track-record planning and implementing communications or outreach programs, including developing communications plans and content for communications materials. Has the ability to establish a high level of rapport with other staff, managers and stakeholders. Takes a proactive stance in solving problems and exhibits understanding and empathy, particularly when dealing with emotional topics of public concern. Able to quickly grasp the scope of specific issues and the potential impacts on the organization. Understands the value of building relationships for the long-term. Is comfortable with controversy and can effectively manage sensitive issues. Exercises a high degree of diplomacy and discretion in all internal and external interactions. Understands the dynamics of a fast-paced, ever-changing environment and can prioritize effectively. Is flexible and can manage changing priorities within a dynamic work environment. Possesses a collaborative, team-focused working style. Self-sufficient and self-motivated. Takes ownership of programs and tasks. Experience with public consultation an asset. Experience working in a municipal, government or university environment an asset. Interest in issues related to sustainable community development.

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Job Posting

Job ID: 17397
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Information Services
Classification Title: Information Services, Level C2 **Business Title:** Senior Manager, Consultation
Department: C+CP Consultation
Salary: \$70,106.00 - \$87,633.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2014-03-03
Job End Date: 2015-03-03
Funding Type: Budget Funded
Other: Leave Replacement
Date Closed: 2014-02-07 **Available Openings:** 1

Job Summary

The Senior Manager, Consultation is responsible for strategy, design, implementation, reporting and evaluation of consultation initiatives for all units within Campus and Community Planning. Reporting to the Associate Vice President of Campus and Community Planning, the Senior Manager also works closely with all Campus and Community Planning Directors. The Senior Manager will be responsible for ensuring that adequate and appropriate information is provided to internal and external stakeholders as required, for designing and managing consultation processes and for representing Campus and Community Planning to a broad range of media and other audiences, including campus neighbours and local governments. This position will require work outside normal working hours.

Organizational Status

This position reports to the Associate Vice President, Campus and Community Planning. The position requires extensive contact with the Director of Campus Planning and Design for UBC Vancouver, the Director of Permits and Inspection, Director of Sustainability and Engineering, Director of Programs and Animation, the Director of Campus Planning and Infrastructure (Okanagan), the Director of Communications (Finance, Resources and Operations), Executive Director of Public Affairs, staff within UBC Properties Trust, C&CP staff, various UBC departments, the AMS and GSS, UNA, and others. The position requires extensive contact with the campus community and others through ongoing communication and consultation activities.

Work Performed

Works closely with the Associate Vice President and Directors to develop, design and implement consultation strategies, plans, programs and initiatives to ensure broad opportunities for input into planning initiatives. These plans are developed in collaboration with others in Campus and Community Planning and other departments and groups as appropriate.

Develops surveys and other feedback mechanisms for public consultation processes and events.

Organizes, participates in and occasionally leads public meetings, information sessions and planning sessions tied into campus and community planning work. This includes managing logistical aspects of consultation events and e-consultations. This work often will require work outside normal working hours.

Uses and develops a wide range of public consultation techniques, including in person, online and through social media.

Manages logistics and notification for formal, municipal-type public hearings.

Works with the Senior Coordinator, Consultation and Outreach to develop public consultation materials, including display boards, info sheets, and presentations.

Facilitation of public meetings and internal meetings, as required.



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Provides analysis and reporting for consultation processes. This includes summarizing input from consultation exercises for relevant planning teams and writing reports and consideration memos.

Develops strong rapport and relationships with all stakeholder groups, allowing for open and constructive communication and achievement of Campus and Community Planning objectives.

Coordinates and supports consultation activities for all units within Campus and Community Planning.

Ensures all consultations at Campus and Community Planning are compliant with Freedom of Information and Protection of Privacy Act (FIPPA).

Assess success of consultation approaches for discussion with the Directors and the Associate Vice President, Campus and Community Planning and others as appropriate.

Handles all media requests related to public consultation initiatives in an efficient manner. Proactively seeks media opportunities where appropriate in collaboration with UBC Public Affairs.

Acts as a spokesperson for Campus and Community Planning on consultation initiatives, when required.

Prepares consultation budgets and controls expenditures.

Supervises the Senior Coordinator, Consultation and Outreach

Exercises a high level of diplomacy and discretion in all interactions.

Other duties as assigned.

Supervision Received

Works under administrative direction. Supervision and direction provided through a combination of verbal and written instructions. Recommendations are normally accepted as technically sound and feasible. Work is reviewed for attainment of objectives, effectiveness of results and soundness of judgment.

Supervision Given

Supervises the Senior Coordinator, Consultation and Outreach. May direct and manage the activities of other subordinate staff, including the assignment of duties and responsibilities and setting of priorities. May supervise contractors.

Consequence of Error/Judgement

Makes recommendations concerning all consultation and issues relating to Campus and Community Planning. Exercises professional and managerial judgment in advising senior administration on a variety of matters in which planning has potential university-wide impact. The consequence of error associated with this position is very serious in that poor judgment in the handling of these issues could have a negative impact on the reputation of the university; i.e., incorrect or erroneous information could cause embarrassment and loss of credibility for senior administrators. The campus community also has high expectations in terms of the level of consultation. The issues surrounding campus and community planning, if handled incorrectly, have the potential to alienate members of the local and neighbouring communities toward the university.

Qualifications

Undergraduate degree in a relevant discipline. A university degree in Communications, Arts or Community Planning is preferred. A minimum of 7 years of experience or communications services or the equivalent combination of education and experience. Minimum of 7 years experience in a public consultation role dealing with local communities, regional and municipal governments, stakeholder groups and the general public preferred. Has the proven ability to develop and implement effective and diverse community consultation strategies, programs and initiatives using a wide range of consultation styles and methods.

Interest in continuing to develop innovative approaches to consultation, including in-person, online and through the use of social media.

Exceptional oral and written communication, presentation, facilitation and interpersonal skills.

Experience with websites (content management systems) and social media.

Has the ability to establish a high level of rapport with senior management within the university community, stakeholders and opinion leaders; utilize judgment and sensitivity in presenting issues; and provide leadership and direction in determining appropriate courses of action.



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Takes a proactive stance in solving problems and exhibits understanding and empathy, particularly when dealing with emotional topics of public concern. Able to quickly grasp the scope of specific issues and the potential impacts on the organization.

Understands the value of building relationships for the long-term.

Is comfortable with controversy and can effectively manage sensitive issues.

Exercises a high degree of diplomacy and discretion in all internal and external interactions.

Understands the dynamics of a fast-paced, ever-changing environment and can prioritize effectively. Is flexible and can manage changing priorities within a dynamic work environment.

Possesses a collaborative, team-focused working style.

Self-sufficient and self-motivated. Takes ownership of programs and tasks. Rolls up his her sleeves to accomplish tasks.

Experience with qualitative and quantitative analysis an asset.

Experience with graphic design programs (i.e. InDesign) an asset.

Experience working in a municipal or university environment an asset.

Interest in issues related to sustainable community development.

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Job Posting

Job ID: 17316
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Information Services
Classification Title: Information Services, Level D **Business Title:** Director, Marketing and Communications, alumni UBC
Department: Alumni Association
Salary: \$76,415.00 - \$95,518.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2014-01-20 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2014-01-14 **Available Openings:** 1

Job Summary

Reflecting the collaborative nature of the role, this position reports directly to the Executive Director of the Alumni Association and also has a dotted line reporting relationship to the Chief Communications Officer of Development and Alumni Engagement (DAE) in the university. In fact, it is under the aegis of this latter relationship that most of the daily work of the Director will be executed.

The Director will also work in collaboration with the DAE Director, Interactive Marketing as this position is responsible for developing marketing and communications strategies for alumni UBC that will further its goal of engaging alumni and students - as alumni in waiting - in the life of the university.

Leading a team of five dedicated and versatile communicators, the Director determines the communications and marketing needs of alumni UBC and oversees delivery of communications services necessary to fill those needs. The Director is part of the alumni UBC management team that determines the overall strategy of UBC's alumni cultivation, and provides services for more than 290,000 graduates of the institution.

The Director is responsible for the alumni UBC brand, and the application of that brand to engage alumni through communications. The Director develops and oversees communications support for all alumni UBC activities. These include development and maintenance of the alumni UBC website; promotion of alumni UBC programs; determining need for and content of materials, conceptualization and production of collateral materials for events such as Alumni Weekend and the UBC Alumni Achievement Awards; and determining other communications needs, such as speaking notes, event scripts and promotional materials as required.

The Director will also collaborate closely in the University's start an evolution fundraising and alumni engagement campaign and specifically the launch of the new Alumni Centre on the Vancouver campus in 2015. This Alumni Centre will feature strongly in the UBC Centennial celebrations planned for 2015 and the Director will lead the communications planning for the Centenary of the Alumni Association in 2017.

The Director also determines strategy for communicating with various alumni constituencies such as campus-based, regional and special interest alumni groups. The Director is responsible for developing and maintaining active relationships with other university units and faculties.

As a member of the management committee, the Director determines the most effective methods of communicating with the various



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constituents alumni UBC serves. The Director is responsible for managing the budget of the Communications department.

Organizational Status

Reports to the Executive Director of the Alumni Association with a dotted line reporting relationship to the Chief Communications Officer of Development and Alumni Engagement. Interacts with all levels of the Alumni Association and university administration, including volunteers, and with off-campus organizations as required. Works independently against broad objectives. Works closely with the DAE Director, Interactive Marketing. The alumni UBC Head of Content reports into this position.

Work Performed

Leadership

- Provides executive counsel on communication matters that impact UBC's and the Alumni Association's positioning with alumni audiences, representing alumni as both a part of UBC and as a high priority audience for the university's outreach efforts; leads content development and implementation of alumni-focused strategic communications in support of such strategies. Serves as part of the alumni UBC management team.
- Leads the development of a comprehensive strategic marketing plan for alumni UBC, in collaboration with the executive team and board of directors; evaluates and refines on an annual basis.
- Develops and implements an integrated, comprehensive marketing campaign strategy for the start an evolution campaign in collaboration with the Chief Communications Officer and the alumni management team, in accordance with both engagement and philanthropic goals.
- Leads and mentors a team of five communication professionals in best practices for strategic marketing and creative executions across a variety of platforms.
- Develops and manages a comprehensive marketing communications budget to support strategic objectives.
- Provides guidance to academic leaders, faculty, and alumni officers with strategic marketing and creative communications to advance their respective goals for alumni marketing and coordinates alumni UBC branding and messaging strategies institution-wide.
- Conducts attitudinal and related research to analyze positioning and use findings to inform marketing strategy and program development with alumni UBC executive team.

Creative Development and Management

- Manages the implementation of alumni strategic communications strategy across all levels, including staffing and resources as well as prioritized highly targeted campaigns across multiple platforms.
- Develops Web strategy and oversees execution of web site upgrades, revisions, and usability standards, including content management systems, navigation, design and user testing.
- Develops and oversees, as appropriate, collaborative processes to ensure integrated strategies and tactics, such as Trek advisory board, an alumni communication coordinating committee, and other groups and processes both within the development and alumni portfolio and campus wide.
- Oversees content, editing, and designs functions and resources with an emphasis on brand consistency, exceptional quality, and using communications to broaden engagement. This includes Trek online and print, the alumni UBC Web site, e-communications and social feeds, broadcast and video media, and other promotional and event collateral.

Brand Management

- Leads alumni UBC brand management and related graphic identity efforts in conjunction with vision and mission: Alumni - Forever UBC.
- Manages and advises alumni UBC leadership and partners on branding strategies to integrate with central UBC branding strategies.
- Advises UBC Alumni Association leadership, board, and appropriate partners on branding and communications best practices and protocols to achieve overall effectiveness.
- Oversees identity and consistent approach through all channels (print, virtual digital, video)
- Performs other related duties as required.



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Supervision Received

Reports to the Executive Director of the Alumni Association with a dotted line reporting relationship to the Chief Communications Officer of Development and Alumni Engagement and works closely with the DAE Director, Interactive Marketing. Assignments are in terms of broad goals and objectives to be accomplished; scope of decision making is limited only by generally defined university guidelines and policies; therefore, significant initiative and innovative thinking is required. Incumbent exercises extensive judgment and decision making in developing strategies, materials, programs, policies and procedures. Performance is evaluated in terms of carrying out effective communications responsibilities.

Supervision Given

Supervises activities of five communications staff, including the Head of Content, two Officers and two Coordinators (one Coordinator has a shared reporting relationship with the DAE Director, Interactive Marketing).

Consequence of Error/Judgement

Errors of judgment have an impact on university relations, community perceptions and UBC and the Alumni Association's reputation. Errors in judgment could have far-reaching and long-term financial and non-financial consequences. Information provided by this position is used in making managerial and policy decisions at a strategic and senior level. Tact, professionalism, diplomacy, problem-solving and mediation skills and ability to negotiate compromise are essential.

Qualifications

Undergraduate degree in a relevant discipline. Bachelor's degree in marketing, communications, advertising, graphic design, journalism or a related field.

Master's degree in marketing, communications, or a related field preferred. A minimum of 8 years of experience or the equivalent combination of education and experience. A minimum of 8 years of experience or the equivalent combination of education and experience in marketing, communications, public relations or a directly related field.

Experience in the not-for-profit sector preferred. Thorough knowledge of the principles and methods of brand development and integrated marketing. Broad knowledge of all facets of higher education marketing and communications and or alumni relations. Strong working knowledge of the latest web development, content technologies, publications, e-communications. In-depth, proven experience with the creative process: design, print, Web, video, or any combination thereof involving creative content development. Outstanding written and oral communication skills. Sophisticated design and graphic presentation sensibilities. Experience in budget management. Experience in staff supervision with a proven ability to motivate and manage creative teams.

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Job Posting

Job ID: 17390
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Marketing & Sales
Classification Title: Marketing & Sales, Level B **Business Title:** Museum Marketing and Communications Manager
Department: Museum of Anthropology
Salary: \$57,417.00 - \$68,929.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2014-03-03 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2014-01-26 **Available Openings:** 1

Job Summary

The Museum Marketing and Communications Manager position is responsible for marketing and promoting the Museum, its programs and activities to the Museum's multiple audiences and stakeholders at UBC, in Vancouver and worldwide.

Organizational Status

The position reports to the Assistant Director and works with other museum staff, students, volunteers, and members of the university community to enhance and extend the profile of the Museum at UBC, in Vancouver, and elsewhere.

Work Performed

- Develops and implements marketing and communication initiatives for general Museum of Anthropology promotion branding as well as detailed budgets and initiatives for specific exhibitions, public programs and events.
- Initiates and implements cooperative marketing and promotional activities with individuals, groups, cultural and educational community representatives, the media, and tourist and marketing organizations.
- Manages the development, implementation, and maintenance of website, email marketing, social media, digital signage, print ads, and media releases.
- Works collaboratively with the Museum Shop, Membership, and Facility Rentals to market these services and increase participation, attendance, and revenue.
- Prepares promotional schedules and writes, edits and advises on creation of core marketing and promotional material.
- Liaises with external service providers such as media relations PR agencies, web and print design, copywriting, photography, etc..
- Coordinates media use of the Museum for both routine and special events.
- Identifies and negotiates sponsorship contracts with media for exhibition and individual event promotion. Cultivates



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relationships with ongoing sponsors and ensures accurate recognition of support under the guidance of Faculty of Arts Development staff.

- Manages central Museum database of mailing addresses, including museums, media, tour companies, tourism associations, community centres, libraries, First Nations bands, and special interest groups and individuals.
- Manages the Museum's outreach to UBC students, faculty and staff and works with other UBC attractions and Communications groups on campus to identify and develop opportunities for cross-promotion and for enhancing the visitor experience at UBC.
- Other duties as required.

Supervision Received

Works independently within general guidelines. Work is reviewed based on achievement of defined objectives. Supervision is given by Assistant Director under the direction of the Director of the Museum.

Supervision Given

Is responsible for supervising the work of external service providers and students as required.

Consequence of Error/Judgement

Misrepresentation or inaccuracies of the Museum of Anthropology and its exhibitions and programs in materials, advertisements, media releases, etc. will negatively affect relations with visitors, stakeholders, donors, sponsors, clients, and artists and would jeopardize Museum of Anthropology revenues, visitor and stakeholder relations and the reputation of the Museum of Anthropology and UBC. Poor decisions regarding the implementation of marketing initiatives and the development of budgets may put the Museum of Anthropology and UBC at risk financially. Poor interpersonal skills would result in poor relations with other staff, Volunteer Associates, departments, and stakeholders.

Qualifications

Undergraduate degree in a relevant discipline. Undergraduate degree in a relevant discipline including coursework in marketing, communications, media relations PR, or arts administration preferred or an equivalent combination of education and experience. Minimum of three years experience or the equivalent combination of education and experience. Minimum 3 years professional experience in marketing and communications preferably in the museum or performing arts field. Working knowledge of contemporary marketing and communications strategies and practices. Demonstrated experience working with a range of audiences including community groups, donors, artists, publicists, graphic designers, etc.

Exceptional interpersonal, organizational, analytical skills as well as effective oral and written communication skills. Ability to work in a complex and demanding environment with a high level of attention to detail. Ability to effectively prioritize, organize and schedule workload, work under pressure, meet budget limitations and deadlines.

Strong knowledge of marketing procedures and practices and commitment to keeping up with best practices. Ability to establish and maintain effective working relationships with a variety of internal and external contacts. Ability to exercise tact and discretion. Ability to work independently and as a member of a team.

Computer experience required including MS Office (Word, Power Point and Excel), content management websites such as WordPress, email marketing systems like Mail Chimp and social media. Ability to work effectively independently and in a team environment. Ability to deal effectively with a diversity of people. Ability to analyze and interpret data, determine implications, and provide recommendations. Ability to communicate effectively verbally and in writing. Ability to effectively market, promote, and sell products and services. Ability to compose correspondence, reports, presentations, and other written materials using clear concise business English. Ability to be thorough, accurate, and have a high level of attention to detail. Ability to efficiently and effectively coordinate tasks.



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Job Posting

Job ID: 17400
Location: Vancouver - Hospital Site
Employment Group: Management&Professional (AAPS)
Job Category: Nursing
Classification Title: Nursing, Level A **Business Title:** Research Nurse
Department: Infectious Diseases Division
Salary: \$ 29.15 - \$ 34.99 (Hourly)
Full/Part Time: Part-Time
Desired Start Date: 2014-04-17
Job End Date: 2014-05-31
Funding Type: Budget Funded
Other:
Date Closed: 2014-01-15 **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

Working within the Department of Medicine, Infectious Diseases Division, your primary responsibility will be providing clinical and research support to the Principal Investigator and performing research and clinical activities as delegated by the investigator and or study coordinator. In this position, you will monitor and interpret results of research subjects' and inform clinical team investigators when needed. You will be responsible for performing clinical study procedures and following subject's status throughout the study, and reporting any abnormalities or changes in subject status to the clinical team Investigator. Additionally, you will create and maintain quality medical research documentation on research subjects. You will assist investigators to ensure completion of all clinical research activities required by the research protocol.

Organizational Status

You will participate as a member of an interdisciplinary clinical research team and be responsible for providing clinical and research support to the Principal Investigator and performing research activities as delegated by the investigator and or the Departmental Research Program. To be successful in this position, you will need to build relationships with investigators, hospital staff, research staff, medical residents and fellows, and patients. The nurse will work independently and within standard and acceptable boundaries for ethical and competent research practice. The Research Nurse will report jointly to the program manager, project coordinator and to the Principal Investigator.

Work Performed

- Recruit and screen research subjects for entry into the study. Review and evaluate patient records to determine clinical study eligibility.
- Provide education regarding participation in the clinical study and participate in the informed consent process.
- Provide verbal and written description of the background and purpose of the study, as needed.
- Support research participants' understanding of the procedures, potential risks, and possible benefits inherent to their involvement in the study.
- Perform proper medical documentation of clinical research activities (when needed) and maintain research subject records.
- Monitor research results: review and report as appropriate.
- Assist in the completion of case report forms and follow up on data queries, as appropriate
- Perform other study related duties as assigned.



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Supervision Received

Works under supervision of program manager and principal investigator, although performs routine duties independently. Work is performed in accordance with established procedures and well-defined standard practices.

Supervision Given

None.

Consequence of Error/Judgement

The Research Nurse is required to conduct all research activities in an ethical manner suited to proper activities of the University of BC and to the professional organizations governing his herself and those governing the activities of the Principal Investigator and all other investigators. Any procedures or data recorded as part of the trial must be accurate and must accurately reflect the work performed. Errors could result in damage to the reputation of the Principal Investigator and the University of BC.

Qualifications

Registered Nurse with CRNBC. A level of education, training and experience equivalent to a diploma in Nursing (Bachelors preferred) Minimum of one year experience. Ability to initiate and conduct research projects. Ability to communicate effectively verbally and in writing. Ability to analyze problems, identify key information and issues, and effectively resolve. Ability to work effectively independently and in a team environment. Working understanding of Good Clinical Practice Guidelines and Standard Operating Procedures, and a basic understanding of Health Canada and FDA regulations as they pertain to clinical research. Broad general clinical knowledge and skills to support research in a therapeutic setting. Experience in a gynaecological setting would be an asset Ability to be thorough, accurate, and have a high level of attention to detail Ability to analyze and interpret data, determine implications, and provide recommendations Computer experience including MS Office and Excel.

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Job Posting

Job ID: 17320
Location: Vancouver - Hospital Site
Employment Group: Management&Professional (AAPS)
Job Category: Research & Facilitation
Classification Title: Research&Facilitation, Level A **Business Title:** Group Appointment Facilitator - CCGA
Department: Centre for Hip Health
Salary: \$ 24.99 - \$ 30.00 (Hourly)
Full/Part Time: Part-Time
Desired Start Date: 2014-02-01
Job End Date: 2014-03-31 **Possibility of Extension:** Yes
Funding Type: Grant Funded
Other:
Date Closed: 2014-01-13 **Available Openings:** 1

Job Summary

The GROUP APPOINTMENT FACILITATOR will collaborate with the Canadian Centre for Group Appointments (CCGA) in the realization of research studies, and physical activity-focused Group Appointments (GAs). Instead of meeting one-on-one with a physician or healthcare practitioner, patients in a Group Appointment meet for 60-120 minutes in a group setting with between six and 15 other clients. Group Appointments are intended to support patients, dealing with chronic diseases and conditions, to better self-manage their illnesses.

This position involves creating awareness and integration around being active and the preventive measures that can be taken when faced with a chronic disease or condition. The GA Facilitator is responsible for developing -in a group setting- a healthy coaching relationship with clients and assisting them through the process of moving towards better health and a more active life, by providing support, encouragement, and education.

The GA Facilitator will have a passion for coaching, prevention, and physical activity and will bring an expertise in behavioral change strategies, group facilitation, and the promotion of healthy lifestyles in general and specifically physical activity.

The Canadian Centre for Group Appointments (CCGA) is based in The Department of Family Practice and located within the Centre for Hip Health and Mobility.

Organizational Status

The incumbent will work with the Director and CCGA colleagues to ensure that all aspects of Group Appointments meet University of British Columbia requirements. The incumbent will also ensure that individuals participating in Group Appointments are supervised at all times and that all data are collected in an ethical manner. The incumbent must make pragmatic decisions whenever required without supervision.

Work Performed

- Collaborate with patients and healthcare practitioners in the design, realization, and co-facilitation of a series of Group Appointments (GAs). GAs will further Chronic Disease Management and Prevention (CDMP) amongst patient, dealing with one or more chronic illnesses conditions, such as diabetes, COPD, anxiety depression, and arthritis, and focus primarily on the promotion of physical activity (Exercise as Medicine).



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- In collaboration with CCGA staff and practitioners, design and prototype innovative models of Group Appointments and of behavioral change around CDMP and specifically physical activity promotion.
- Support patients in positive behavioral changes, including goal setting and problem solving, around Chronic Disease Management and Prevention and specifically the promotion of physical activity.
- Develop and realize health action plans with clients and assist them in identifying and eliminating barriers to achieving success.
- Complete all necessary session preparation and follow up.
- Assist in the realization of research studies, including recruitment, implementation, and evaluation as well as participant retention and adherence.
- Collaborate with CCGA staff and colleagues in the design of a Train the Trainer prototype program for Group Appointment facilitators.
- Assist the project academic team in developing the project work plans and timeline.
- Assist with day-to-day oversight of the studies during the intervention phases.
- Other relevant duties as required.

Supervision Received

The incumbent will receive supervision from the Director and other designated colleagues on the project team but must be able to work with minimal supervision.

Supervision Given

Supervises lower level classification team members as required and appropriate.

Consequence of Error/Judgement

Incorrect procedures could result in biased or incorrect data that could invalidate initiatives.

Qualifications

Undergraduate degree in a relevant discipline. Training or direct experience in health physical activity promotion, coaching, group facilitation, health education, athletic training, nutrition, other health related fields, marketing, and or demonstrable transferable skills. Knowledge and understanding of physical activity promotion and of the management and prevention of chronic diseases in general, and of specific related disease conditions. Minimum of two years experience or the equivalent combination of education and experience. Demonstrable expertise and success as a group facilitator health coach. Superior facilitation, group management, interpersonal, and communication skills. Demonstrable expertise in supporting positive behavioral change strategies. This includes knowledge of latest trends and approaches and an ability to advise for or against, accordingly.

Demonstrable success in the following:

- creating positive and collaborative client relationships
- working with physicians, specialists, and other healthcare practitioners, providers, and administrative staff
- planning successful group processes
- supporting and sustaining a participatory environment
- guiding groups to positive and meaningful outcomes
- motivating clients to make vital changes in their lives
- realizing solutions to (often complex) problems. Ability to connect with and appropriately support people from diverse backgrounds. Superior lateral and design thinking skills. You can be inside, outside, and beyond the box when necessary. Enthusiasm, positive sense of humor, a can-do attitude, and a willingness to embrace change and innovation. Solutions-focused. Experience working with people, dealing with chronic diseases and conditions an asset. Experience with Group Appointments (Group Medical Visits, Shared Medical Appointments) a definite asset. Experience with Participatory Action Research (PAR) an asset.



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Job Posting

Job ID: 17376
Location: Vancouver - Hospital Site
Employment Group: Management&Professional (AAPS)
Job Category: Statistical Analysis
Classification Title: Statistical Analysis, Level A **Business Title:** Statistician
Department: James Hogg iCAPTURE Centre
Salary: \$53,163.00 - \$63,821.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2014-03-01
Job End Date: 2015-02-28 **Possibility of Extension:** Yes
Funding Type: Grant Funded
Other:
Date Closed: 2014-01-13 **Available Openings:** 1

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

Job Summary

To conduct statistical analysis and data mining for identifying biomarkers with predictive, diagnostic, or prognostic value in respect to organ failure, and provide statistical advice to the investigators. Major responsibilities may include: consulting on study design, analysis, interpreting results, evaluating statistical software & packages, mining large data sets including gene, protein, and metabolite expression, and writing manuscripts.

Organizational Status

The position will have a dedicated workspace, including desk, computer, software, and filing cabinet space. The incumbent will be located at the PROOF Centre Hornby office.

Work Performed

- Consults on study design
- Conducts statistical analysis and data mining
- Provides statistical advise to investigators
- Checks quality of 'omic' data and performs statistical analysis
- Analyzes and Interprets results
- Works with clinicians and the computation team to identify the best strategies to be applied for the specific projects. This includes refining the patient phenotype with clinicians and choosing the most appropriate statistical and computational methods with input from the computation team.
- Tests and documents R scripts
- Prepares conference presentations and writes academic manuscripts and technical reports
- Evaluates, selects, plans, and integrates software solutions
- Keeps up to date with new application and technology developments and supports best practices
- Performs other related duties, as required

Supervision Received

The incumbent will be supervised by the Chief Informatics Officer (CIO). The CIO, in conjunction with the research team, will



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provide general direction to the Statistician. The Statistician will be expected to develop a work plan and timelines and to use of judgement and initiative in his or her duties, in combination with priority assessment of duties as decided by the supervisor.

Supervision Given

None.

Consequence of Error/Judgement

The work of the Statistician will be monitored by the Chief Informatics Officer (CIO) or his designate Errors or incorrect decisions could influence the ability of research staff to meet critical deadlines, as well as compromise the results of research projects and publications, and therefore affect the credibility of the Investigators and their publications.

Qualifications

Post-graduate degree in Statistics. Minimum of two years experience in research analysis or the equivalent combination of education and experience. Experience using major statistical packages (R preferred). Experience with genomic and proteomics data analysis. Strong problem-solving and analytical skills. Strong problem-solving and analytical skills. Effective oral and written communication, organizational, multi-tasking, and interpersonal skills

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Job Posting

Job ID:	17398		
Location:	Vancouver - Point Grey Campus		
Employment Group:	Management&Professional (AAPS)		
Job Category:	Health Safety & Environment		
Classification Title:	HS&E, Level C2	Business Title:	Health & Safety Advisor - FOM Clinical Education
Department:	Risk Management Services		
Salary:	\$66,969.00 - \$80,395.00 (Annual)		
Full/Part Time:	Full-Time		
Desired Start Date:	2014-02-03	Ongoing:	Yes
Job End Date:			
Funding Type:	Budget Funded		
Other:			
Date Closed:	2014-01-21	Available Openings:	1

Job Summary

This position is responsible for the development, promotion and implementation of a comprehensive Occupational Health and Safety (OH&S) management system for the Faculty Of Medicine (FOM) - Clinical Education Programs.

Working under the direction of the Director, Occupational & Research Health and Safety, and the Chair of MDUREX, the position's main responsibilities include advising and consulting with all levels of the Faculty of Medicine administration, regulatory agencies and relevant authorities, faculty, staff, students and UBC RMS staff regarding issues related to injury and disease prevention and environmental compliance. The position will take the lead role in ensuring that effective responses to workplace incidents and accidents are carried out. Other responsibilities include assessing the needs for OH&S management systems, determining workable OH&S management systems approaches, implementing effective management systems components, reviewing and assessing the effectiveness of OH&S management systems in place, reporting on the status of OH&S initiatives to senior management within the FOM Clinical Education programs; and liaising with government agencies, such as WorkSafeBC (WSBC), the Health Authorities, and the community at large.

Organizational Status

Reports to the Director, Occupational and Research Health & Safety, UBC Department of Risk Management Services. Consults and collaborates with ORHS specialists on technical matters. Within the FOM, the position will be assigned to the FOM and report to the Chair, MD Undergraduate Regional Executive (MDUREX) for all FOM matters. As this is a new position, the reporting relationships within the FOM will be reviewed in one year. The incumbent will work closely with senior education leadership in the FOM, including the Associate Dean, Student Affairs, MD Undergraduate Program, the FOM Associate Dean, Health Professions, the provincial Health Authorities, and faculty, staff and students within the FOM. The Advisor will be located in the Faculty of Medicine.

Work Performed

1. Oversees, promotes, develops, implements, and maintains FOM- Clinical OH&S management systems based on the integration and adaptation of recognized OH&S management systems criteria
2. Interacts and consults with senior FOM administrators, faculty and staff within all Health Education Clinical programs to provide guidance and direction, and advises on appropriate OH&S management systems elements
3. In collaboration with FOM faculty, staff and students, develops tools, resources, policies, Safe Work Procedures, training



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programs and communication strategies to assist FOM staff and faculty within all Health Education Clinical programs to conform with OH&S management system standards, OH&S regulations, and UBC policies

4. Collaborates with OH&S personnel within the Health Authorities across the province, to ensure that UBC's FOM P&P are consistent with, and included in, local OH&S initiatives.
5. Develops practical solutions to resolve departmental OH&S non-conformance issues and recommends courses of action
6. Develops assessment mechanisms for regular reports on OH&S management systems issues for FOM faculty, staff, students, and visiting students. Researches and writes reports and recommendations for enhancements or changes to existing systems.
7. Stays up to date with changes to applicable occupational health and safety legislation and emerging issues trends in occupational health and safety management systems concepts, and analyses and communicates the impacts to affected FOM groups.
8. Reports on the effectiveness of, and provides advice on, occupational health and safety management systems and program design to FOM leadership.
9. Provides advice on the implementation of occupational health and safety management systems and programs throughout the FOM's clinical education programs.
10. Provides consultation, mediation and investigative skills to the FOM administrative heads, faculty, staff and students on all aspects of occupational health and safety management. This includes consultation with provincial Health Authorities, hospital Health and Safety Officers, WorkSafeBC Compliance Officers and other external agencies as required.
11. Investigates complaints and works to resolve conflicts concerning workplace safety and environmental issues. Participates in accident investigations.
12. Compiles and analyses incident accident data, communicates relevant issues and prepares reports for the FOM, RMS, the University Health and Safety Committee, and others as required.
13. Acts as a technical resource for the Department of Risk Management Services in matters associated with the FOM.
14. Conducts special projects on occupational safety issues and carries out additional duties as requested.

Supervision Received

Work is performed independently within the established program and other guidelines. Work is subject to periodic review and consultation by the Director, Occupational and Research Health & Safety, and the Chair of MDUREX, to determine that the quality and quantity of work performed meets established program objectives. RMS will provide support for implementation of technical standards and UBC-wide RMS program initiatives.

Supervision Given

May provide assignments and direction to clerical support staff or temporary students.

Consequence of Error/Judgement

This position is responsible for ensuring that the design and implementation of occupational health and safety management systems, programs, protocols, procedures and practices within the FOM- Clinical Educational programs conform to regulatory requirements and minimize the risks of accidents or injury and environmental pollution. The result of inadequate programs can result in serious injury or disease to faculty, staff, students and visitors, releases of toxic or hazardous materials to the environment or loss of equipment or facilities. Higher injury rates significantly impact the costs of operation and WCB insurance coverage.

Non-compliance can result in significant civil and criminal penalties from the WCB or the Ministry of Environment. The University may be held liable for any injuries to students or visitors.

Qualifications

Undergraduate degree in a relevant discipline. University degree in Science or Biological Engineering, with a graduate degree in Occupational Safety preferred. Formal management training is an asset. Designation as a Canadian Registered Safety Professional, Certified Industrial Hygienist, Canadian Registered Occupational Hygienist, Certified Health and Safety Auditor or Health and Safety Management Systems Auditor is preferred. Comprehensive knowledge of relevant legislation and experience interpreting health, safety and environmental legislative requirements is essential. Minimum of four years experience and At least 2 years in area of specialization and managerial experience or the equivalent combination of education and experience. A minimum of 4 years'



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experience in a hospital or other medical environment with occupational health and safety responsibilities is required. Knowledge and familiarity with the FOM at UBC and broad experience in occupational health and safety management systems development and implementation, combined with at least 2 years of expertise in developing and implementing health and safety programs within a health care setting is preferred. Managerial experience in a large public sector organization combined with training experience is preferred. - Effective public speaking, presentation and training skills are necessary. The position requires a demonstrated ability to develop collaborative solutions with multiple and diverse stakeholders. Senior-level report writing, program planning and evaluation skills are required. Highly developed conflict resolution, oral and interpersonal skills for dealing with disputes and confidential issues is required. Must be able to work independently and to exercise initiative and judgement. Good computer skills are essential - specifically in database management and website 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: 17399
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Health Safety & Environment
Classification Title: HS&E, Level C2 **Business Title:** RMS Advisor (Safety Programs)
Department: Risk Management Services
Salary: \$66,969.00 - \$80,395.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2014-01-31 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2014-01-15 **Available Openings:** 1

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

Job Summary

Responsible for developing, promoting and implementing the Campus-wide Health and Safety Committee Program and Safety Management Systems based on UBC Policies, regulatory standards and guidelines, and best practices. Meets with University Senior Administration, Heads and Senior Managers of Faculties Departments, faculty, and staff to provide direction on local, departmental, and building safety issues. Lead responsibilities include developing, coordinating, and advising in the development and maintenance of departmental safety programs in areas such as program documentation, site-specific safety inspection protocols, safe work procedures, accident investigations and effective safety committees. In addition, the position is responsible for assessing the status of University-wide Safety Management systems, developing workable occupational health and safety (OH&S) approaches, implementing effective management systems components, providing training on the application of OH&S elements, reviewing the effectiveness of OH&S systems in place, and conducting assessments of OH&S systems. The position supports occupational hygiene activities and interacts with federal, provincial and municipal regulatory agencies and assists University departments to conform to relevant regulations.

Organizational Status

Reports to the Director (Occupational and Research Health and Safety), Risk Management Services. Operational reporting to the central University Health and Safety Committee, and Local Health and Safety Committees as required. This position may supervise work study students as required. This position will work closely with the RMS Advisor (Occupational Hygiene) and other RMS departmental staff. From time to time, this position will also participate with other campus groups on health, safety and environmental projects.

Work Performed

- - Responsible for developing, promoting, implementing Campus-wide health and safety program based on the integration and adaptation of recognized OH&S criteria. Responsible for the development, implementation and delivery of occupational safety programs, including incident and accident investigation, in order to protect the health and well-being of individuals, the University community, and the environment;
- Interacts and collaborates with University administrative heads of unit, departmental managers, and other UBC staff to provide direction and advice on the application of the WorkSafeBC safety regulations and UBC safety procedures for specific work situations;



- Develops and creates tools and resources to assist administrative heads of unit and departmental managers to conform with OH&S standards, health and safety regulations, and UBC policies, including the development of departmental safety program manuals and procedures;
- Develops practical solutions to resolve departmental health and safety non-conformance issues and recommends courses of action;
- Stays current with changes to applicable Occupational Health and Safety legislation and emerging issues trends in safety management concepts;
- Provides training to University faculty, staff and students in various Occupational Health and Safety topics, including training of local health and safety committee members and supervisors on the elements of safety programs and systems;
- Provides guidance and support to Local Health and Safety Committees as may be required;
- Conducts on-site inspections to ensure that work practices and conditions are safe and conform to applicable regulations, programs and procedures, and reports results to management for corrective action;
- In conjunction with the Local Health and Safety Committee and departmental representatives, investigates accidents and recommends any corrective actions required;
- Works with the Manager of Emergency Preparedness to develop and support local building emergency response programs (BERPs)
- Produces reports on safety program outcomes and activities in departments, monitors departmental progress;
- Participates in the RMS emergency response program, including emergency service pager duty;
- Liaises with consultants when required;
- As directed by the Director, Occupational and Research Health & Safety, conducts special projects on RMS issues and carries out additional duties as necessary.
- In conjunction with workplace health services staff, directly supports the ongoing development and implementation of a comprehensive UBC injury statistical review to monitor trends and develop preventative safety program for all at-risk personnel and departments;
- Contribute to development and realization of RMS mission, goals and work processes;
- Develop work plans and evaluate the effectiveness of the Safety Program through regular documented summaries.

Supervision Received

Work is performed independently within the established program and other guidelines. Work is subject to periodic review and consultation by the Director, Occupational and Research Health and Safety to determine that the quality and quantity of work performed meets established program objectives. The position will keep the Director, Occupational and Research Health and Safety informed of ongoing activities and will consult with the Director, Occupational and Research Health and Safety on major problem areas or deviations from established program objectives.

Supervision Given

This position does not directly supervise full-time or part-time staff, but may provide assignments and direction to clerical or student support staff. This position provides functional supervision to faculty, staff and students to ensure conformance to Occupational Health and Safety standards, and may provide technical direction, training and advice.

Consequence of Error/Judgement

Under supervision of the Director, Occupational and Research Health and Safety, this position is responsible for ensuring that the development and implementation of Safety Management Systems at the University conforms to established Occupational Health and Safety standards, policies and guidelines, focusing on the requirements of the BC Workers' Compensation Act and Occupational Health and Safety Regulation and the BC Environmental Management Act and Regulations. The result of inadequate OH&S implementation could result in serious safety or environmental impacts or damage to the University community. The failure to comply with federal, provincial and municipal legislation could involve the legal accountability of officers and administrators of the University and damage to the due diligence reputation of the University.

Qualifications

Undergraduate degree in a relevant discipline. - University degree in Occupational Health & Safety, Science, Engineering or



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related field;

- A combination of experience and graduation from a technical institution in a health and safety related area of study is preferred;
- Designation as a "Canadian Registered Safety Professional" and or "Professional Engineer," and or "Certified Health and Safety Consultant" (CHSC) is desirable;
- Certification in a recognized management systems or auditing organization (e.g., CEA, EMS(A), etc.) is desirable;
- Excellent understanding of environmental and occupational health and safety issues;
- Formal HSE management systems training is an asset;
- Knowledge of University programs, policies and procedures is an asset;
- Successful completion of UBC Biosafety, Chemical Safety, and Radiation Safety courses required (within one year of hiring). Minimum of four years experience and At least 2 years in area of specialization and managerial experience or the equivalent combination of education and experience. - Four (4) years related experience in a safety management consulting or in-house staff RMS function in a Municipal, industrial or educational setting;
- Practical experience in occupational hygiene especially in the area of indoor air quality and exposure to hazardous chemicals;
- Experience in implementing safety or environmental management systems programs
- Experience in the application of Occupational Health and Safety federal, provincial and municipal legislation, especially the BC Workers' Compensation Act and Occupational Health and Safety Regulation;
- Knowledge of recognized safety or environmental management system standards (e.g., OHSAS 18001, ANSI Z10-2005, ILO-OSH 2001, ISRS, ISO 14001, etc.), auditing standards (i.e., ISO 19011), and behavioural safety techniques;
- Health and Safety compliance auditing or management systems assessment experience;
- Training experience preferred;
- Supervisory and project management experience preferred. .
- Assertive, self-starter, able to work under limited supervision to meet program goals;
- Able to apply regulations, policies and procedures to a wide variety of work situations;
- Ability to make sound and workable technical and organizational decisions;
- Able to write technical reports and manuals;
- Effective public speaking, presentation and training skills;
- Highly developed oral and interpersonal skills;
- Ability to work with diverse academic, administrative and union groups with resolute persistence, stamina and adaptability;
- Must be able to work independently and as well as within collaborative groups;
- Excellent computer skills essential (including database and website software);
- Able to wear personal protective equipment such as a hard hat or respirator.

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Job Posting

Job ID: 17389
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Development Office
Classification Title: Development Office, Level D **Business Title:** Development Officer, Sauder School of Business
Department: Development Office
Salary: \$57,417.00 - \$68,929.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2014-01-27 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2014-01-13 **Available Openings:** 1

Job Summary

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

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

Organizational Status

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

Works with: UBC faculty and staff involved in fundraising.

Contacts: Donors and outside community groups and organizations.

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

Work Performed

Works in partnership with senior management to facilitate maximum private and public sector support for the unit;
Develops and implements a plan for identifying, cultivating, soliciting, and stewarding major gift prospects and donors;
Develops and implements strategies for closing major gift solicitations and coordinates staffing for major gift solicitations;
Develops and manages a portfolio of major gift prospects (75-125) making face-to-face visits (100-125 annually) for the purpose of discovery, cultivation and solicitation strategies for major gift prospects (a major gift is defined as a donation of \$25,000 or more); or is responsible for supporting development related activities of senior university administration by managing complex relationships with multi-unit stakeholders;
Develops proposals and works with donors to generate gifts for priority projects, with an expectation to make solicitations (20-25 annually) at the major gift level; or administering fundraising programs, conducting research, developing strategies and preparing



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proposals;

Ensures that appropriate donor recognition, acknowledgment and stewardship programs are in place;

Generates donor prospect solicitation materials and correspondence;

Performs other related duties as required.

Supervision Received

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

Supervision Given

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

Consequence of Error/Judgement

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

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

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

Qualifications

Undergraduate degree in a relevant discipline. An undergraduate degree in an applicable discipline. A degree in commerce, marketing or economics would be an asset. Minimum of three years experience or the equivalent combination of education and experience. Requires UBC wide knowledge and understanding of priorities, projects and opportunities. Thorough knowledge of the university environment and academic structure is preferred. Ability to work independently while exercising good judgement at all times. Computer experience required; MS Windows environment, Microsoft Office preferred. Experience working with a centralized fundraising system an asset. Ability to plan, co-ordinate and supervise the work of others, execute a variety of complex projects, and meet imposed deadlines. Strong verbal and written communication skills, both verbal and written, having the ability to communicate appropriately and effectively with donors, co-workers and other campus departments.

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Job Posting

Job ID: 17413
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: 2014-02-15 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2014-01-19 **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.



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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).



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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



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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



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and development.

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Job Posting

Job ID: 17385
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Student Management
Classification Title: Student Management, Level E **Business Title:** Assoc Director, Student Engagement & Development
Department: The Sauder School of Business
Salary: \$62,010.00 - \$74,441.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2014-02-01 **Ongoing:** Yes
Job End Date:
Funding Type: Self Funded
Other:
Date Closed: 2014-01-19 **Available Openings:** 1

Job Summary

The Associate Director of Student Development and Engagement for the Undergraduate Program Office is responsible for developing and implementing strategic plans and initiatives for student services in line with the School's goals. This includes the leadership and strategic direction for a broad framework of student engagement programs that fosters student learning and development and that also fosters strong student communities through meaningful orientation and transition experiences and the establishment of a climate that guides, supports and facilitates student-led projects and initiatives. The incumbent develops a comprehensive strategic plan with community partners on the training and professional development of key student stakeholder groups including the Commerce Undergraduate Society (CUS) and other Sauder student clubs.

Undergraduate Program Office

The Undergraduate Program Office administers the Bachelor of Commerce program, which enrolls approximately 3,400 students in twelve academic specializations. There are approximately 20,000 inquiries from prospective students and 9,000 applicants for admission to the faculty annually. The Undergraduate Office is responsible for marketing and recruitment, administration of broad based admission for the selection of qualified candidates, scheduling, registration and evaluation of business courses, academic advising, awards and scholarships, academic promotion and graduation, and co-ordination of exam scheduling. In addition, the office is responsible for the overall policies and procedures for participation in Commerce Study Abroad and Exchange programs at 30 leading universities in 25 countries.

Organizational Status

Reporting to the Assistant Dean and Director of the Undergraduate Program and working as part of the unit's management team, the Associate Director of Student Development and Engagement manages a team of professional and student staff. Works closely and collaboratively with senior-level managers in the Sauder School of Business, including the Dean's Office, Business Career Centre, Learning and Technology Services and the Canaccord Learning Commons. As the senior student development professional in the Sauder School of Business, this position provides leadership and expertise that will influence student development and engagement for all programs in the school. Develops strong relationships with and works in collaboration with senior-level managers and administrators in the University, particularly the Vice-President Students' Office, Centre for Student Involvement and Careers, Student Housing and Hospitality Services, Enrolment Services, UBC Access and Diversity and UBC Equity and Inclusion Offices, and Faculty partners.

The incumbent is expected to develop positive relationships with the Commerce Undergraduate Society and other student clubs and groups to ensure an outstanding student experience as well as with staff and faculty members. The position works with both internal and external constituencies as required in the implementation of orientation and out-of-classroom experiences



Work Performed

Student Development and Engagement

1. Develops and implements the annual strategic plan and goals for student development services and programs in line with the School's strategic goals, including developing a comprehensive strategy for successful School orientations and to enrich student learning and community life. Considering the full range of student experiences, including domestic and international, undergraduate, and discipline-specific needs.
 2. Identifies demands and needs for student development services and programs for the School and leads the strategic development, implementation, measurement and assessment first year programs and services for undergraduate students. Including providing strategic oversight for UBC Imagine Orientation and the Sauder School's Bachelor of Commerce Orientation programs, which involves identifying the overall goals of Orientation programs, conceptualizing, designing programming and metrics for assessment, engaging campus partners, and managing the implementation of the Sauder Orientation program
 3. Develops and assesses of the strategic goals of the unit, as well as provides leadership and direction to a team of professional staff, student staff, interns, and volunteers:
 - a. Directs, guides, and coaches staff to achieve departmental goals and outcomes.
 - b. Sets objectives, manages outcomes, and determines resources.
 - c. Manages professional development planning.
 - d. Develops, facilitates, and evaluates training programs for staff, volunteers, and students.
 - e. Recruits, hires, evaluates performance and terminates staff, if required.
 4. Acts as a champion for student engagement in the School's campus and community life, to increase the range and quality of experiential learning opportunities available to students. Creates and fosters opportunities for the School community to engage and support undergraduate student-led initiatives.
 5. Responsible for the development and implementation of strategies to integrate employer and community relations within a framework that prepares students for success during their studies and in the workplace.
 6. Leads the strategic development of School community celebrations and recognition of student leaders in order to build a strong School community, and engage students as a foundation for their future engagement as alumni. Priorities include the volunteer recognition; and further developing ways to recognize and qualify or credential student learning through participation and or leadership in student life and career building experiences.
 7. Develops curriculum that serves as a basis for the student learning experience through major academic milestones, including the first year experience.
 8. Leads the School in the development of strong student communities, including researching and analyzing community issues and needs; evaluating and monitoring existing programs; developing new student community based programs and resources; and acting as a trainer and facilitator for staff, volunteers, programs and services.
 9. Cultivates builds and maintains relationships with key stakeholders including University departments and Faculties; community professionals & community groups (local, provincial, national and international employer community); student groups and clubs; and other student services. The focus is to work collaboratively with the stakeholders to support student success, retention, student learning and enriching student life at the School and at UBC as a whole.
 10. Acts as a primary contact to the Commerce Undergraduate Society (CUS) and other Sauder student organizations to identify synergies for effective delivery of programs and leadership opportunities for undergraduate students at the Sauder School of Business,
 11. Conceptualizes and oversees the development, implementation, and evaluation of student development and engagement policies and procedures; reviews all CUS policies to ensure compliance with Sauder and UBC regulations;
 12. Collaborates with other student service areas within the Sauder School of Business and across BC (e.g. Business Career Centre, Canaccord Learning Commons, Centre for Student Involvement and Careers, Counselling Services, Access & Diversity, Equity and Inclusion, and International Student Development) to build resources and develop programs to enhance the undergraduate experience of Sauder students; participates in UBC and School committees related to student development. Works with Alumni Relations and Development, to help facilitate alumni engagement in programming
 13. Identifies current gaps in the provision of resources and program supports and develops solutions;
- #### Financial Management
14. Develops and manages the Sauder BCom Orientation and Student Engagement and Development budgets.



The University of British Columbia

Staff Job Postings

General Duties

15. Responsibilities as a member of the Sauder School of Business's Undergraduate Program Office;
16. Assumes responsibility for special projects assigned by the Director and Assistant Dean of the Undergraduate Program;
17. Remains current in the literature and research in the field of Student Development;
18. Other duties as required

Supervision Received

Works under the general direction of the Assistant Dean and Director of the Undergraduate Program. The position requires a person capable of interpreting the position responsibilities and carrying them out with minimal direct supervision. The incumbent will take on leadership roles on cross-functional team projects with the Sauder School of Business and across the University.

Supervision Given

Member of the management team. Directly responsible for one M&P staff member.

Consequence of Error/Judgement

Makes recommendations and decisions regarding the design, management and effective delivery of programs and services to ensure University-wide and faculty-specific student development and engagement 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, the CUS, 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. Poor decision-making or judgement would compromise the integrity of the Bachelor of Commerce program as well as jeopardize the reputation of the Sauder School of Business and UBC.

Qualifications

Undergraduate degree in a relevant discipline. Master's degree preferred; Minimum of five years experience or the equivalent combination of education and experience. Minimum of five years related administrative and student services experience with demonstrated abilities in supervising and managing staff at a post-secondary institution;

Demonstrated ability to apply and evaluate literature, research, institutional data, and theoretical frameworks to establish, manage and transform evidence-based programs and services

Previous experience in directing, supporting, and managing effective student development programs and life planning programs;

Expertise and experience in designing and delivering complex programs including evaluating and measuring program effectiveness required;

Experience with new student orientation and first year experience or equivalent major student learning programs and or community development required

Proven ability to develop effective working relationships with students, faculty, staff, volunteers, and community members

Demonstrated ability to work effectively both independently and on cross-functional teams;

Proven ability to facilitate dialogue between diverse constituents and to develop creative solutions to complex problems

Position requires flexibility to work some evening and weekend hours as needed to effectively implement organizational programs

Proven ability to work under pressure of critical deadlines and to prioritize a demanding workload

A demonstrated ability to work effectively with diverse communities of students and promote inclusion

Knowledge of University systems, structures, process, and decision-making structures is an asset

Skills

Excellent oral and written communications, judgement, interpersonal skills, cross-cultural sensitivity and organizational skills are required;

Ability to make decisions independently, is tactful and articulate when interacting with students, staff and faculty;

Ability to manage the complexity inherent within a multi-faceted work environment focused on broad outcomes for students

Ability to delegate, lead, motivate, coach and train staff effectively



The University of British Columbia

Staff Job Postings

Outstanding developmental student advising skills and demonstrated success in teaching and developing other professional staff to advise 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: 17209 (Repost)
Location: Kelowna - UBC Okanagan
Employment Group: Management&Professional (AAPS)
Job Category: Student Management
Classification Title: Student Management, Level H **Business Title:** Director, Student Development and Advising
Department: UBCO-Student Develop.&Advising
Salary: \$83,293.00 - \$104,115.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2014-01-15 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2014-01-30 **Available Openings:** 1

Job Summary

Reporting to the Associate Vice President, Students on the Okanagan campus, the Director of Student Development and Advising is responsible to develop and operationalize a vision for an exceptional student experience that is consistent with the mission, goals and strategic plan of the campus and of the University. The Director is also responsible for the overall management of the division of student development and advising with particular emphasis on administering, developing and overseeing a multi-faceted student affairs team with a focus on student leadership, engagement, success and retention, additionally building strategic partnerships with internal faculty leaders, community partners and other University Student Development leaders. The multi-faceted team can include, but is not limited to, academic advising, international student programs and services, Go Global student mobility programs, disability and inclusion services, community service learning, campus involvement and campus life services.

Organizational Status

This position works independently and with initiative under the general supervision of the Associate Vice President, Students. This position provides consultation to Deans, Directors, Managers, and other faculty and staff. The Director will be required to work closely with all partners in the AVP Students portfolio but will also play a critical role in building and maintaining linkages across the campus community and externally with other University Student Service leaders in support of student success.

Work Performed

1. Provides leadership to a large and dynamic team of managers to achieve goals and develop strategies and programs to support the AVP Students' vision and mission to support, retain and engage all types of students across the Okanagan campus.
2. Provides strategic direction for student centered policies and procedures that guide the efficient and effective operation of the unit. In addition reviews and determines the effectiveness of policies, procedures and programs in relation to vision and mission of the Okanagan campus.
3. Developing and evaluating ever changing Educational and customer service standards of the Student Development and Advising team to ensure best practices. Identifies Benchmarks across other University leaders to improve Student services and programs.
4. Develop and implement comprehensive strategies for increasing student services and delivering targeted programming to meet the needs of international students, first year students, commuter students and other diverse student groups.
5. Identifies and establishes partnerships and opportunities to collaboratively deliver customized services to students across campus. Responsible for all student Services, including Academic Advising, International Student Programs and Services, Go Global



mobility programs, Disability and Inclusion services, Community Service Learning, Campus Involvement and Campus Life Services. Services include complex and unique programming needs that are continuously evolving to meet student needs.

6. Leads in the work of key student initiatives, including campus Advising systems implementation and provides strategic guidance on joint projects including First Year Experience, Community Service Learning initiatives and the Pathway Bridging program.
7. High level of senior committee work across the Okanagan campus including Enrolment Services and Strategic Enrolment Management, as well as various external committees such as Post Secondary Partners regarding Community Service Learning with Okanagan College, UVIC and SFU. Additionally, attends other internal and external committees on behalf of the AVP Students
8. Contributes to enriched educational experiences by anticipating institutional needs and providing leadership to ensure that programs and services are based on best practice.
9. Participates as a critical member of the AVP Students management team and liaises with senior University administrators and University committees on a regular basis, as well as external agencies, various government regulatory bodies and partners and senior leadership within the local and external University community.
10. Sets the standards for effective student programming and evaluates the effectiveness of the programs and services within the portfolio to ensure a strong contribution to institutional metrics.
11. Manages a group of professional student affairs managers and coordinators (30-35 M&P employees) who are responsible for complex and unique student programming and services to students across all facets of the Okanagan campus. Responsible for the effective performance of the Student Development and Advising Unit to ensure enrich student experiences..
12. Develops and oversees seven different annual operating budgets within AVP Students (approximately \$3 million), to meet department objectives and strategy and align with the Campus Strategic Plan. Monitors adherence to the budgets across all units within the division and makes all human and financial resources decisions to maximize service to students.
13. Responsible for developing, obtaining and managing grants and applications for Language Certificate programming.
14. Performs other related duties as required.

Supervision Received

The Director works independently under the general direction of the Associate Vice President, Students. Must be able to work independently and carry out work to completion and be of exceptional high quality.

Supervision Given

This position will supervise a team of managers who have responsibility for staff in a variety of student affairs area. The Director will supervise staff both M&P and BGGEU employees. This position will be required to train staff on the department vision, best practices in student affairs and currency in each of the specific areas of responsibility

Consequence of Error/Judgement

Decisions made at the Directors level have serious implications to the credibility of the AVP Students portfolio. Failure to perform in this position appropriately will damage the experience for the student and the reputation of the student affairs division. Poor performance will contribute to inefficient operation and low quality service being provided by Student Development and Advising. In turn, this affects the institutions ability to recruit and retain qualified students. Failure to understand the intercultural and internationalization aspects of the campus will result in a compromised campus culture for both students and the staff in the division. Errors in decision making can have a serious negative effect on the Department's ability to carry out its mandate

Qualifications

A University degree in a relevant discipline. Minimum ten years of related experience or an equivalent combination of education and experience. Degree related to student learning and development and masters would be preferred. Experience with responsibility for a broad range of innovative programs in student affairs in a post-secondary setting is required. . Experience with responsibility for a broad range of innovative programs in student affairs in a post-secondary setting is required. Ability to communicate effectively verbally and in writing when dealing with students, faculty, staff and the community Demonstrated analytical aptitude and proven problem solving skills using both professional knowledge and accumulated experience Well developed



presentation skills Demonstrated ability as a strategic thinker and planner Strong leadership and decision-making skills with an exceptional capability for resolving issues in an open and consultative manner Demonstrated ability and passion to create and maintain a positive student-centered working environment that supports learning for student, faculty and staff Proven expertise in budget and human resource management Ability to build strong relationships, lead change and organizational development initiatives Visionary thinker with evidence provided of innovations introduced Able to exercise considerable independent and professional judgment in matters of significance Ability to work independently and with initiative Ability to take the lead within a team environment Ability to handle stress within a varied work environment Strong attention to detail. Must provide willingness to learn and continually upgrades skills and knowledge Demonstrated commitment to serving students with diverse backgrounds, interests, goals and abilities

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: 17309
Location: Vancouver - Hospital Site
Employment Group: Management&Professional (AAPS)
Job Category: Facilities Management
Classification Title: Facilities Management, Level F **Business Title:** Director, Facilities and Building Operations
Department: Child Family Health Initiative
Salary: \$70,106.00 - \$87,633.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2013-10-01 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2014-03-02 **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 Director is responsible for the leadership, direction, and development of the strategic, tactical, and operational plans for Facilities and Building Operations. This position is responsible for six buildings with a total square footage of 350,000 sq. ft. This position is responsible an operating budget of \$1.5 million, in addition project related dollars ranging from \$2 million to \$50 million. This position ensures the effective implementation of CFRI, UBC, and PHSA strategies, business plans and policies in the delivery of quality, client focused service. The Director of Facilities and Building Operations is responsible for all major, minor construction projects, lab safety inspections, space accommodation, day to day management of all CFRI research and laboratory facilities, CL3 Facility, Animal Unit, infrastructure planning, and the day to day operating maintenance of all CFRI properties that house UBC staff and faculty members.

Organizational Status

This position reports to the Chief Operating Officer, CFRI. This position liaises with Director of Finance, Director of Communications, Director of Information Technology, Children and Women's Executive team, C & W Plant Operations, UBC, PHSA, Children's Foundation Executive, liaises with key hospital executives, department heads and cluster heads. Negotiates and liaises with outside consultants, engineers, architects, contractors and suppliers.

Work Performed

Principal Duties and Responsibilities

1. Provides leadership and direction for the management of all CFRI properties and resources.
2. Directly responsible for the effective day to day operations, budget and staff of the Facilities Operations unit and the Animal unit.
3. Participates as a member of the executive team on various committees determining ongoing space requirements, space allocations, and redevelopment of existing space, new projects and new construction.
4. Responsible for the administration, operation and maintenance of the CL3 and CL2 laboratories.
5. Directly responsible and accountable for leading and managing major and minor construction projects.
6. Directly responsible and accountable for implementation of targeted construction projects and managing the management of associated logistics, scheduling and projects activities with trade contractors.



7. Provides leadership and direction to external contractors, consultants and assigned staff. This includes preparing contracts (identifying deliverables, preparing RFPs, making recommendations and decisions, etc.); preparing, developing, defending, and managing budgets and financial resources within the assigned area of responsibilities.
8. Plans, establishes, delegates, monitors and maintains effective communication with stakeholders.
9. Establishes and maintains framework of work plans, budgets and management procedures for the short and long term finance and human resource allocations.
10. Liaises with CFRI Finance to consult and resolve issues of funding, purchasing and costs associated with all projects.
11. Plans, directs and delegates preventative and special maintenance projects.
12. Directs contractors, consultants and maintenance staff to ensure project budget, contract specifications and time lines are met.
13. Participates in developing short and long term plans for upcoming renovation and building project development in CFRI facilities.

Space

14. Consults and advises individual laboratories on the development of space for special applications and equipment and provides recommendations and advice on space issues, requirements and utilization.
15. Provides design input involving aspects of functional space utilization compatible with manufacturer and end users requirements and laboratory safety.
16. Directs and makes recommendations where supply of services such as connectivity of telephone, power, vacuum, medical, gases, HVAC, and water are required.
17. Acts as a resource regarding policies, procedures, issues, and projects related to existing research & laboratory facilities, equipment and space management. Implements the decisions of the space planning committees.
18. Attends site meetings with C&W Executives and Plant Operations, engineering consultants, trade contractors and end users to review progress of projects.
19. Assigns and accountable for space allocation as required to new recruits.

Building Operations

20. Directs architects, project managers and associated project staff on security and access issues, projects and service shutdowns.
21. Ensures that all work carried out on CFRI site is carried out in full compliance with WorkSafeBC regulations.
22. Directly responsible and accountable for CFRI facility security and arising security issues. Currently comprised of six buildings totaling 300,000 sq ft North block, South block, Variety, Translational Research Building, CSB and 3TMRI and 50,000 sq ft located offsite within the Shaughnessy Building
23. Responds to emergency situations as required by investigating circumstances, problem-solving and delegating work while mitigating the impact of the situation on the facility. Provides first response to fire alarms in conjunction with security personnel and the Coordinator, Research & Laboratory Facilities. This position requires the incumbent to be on call 24 7
24. Oversees the development, implementation and management of preventative maintenance and work request programs related to facilities management.
25. Participates on various executive committees to ensure building impact issues are identified and addressed.
26. Prepares monitors and is accountable for the Building Operations Facilities department and Animal Unit budget. Submits budget recommendations, justifications and anticipates future budgetary needs.
27. Accountable for the management and safe handling of storage and removal of compressed gas cylinders, garbage, and bio-hazard waste disposal.
28. Delegates additional duties to meet operational daily work objectives.
29. Performs other related duties as required.
30. Directs the activities of designated staff, establishing clear definitions of responsibility for each employee, reviewing workload assignments and adjusting schedules according to workload to ensure levels meet operational requirements. Monitors performance and provides ongoing feedback.
31. Responsible for the hiring, review and discipline of direct reports as required.

BUDGET

This position has the authority to reallocate resources within the designated area; i.e. reallocate resources between coding, and between projects if required. This position receives and approves the processing of considerable sums of money from within the Institute.



The University of British Columbia

Staff Job Postings

Operating & Maintenance (including payroll) \$1.5 million
Project (dollars range) \$ to 50 million

Supervision Received

Works independently under established guidelines and policies, receives direction from the Chief Operating Officer when responsibilities deviate from normal routine. Advises and makes recommendations to the Senior Leadership Team of CFRI when required. Work is reviewed against set objectives.

Supervision Given

This position is responsible for direct supervision of a full time Facilities Coordinator, Facilities Assistant, Administrative Assistant, Animal Unit Supervisor, (4) Animal Unit Technicians and has administrative authority for the CFRI Animal Facility. Directly responsible for the hiring, review and discipline of direct reports as required.

Consequence of Error/Judgement

EXERCISING JUDGEMENT IMPACT OF DECISIONS

This position must exercise good judgment and ensure due process has been followed in all areas. Failure to manage customer service requests satisfactorily or detect and properly follow up on operations and maintenance issues could result in experiment failure, increased costs and setbacks to research programs. Failure to ensure that buildings are properly maintained may result in dissatisfied users, higher costs for increased repairs of maintenance and potential safety hazards resulting in a complete shutdown of the facility.

CONSEQUENCE OF ERROR JUDGEMENT

Failure to ensure satisfactory building operations could result in severe safety hazards or possible fatalities for employees working in the CL3 and CL2 labs and within the CFRI infrastructure and surrounding buildings. Building system failures could result in the loss of inventory of laboratory specimens severely compromising the Institute's ability to continue its research. Failure of these systems would be catastrophic to research, with possible loss of research grants.

SPECIFIC ACCOUNTABILITES

This position is responsible for specific management and leadership activities and projects which are designed to achieve excellence and innovation in regulatory approaches, environmental sustainability, customer service, information technology, public education, and compliance enforcement, all of which require significant coordination with both internal and external stakeholders.

This position is responsible for delivering high quality planning, procurement, and contract management advice and support in the development of major and minor infrastructure projects.

Qualifications

Undergraduate degree in a relevant discipline. Eligibility for membership in a professional Institute or Association.

Undergraduate degree in a relevant discipline or an equivalent combination of education, training and experience from which comparable knowledge and abilities can be considered. Eligibility for membership in a professional institute or association. TDG certification; completion of UBC or other bio-Safety and Chemical Safety courses; membership in IFMA; certificate in Project Management and RLAT, or CCAC certification and computer technology courses are definite assets. Minimum of 7 years of related experience including experience in related technical fields, project coordination and cost control or the equivalent combination of education and experience. A minimum of seven years of experience with facilities and project planning in a hospital or university-based research facility

Managerial experience in all phases of research & laboratory facilities management

Experience working with union and nonunion trades personnel and contractors

Functional and working knowledge of large centralized building systems such as compressed air, fire alarm, data networks, central telephone, security access, plumbing, HVAC, steam, electrical distribution and structural systems preferred



An understanding of the operational structure of CFRI and its partners an asset. Advanced knowledge of laboratory products and equipment. Proven judgment and decision making skills. Ability to identify, as well as creatively solve problems and take initiative to improve processes. Proven ability to work effectively and productively with senior administrative staff at CFRI, C&W, PHSA and UBC as well as outside vendors and contractors. Ability to work under pressure and meet deadlines. Well-developed time management and organizational skills. Proven ability to work independently in problem solving and managing multiple projects. Ability to lead and motivate a team, provide mentoring, monitoring and feedback. Ability to obtain and convey information effectively and with discretion to individuals from all levels of CFRI, C&W, PHSA, UBC and external vendors and contractors. Working knowledge of computerized software products such as word processing, spreadsheets, database applications, scheduling, email and internet. Exemplary oral and written communication skills.

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Job Posting

Job ID: 17221 (Repost)
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Facilities Management
Classification Title: Facilities Management, Level J **Business Title:** Associate Director, Project Services
Department: Project Services
Salary: \$98,962.00 - \$123,702.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2014-02-03 **Ongoing:** Yes
Job End Date:
Funding Type: Self Funded
Other:
Date Closed: 2014-01-30 **Available Openings:** 1

Job Summary

The Associate Director, Project Services leads the Project Services division of UBC Infrastructure Development, overseeing the administration and management of capital projects involving the renovation and renewal of campus infrastructure (buildings, landscape and utilities) to meet the changing functional, operational and aesthetic requirements of the University.

Has responsibility for providing full, professional, design-build construction and renovation services on campus projects ranging from approximately \$50,000 to \$2.5 Million, as well as on major infrastructure renewal projects ranging in size up to \$90 million in individual project value.

Work performance is reviewed and evaluated by the Managing Director, Infrastructure Development in terms of technical competence and effective administration.

Organizational Status

Reports to the Managing Director, Infrastructure Development.

Work Performed

The Associate Director, Project Services:

- . Directs the operations of Project Services, which provides project management, planning, design, estimating and construction management for projects to improve the University's buildings, landscape and utilities infrastructure.
- . Develops strategies, plans programs and processes to ensure the effective and efficient delivery of projects involving renovation and renewal of campus buildings, landscape and utilities infrastructure.
- . Responsible for capital projects for growth, retrofit and replacement of University infrastructure to meet evolving University requirements while upholding the architectural fabric, design and landscape character of the University.
- . Provides senior leadership for all divisional M&P and support staff including: assigning and reviewing work of direct reports; developing, implementing and monitoring operational policies and procedures; developing customer service initiatives; setting, executing and evaluating performance goals and objectives; and strategic business planning.
- . Directs initiatives, feasibility studies and strategic business planning to advance the University's sustainability goals related to capital infrastructure and to influence the quality and character of University architecture and landscape.
- . Advises on matters related to campus facility design and project delivery in order to promote a high standard of design,



sustainability and execution for all projects on campus.

- . Directs and oversees design and specialty consultants and construction contractors for various projects, including the process of pre-qualification, tendering, contract award and performance management.
- . Ensures compliance with University and government procurement requirements for capital projects.
- . Liaises on strategic planning and project development issues with the Facilities Planning and Capital Planning divisions of Infrastructure Development as well as with Campus & Community Planning, Building Operations, Risk Management Services, Treasury, Transportation Planning, Sustainability and UBC Properties Trust.
- . Provides advice and information and resolves problems for the University Administration, Faculties and Departments related to Infrastructure Development projects.
- . Sets and manages an annual and multi-year operational budget, based on revenues from cyclical renewal & deferred maintenance, minor capital and fee-for-service projects from a variety of sources. Is responsible and accountable for meeting or exceeding revenue and expense projections and develops plans to maximize revenues and minimize expenditures while improving service.
- . Leads marketing programs to increase services to, and revenues from, a variety of existing and new customer segments.
- . Collaborates with University planners, development managers, architects and engineers to give consulting advice as required.
- . Ensures compliance with all health, safety and environment programs for the division.
- . Participates in the on-going review, updating and implementation of the University's Campus Plan, Design Guidelines, Technical Guidelines and Capital Plans.
- . Prepares and presents technical, operational and managerial reports, including contribution to Board Reports as required.
- . Acts as project manager on specific projects.
- . Acts as the department representative on assigned University and external committees.
- . Acts for the Managing Director, Infrastructure Development as required in his/her absence.
- . Performs other related duties as required.

Supervision Received

Works with senior administration and within policy guidelines to achieve objectives on specific capital projects as well as overall long-term objectives for the capital program. Work is reviewed in terms of overall results on projects and coordination of departmental activities independently to an established policy and a broad framework of laid out procedures. References other Associate Directors and Directors in problem situations that cannot be resolved within established procedures.

Supervision Given

Reporting to the position are:

- Manager, Major Projects Office, who in turn manages 6 staff Project Managers;
- Manager, Special Projects Office, who in turn manages 5 staff Project Managers, Contracted Project Managers and other architectural and construction professionals.

Determines objectives, priorities and status and measures accomplishments against strategic business plan goals, objectives and performance standards.

Consequence of Error/Judgement

Deals with extensive data and provides operational and construction engineering acumen to the University. Close attention is required to prevent failures and to identify and correct problems that could result in both a serious financial and or service loss to the University. The position is expected to keep current with respect to: scheduling concepts, estimating practices, project management techniques, engineering principles, government regulations and codes, construction technology and products, and life safety issues pertaining to facilities and infrastructure engineering operations management and to keep all procedural manuals systems documentation up to date. Considerable project appropriations are reviewed, monitored, scheduled and managed through this position on labour and materials at many levels. Is responsible and accountable for expending University resources and applies professional judgement and discretion in dealing with technical issues and evaluating consultants and contractors. The consequence of incorrect decisions is major, involving issues of life safety, expenditure of University funds and specification of processes and projects with operational, maintenance and sustainability implications. This position oversees the total building trades activities assuring that alterations, renovations etc. are carried out according to plan. Manages an annual



The University of British Columbia

Staff Job Postings

capital program of approximately \$25 million through monthly and quarterly revenue and expense analysis.

Qualifications

University degree in a specialization, e.g., Architecture, Engineering, Community Planning, etc.. Eligibility for membership in a professional Institute or Association. A minimum of 11 years experience in the discipline or the equivalent combination of education and experience. Experience in project management and construction of facility projects of varying size and complexity is required, including: planning, estimating, scheduling, coordination, cost control and reporting; Union relations and conflict resolution; design review and take-offs; computerized financial accounting, scheduling and project management systems; and customer service mechanisms. Several years of direct working experience at a senior capacity in the private sector or equivalent experience in a supervisory capacity with a public and private sectors is preferred.

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Job Posting

Job ID: 16441 (Repost)
Location: Vancouver - Point Grey Campus
Employment Group: Management&Professional (AAPS)
Job Category: Unassigned
Classification Title: University Veterinarian **Business Title:** University Veterinarian
Department: Animal Care Services
Salary: \$98,962.00 - \$123,702.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2013-09-01 **Ongoing:** Yes
Job End Date:
Funding Type: Budget Funded
Other:
Date Closed: 2014-01-30 **Available Openings:** 1

Job Summary

The University Veterinarian (UV) plays a significant role in providing strategic and technical leadership in all matters related to animal care and welfare at the University of British Columbia (UBC). The UV is part of the leadership team within Animal Care Services (ACS), working closely with the Director of Business Development and Operations and the Director of Finance. Together, these three positions are responsible for providing excellence in preclinical research support to all UBC researchers. In addition, the UV will assist in attracting new business to ACS to increase the unit's financial viability. The UV is responsible for leading a team of clinical veterinarians, who act as expert advisors in all aspects of animal care as well as providing professional veterinary services across all UBC facilities.

ACS, the largest animal care program in Western Canada and the second largest in Canada, is a centralized unit that oversees and is accountable for the University's animal research facilities for both the Vancouver Campus and the Okanagan Campus including the Centre for Disease Modeling, Modified Barrier Facility, Centre for Comparative Medicine, Rederivation Transgenics, and Facility for Infectious Disease & Epidemic Research.

ACS employs over 100 technical, administrative support, and management and professional staff, and has an annual operating budget of over 10 million dollars that provides comprehensive research support to all UBC researchers in multi-million dollar facilities.

In addition to the housing facilities and services for animals, it also provides veterinary and diagnostic services, as well as training and expertise in laboratory animal medicine, plus veterinary oversight of 23 animal facilities that must meet Canadian Council on Animal Care (CCAC) guidelines regulating governance, facilities and operations, including facilities owned by VCHRI, PHSA, PCHRI and the Open Water Facility (Port Moody), and the Cultus Lake Aquatic Research Facility.

Organizational Status

The University Veterinarian reports to the Associate Vice President Research. The UV works as part of a large and critical leadership team, including the ACS Director, Business Development & Operations (DBDO), the ACS Director of Finance, Academic Directors, Facility Managers and Chair of the Animal Care Committee.

Work Performed

1. Strategic Leadership

-In collaboration with key stakeholders, establish strategic goals and develop a vision and strategic plan for ACS



- Working closely and collaboratively with senior leadership to operationalize strategic goals
- Working with the DBDO, establish and maintain partnerships and collaborations to support the vision, mandate and goals of ACS
- Representing UBC in veterinarian matters, acts as the liaison between UBC, CVMA and BC veterinary community
- Build and maintain strong relationships with animal research programs in Canada and internationally
- Liaison with animal related humane law enforcement community in BC (i.e. BCSPCA enforcement branch)
- Support DBDO in exploring business development opportunities including the work of the BC PRC
- Advocate for UBC's continued access to a state of the art program in support of animal based research, protecting UBC's continued ability to use animals in research
- Provide advice and guidance to senior UBC personnel with respect to the public, legal and media aspects of the use of research animals at UBC, in a national and international context

2. Technical Leadership

- Provide leadership to the clinical veterinarians, researchers and animal care personnel in matters related to provision of animal care services, animal health and welfare, compliance, education and training, direct hands-on involvement with researchers, technical staff and students in promoting the sound conduct and practice of animal research
- Serve on the UBC Animal Care Committee as an ex-officio member and support the Continuing Review process, including protocol reviews and facility inspections. Ensure that the standards of the CCAC are upheld in all aspects of animal care.
- Ensure the well-being and welfare of the animals used in research and teaching at UBC, by promoting and monitoring animal welfare before, during and after their use. The UV is responsible for making determinations concerning animal welfare, in collaboration with the Animal Care Committee, the animal care staff and animal users. Authority for this is provided through the Vice President Research & International and the UBC Animal Care Committee.
- Align UBC policies, programs and processes to support UBC's animal research, providing oversight of animal research at an institutional programmatic level
- Maintain communication with security agencies, national government agencies (CFIA, PHAC, ITC) and Canadian Council on Animal Care (CCAC) regarding UBC animal care program and related issues
- In conjunction with Campus Planning and Facilities Planning, participate in the pro forma, programming, planning, architectural development, construction oversight, commissioning, operational oversight and trouble-shooting animal care and research facilities issues
- Working with the ACS Directors, develop operational tracking performance metrics for ACS
- Promote, ensure and advocate best practices in the welfare, care and use of research animals at UBC and affiliated teaching hospitals and institutes, which meet the standards of the CCAC, and legal standards enforced at the provincial and federal level
- In collaboration with the ACS Directors, the other veterinarians, and UBC Risk Management, develop and implement policies and procedures to appropriately manage risks
- Support and contribute to a respectful and collegial working environment for researchers and animal care staff

3. Management of Clinical Veterinarians and Other Staff

- Oversight of all veterinary services within the 23 facilities in the UBC system
- Manage, train and mentor clinical veterinary staff
- Ensure professional practices comply with CALAM standards of veterinary care; clinical veterinary responsibilities of all DVM personnel including this role follow the guidelines as defined by the national standards established in the Canadian Association of Laboratory Animal Medicine Standard of Care documents
- Recruit, orient and train DVM locum tenens and specialist assistance when appropriate from western Canadian veterinary community
- Working with the DBDO, provide advice and assistance in the selection and recruitment of key ACS personnel, coaches and advises key ACS personnel, continue to provide an environment and culture conducive to recruitment and retention of veterinarian staff

4. Teaching & Training

- Provide consultation, advice and training to staff and research personnel in matters pertaining to animal research and animal care

5. Professional Veterinarian Services

Working with a team of veterinarians to:

- Provide clinical oversight support to a varied research animal population, including domestic and wild animals at UBC and



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associated teaching hospitals

- Confer with principal investigators and their staff regarding protocol design, including the type and number of research animals needed. Provide instruction and assistance in the special care and treatment of animals related to these protocols
- Prepare and maintain a variety of records and operational reports concerning consultations and diagnostic decisions ensuring compliance with applicable CCAC guidelines and unit policies
- Keep abreast of new advances in the care and treatment of laboratory animals
- Participate and assist in an ongoing effective quality control system for laboratory work; revise techniques and procedures as required to obtain desired standards
- Be available for evening and weekend rotation of on-call duties
- Visit UBC Animal Care Committee regulated facilities regularly

Supervision Received

The UV works independently and with delegated authority under broad directives from the Associate Vice President Research.

Supervision Given

Direct supervision of staff veterinarians. Through the DBDO, co-supervises the facility managers.

Consequence of Error/Judgement

As a key player in the ACS's strategic and leadership team and operating with a high degree of independence and responsibility, the UV must exercise superior judgment in all areas and at all times. Errors could result in significant concerns regarding the liability, credibility and integrity of Animal Care Services and the University and may result in an additional financial burden on the Unit and or University. Errors could result in UBC being held in non-compliance with The Canadian Council on Animal Care which could result in research grant funds being withheld (more than 80 million dollars annually tied to animal-based research) thus damaging the University's reputation and stature. Errors in judgment could affect animal health and jeopardize research outcomes.

Qualifications

Doctor of Veterinary Medicine degree, eligible for licensure in B.C. An MSc or PhD in a relevant field preferred. Diplomate of the American College of Laboratory Animal Medicine preferred or eligible. . A minimum of ten years' experience with the management of laboratory animals and or provision of veterinary services within an academic or industrial research environment. Highly refined analytical, strategic and visionary skills. Thorough knowledge of regulatory and compliance requirements related to animals care use in research Ability to motivate and inspire measurable results in others. Experience with Containment Level II and III facilities. Sound analytical and problem solving skills. Prior experience in service provision and relationship management with contract research organizations, private industry and biotech an asset. Background in contract and legal aspects of dealing with biotech and pharma. Experience in post graduate training of research professional in laboratory animal sciences and laboratory animal medicine.

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Job Posting

Job ID: 17388
Location: Vancouver - Other
Employment Group: Technicians & Research Assists
Job Category: Research/Technical - Non Union
Classification Title: Research Asst/Tech 1 **Business Title:** Research Asst/Tech 1
Department: Centre for Disease Control
Salary: \$37,581.00 - \$39,420.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2014-01-27
Job End Date: 2015-01-23
Funding Type: Grant Funded
Other:
Date Closed: 2014-01-13 **Available Openings:** 1

Job Summary

The successful applicant will be responsible for assisting the mHealth Unit with administrative tasks and research activities on grant-funded studies within the mHealth area of the Clinical Prevention Services Division. The successful applicant will also be responsible for assisting with administrative duties for WelTel, an international organization dedicated to the use of mobile technology to improve health care delivery.

The mHealth (mobile health) team conducts research on using mobile information technology (cell phones) to improve patient support and health services in global and local settings. Ongoing global studies are taking place in resource-limited areas of Kenya, and ongoing local studies are taking place at the Oak Tree Clinic and BCCDC TB Clinic in Vancouver.

Organizational Status

Reports to the Lead STI HIV Clinic Physician at the Centre for Disease Control and ultimately to the Medical Director of Clinical Prevention Services (CPS). Works collaboratively with principal investigators of all researchers within CPS as well as research coordinators within CPS.

Work Performed

1. Provides administrative support to the mHealth team. This will include:
 - a. Streamline administrative tasks for Principal Investigator and mHealth staff including phone calls, emails, and meeting scheduling;
 - b. Manage study budgets and monitor financial transactions;
 - c. Data entry, data verification, and quality control;
 - d. Assist in data collection activities;
 - e. Interview and focus group transcription;
 - f. Literature searches, article retrieval and literature reviews;
 - g. Reviews reference lists of articles and papers;
 - h. Assists with manuscript preparation for submission to peer-reviewed journals;
 - i. Preparation of study-related information packages by performing duties such as organizing and printing documents and



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circulating to co-investigators and other stakeholders;

j. Responding to study-related phone calls, emails and in-person inquiries from staff supervisors and providing relevant information;

k. Assists the research team to develop research funding proposals to national and international granting agencies;

l. Assist in ensuring project is conducted in accordance with procedures outlined in approved application to the Behavioural and Clinical Research Ethics Board at UBC; when necessary, prepare and submit amendments to ethics applications;

m. Collaborating with community partner organizations, NGOs, governmental and other agencies.

n. Perform other related duties as required.

Supervision Received

Works independently under general managerial direction of the Lead STI HIV Clinic Physician. Work is reviewed in terms of effectiveness within established policies and guidelines.

Supervision Given

Will not be responsible for supervising staff.

Consequence of Error/Judgement

Makes decision regarding budget expenditures and other research related activities under the supervision of the Lead STI HIV Clinic Physician.

Qualifications

High School graduation. Undergraduate degree in a relevant discipline plus one year of related experience or a combination of education and experience preferred. Minimum of 1 year of related experience or the equivalent combination of education and experience. Strong budget, administrative, data entry, and financial management skills. Ability to maintain accuracy and attention to detail. Ability to accurately process cash credit card transactions. Ability to accurately maintain appointment calendars, and schedule appropriate appointments. Ability to be thorough, accurate, and have a high level of attention to detail. Ability to compose correspondence, reports, presentations, and other written materials using clear concise business English. Ability to create and accurately maintain record and filing systems. Ability to effectively use Microsoft Suite and Accounting Software at an intermediate level(e.g., Outlook, MS Word, MS Excel, Powerpoint, Access, SPSS, Quick Books, etc.). Ability to take and transcribe accurate meeting minutes. Ability to work effectively independently and in a team environment. Ability to communicate effectively verbally and in writing. Ability to work with diverse groups of people in calm, courteous, and effective manner.

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Job Posting

Job ID: 17387
Location: Vancouver - Other
Employment Group: Technicians & Research Assists
Job Category: Research/Technical - Non Union
Classification Title: Research Asst/Tech 1 **Business Title:** Research Asst/Tech 1
Department: Ctr-Molecular Med&Therapeutics
Salary: \$37,581.00 - \$39,420.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2014-02-03
Job End Date: 2015-02-01
Funding Type: Grant Funded
Other:
Date Closed: 2014-01-13 **Available Openings:** 1

Please note, this is a temporary one year full time position.

Job Summary

To provide technical support in a Neuropathology Core in the laboratory of Dr. Michael R. Hayden

Organizational Status

This position works with other members of the lab, takes work direction from the Research Associate and Research Fellow and ultimately reports to the Principal Investigator of the lab, Dr. Michael R. Hayden

Work Performed

Duties include:

- sectioning of mouse brain specimens (cryostat and vibratome)
- performing immunohistochemistry and histology work
- mounting brain sections on slides
- performing microscopy and stereology work -troubleshooting experiments
- performing data entry
- generating reports
- carrying out basic and routine technical tasks and performing other related duties

Supervision Received

This position works on projects independently but may report to the Research Associate and Research Fellow in the lab on a daily basis. May provide reports directly to Dr. Hayden periodically in person and or at lab meetings.

Supervision Given

None

Consequence of Error/Judgement

The incumbent will assist in making decisions affecting the functioning of the lab. Incompetence or incorrect decisions could



jeopardize research progress, collaborations, finances, and employee safety, and adversely impact future project objectives and personnel.

Qualifications

High School graduation. Bachelor of Science Degree preferred. Minimum of 1 year of related experience or the equivalent combination of education and experience. Previous experience in a research laboratory in microscopy and stereology an asset. Ability to prioritize and work effectively under pressure to meet deadlines. Ability to be thorough, accurate, and have a high level of attention to detail. Ability to effectively use <job-specific software> at an intermediate level. (e.g., Outlook, MS Word, MS Excel) Ability to communicate effectively verbally and in writing. Ability to work effectively independently and in a team environment. Ability to perform research-related procedures (e.g., prepare solutions) (e.g., dissecting) (e.g., prepare specimens).

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Job Posting

Job ID: 17393
Location: Vancouver - Hospital Site
Employment Group: Technicians & Research Assists
Job Category: Research/Technical - Non Union
Classification Title: Research Asst/Tech 2 **Business Title:** Research Asst/Tech 2
Department: James Hogg iCAPTURE Centre
Salary: \$39,656.00 - \$43,456.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2014-02-15
Job End Date: 2015-02-14 **Possibility of Extension:** Yes
Funding Type: Funded by Multiple Sources
Other:
Date Closed: 2014-01-17 **Available Openings:** 1

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

Job Summary

The primary focus of the Research Technician is to assist with conducting and running a research project investigating respiratory viral infectivity in asthma. The technician will be responsible for obtaining and analyzing primary data from in vitro experimental studies including cell culture, Western blotting, immunohistochemistry, confocal microscopy, flow cytometry, PCR, ELISA, and other techniques. This technician will also assist with blood processing, tissue-banking and perform various other general lab duties.

Organizational Status

The technician will report to and receive direction from the principal investigator. The technician will also receive support and direction while working with the laboratory manager.

Work Performed

- Cell culture (monolayer and air-liquid interface; viral infection and drug treatment)
- Western blotting
- Immunohistochemistry
- Confocal microscopy
- Flow cytometry
- PCR
- ELISA
- Sialic acid (NANA) assay
- Other assays as required
- Blood processing, tissue banking, general lab duties

Supervision Received

Direct supervision in the laboratory will be from the laboratory manager, Yuexin Li. Supervision with respect to overall project guidance will be from the principal investigator, Dr. Don Sin.



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Supervision Given

The technician may help fellow co-workers by explaining and demonstrating routine procedures.

Consequence of Error/Judgement

Work requires judgment and initiative. Decisions concerning experiments are discussed at weekly meetings. In most cases, errors would require repeating the procedure.

Qualifications

High School graduation. University degree or equivalent in Life Sciences, Laboratory Medicine, or a related field preferred. Minimum of 2 years related experience or the equivalent combination of education and experience. UBC biological and chemical safety certificates. Effective oral and written communication, organizational, and interpersonal skills. Ability to perform duties with precision, exercise judgment, and demonstrate initiative. Ability to work effectively independently and in a team environment. Proficiency with experimental procedures and analysis. Computer experience including Microsoft Office.

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Job Posting

Job ID: 17408
Location: Vancouver - Hospital Site
Employment Group: Technicians & Research Assists
Job Category: Research/Technical - Non Union
Classification Title: Research Asst/Tech 2 **Business Title:** Research Asst/Tech 2 (Oncology, Hematology, BMT)
Department: Paediatrics
Salary: \$39,656.00 - \$43,456.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2014-01-20
Job End Date: 2015-01-19
Funding Type: Grant Funded
Other:
Date Closed: 2014-01-16 **Available Openings:** 1

Job Summary

The incumbent is required to conduct all research activities in an ethical manner, suited to the proper activities of the University of British Columbia and those governing the activities of the institution and all other investigators. The incumbent will hold a junior position within the division of Hematology Oncology Bone Marrow Transplant assisting Technician 3's, with a view to moving into a Technician 3 position in the future.

The RT2 works with physicians and staff in the Data Management office, Oncology clinic and outside physician offices in order to obtain the required information for data submission. The RT2's office is located in A113 of the Shaughnessy Building.

Organizational Status

The Research Technician (RT2) will report directly to the CRA Manager who is under the supervision of the Division Head and Director of Research, respectively. The incumbent will also report and receive direction from the divisional Principal Investigator of each assigned project, as necessary.

Work Performed

To assist in the data management of multiple research projects and, as such, duties include:

- adhering to and maintenance of protocols
- reviewing and confirming eligibility criteria
- identifying and consenting study participants
- registering subjects on various trials
- creating and maintaining research chart on registered subjects
- accurate and timely completion and submission of electronic data capture forms



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- procuring and shipping of study specimens from various sources
- assist with submissions to the Research Ethics Board
- performing data entry and managing research databases with accuracy
- providing back-up for other team members while sick or on holiday
- timely completion of required regulatory certificates and tutorials
- maintaining clinical research education and regulatory certifications
- attending conferences and meetings, possibly involving travel
- if not already obtained, the division will support training for clinical research professional certification
- performing other related tasks and projects as deemed necessary

Supervision Received

It is expected that the RT2 will demonstrate the ability to work independently once training has been successfully completed. The RT2 will be required to problem solve on a limited basis.

Supervision Given

The Research Technician (RT2) will report directly to the CRA Manager.

Consequence of Error/Judgement

Consequences of error are high and this is a position with significant responsibility. The data submitted impacts the direction of future studies. Errors could impact upon the reputation of the program as a whole and jeopardize the options for collaborative participation with industry, government and other centers.

Qualifications

High School graduation. Post secondary education or completion of a recognized Health Information Management Program preferred. Minimum of 2 years related experience or the equivalent combination of education and experience. Knowledge of medical terminology and patient record systems required. Demonstrated knowledge and experience with Pediatric oncology an asset. Medium to high degree of computer literacy. Familiarity with database management programs an asset. Attentive to detail, with the ability to work quickly and accurately. Excellent organizational and interpersonal skills a must. A high degree of motivation, enthusiasm and initiative. Ability to effectively prioritize tasks and meet deadlines. Ability to exercise initiative and maintain confidentiality. Communicates effectively both orally and in writing. Ability to learn new software. Ability to work both independently and within a team environment.

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.

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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: 17422
Location: Vancouver - Hospital Site
Employment Group: Technicians & Research Assists
Job Category: Research/Technical - Non Union
Classification Title: Research Asst/Tech 3 **Business Title:** Database Assistant
Department: Obstetrics & Gynaecology
Salary: \$41,814.00 - \$45,600.00 (Annual)
Full/Part Time: Part-Time (50%)
Desired Start Date: 2014-02-18
Job End Date: 2015-02-17 **Possibility of Extension:** Yes
Funding Type: Grant Funded
Other:
Date Closed: 2014-01-19 **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 Database Assistant will provide support for various projects (PIERS, PRE-EMPT, MAG-CP, CPN, SMM, and others) under the direction of Dr. Peter von Dadelszen and the Senior Database Manger. The work requires the assistant to develop a very good understanding of the projects and databases in order to provide technical support to the research team.

Organizational Status

The Database Assistant will report to the Principal Investigator, Dr. Peter von Dadelszen, the Senior Database Manager and the MFM Statistician at the research and technical levels. In addition, the database assistant will report to the Departmental Research Program Manager at the administrative level. This position may involve regular and ongoing interactions with all levels of staff within the Child and Family Research Institute (CFRI), C&W Hospital, and UBC departments. The assistant will work closely with the Senior Database Manager and MFM statistician, who will also assign and review work.

Work Performed

The Database Assistant will provide complex technical support to improve the databases:
Updates the various databases, including data queries, data integration, data entry forms and other related duties.
Produces creates relevant documentation as necessary and make them understood clearly.
May assist in responding to queries related to the various databases and data link with other resources.
Responds to technical issues related to the projects.
Sorts and compiles information from various sources.
Documents procedures so that they can be replicated.
Modifies existing program code of data entry and data integration.
Documents procedures for cleaning data, querying data, inputting data and integrating data.
Maintains a log of all data changes performed.
Helps create program codes and forms to monitor: 1) queries to from sites, 2) internal data change requests, 3) data changes made to our database, and 4) data changes made to site databases.
Performs other related duties.

Supervision Received



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The Database Assistant will work under supervision and direction provided by the Principal Investigator, the Senior Database Manager and the MFM statistician.

Supervision Given

The Database Assistant may provide assistance to support staff or team members to ensure that project goals are met in a timely manner.

Consequence of Error/Judgement

Poor decisions may be damaging to the reputation of the CFRI and department of Obstetrics and Gynaecology and may result in financial loss to CFRI, C&W, and UBC. All research activities must be conducted in an ethical manner that reflects the proper activities of these institutions. The Database Assistant is expected to exercise a considerable amount of good judgment and initiative in duties and responsibilities.

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 work effectively independently and in a team environment. Ability to communicate effectively verbally and in writing. Ability to exercise sound judgment. Ability to effectively manage multiple tasks and priorities. Ability to maintain accuracy and attention to detail. Ability to make thoughtful, informed, and thorough decisions. Able to work flexible hours in order to meet deadlines. Strong database application skills, reporting template, website development, data analysis and form design. Working knowledge of various operating systems, including Microsoft Windows (Server and Workstation), Office, Visual Basic for Applications (VBA), relational databases (Access and Microsoft SQL). Experience with Microsoft.NET tools and design an asset. Demonstrated technical experience and capabilities related to computers, hardware and software, and local and wide area networking.

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Job Posting

Job ID: 17246 (Repost)
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: OcuptnlScience&OcuptnlTherapy
Salary: \$41,814.00 - \$45,600.00 (Annual)
Full/Part Time: Full-Time
Desired Start Date: 2014-01-06
Job End Date: 2014-12-31
Funding Type: Grant Funded
Other:
Date Closed: 2014-01-17 **Available Openings:** 1

Job Summary

The Research Project Manager (RPM) is responsible for the day to day management of several centre- and community-based research projects currently underway in the Rehab Research Lab at GF Strong Rehabilitation Centre and Blusson Spinal Cord Centre (ICORD). The overall aim of these projects is to investigate how mobility can be improved in older adults through innovative manual wheelchair and scooter training interventions and using other forms of assistive technology.

Organizational Status

The RPM reports directly to the Research Coordinator (RC) and or the Principal Investigators (PIs). The applicant will work with other researchers, clinicians, graduate students and staff.

Work Performed

Has primary responsibility for the recruitment of participants, management of participant issues throughout study as they may arise, and ensure and manage contact between study personnel and participants is maintained throughout their involvement in the study;

- Oversees and manages logistic and organizational matters related to all participant sessions;

- Coordinates ethics approvals (applications, amendments and renewals) for relevant Research Ethics Boards (UBC, VCHRI, etc.); ensures adherence to patient confidentiality and that research studies are conducted in accordance to the UBC and health authority ethical guidelines and policies;

- Advises RC on required project expenditures; reviews appropriateness of potential purchases based on Tri-Council funding guidelines;

- Facilitates, coordinates and tracks the process of remuneration of study participants;

- Exercises tact, skill and judgment when administering quantitative and qualitative assessments and assisting participants in completing questionnaires;

- Conducts research subject interviews;

- Manages transcription of interviews and their coding;

- Analyzes results from assessments as well as interview results in SPSS;

- Conducts literature reviews of a complex nature utilizing multiple databases and resources;

- Organizes and participates in meetings to define strategy, goals, and scope of the research project;

- Develops progress and summary reports for RC PIs;



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Maintains project technology, equipment and materials to ensure optimal functionality;
Dissemination - preparing, composing, editing and proofing documents such as reports, manuscripts, and scientific communications and preparation of posters presentations; and,
Performing other related duties

Supervision Received

Works under general supervision in carrying out duties and responsibilities; receives instructions during orientation and on subsequent new assignments or changes in procedures.

Supervision Given

In collaboration with the RC and PIs will be responsible for delegating tasks as appropriate to research staff and graduate or undergraduate students involved in the research.

Consequence of Error/Judgement

The applicant is expected to understand the ethical principles of research involving human subjects and to adhere to these ethical guidelines. Makes professional decisions and recommendation on all aspects of research work. Errors in performance of the above-related duties could have a significant impact on the effectiveness, image, reputation and financial status of the research project. Inappropriate judgment could result in loss of potential research, in funding shortfalls for research grants or contracts, and may flaw the research.

Qualifications

Undergraduate degree in a relevant discipline or Graduation from a technical college or institute. Master's degree preferred. Training or experience in research coordination and scientific technical writing preferred. Minimum of 3 years related experience or the equivalent combination of education and experience. Demonstrated proven experience working with persons with disabilities (paid or volunteer). Strong conceptual skills and a demonstrated ability to design and carry out research projects. Ability to work with people of diverse needs and excellent skills in problem solving. Excellent oral and written communication skills. Excellent substantive and copy editing skills. Familiarity with health sciences education and research initiatives. Facility in the use of computers (Microsoft Office and SPSS required). Experience with other research software an asset. Strong organizational and interpersonal skills are essential. Ability to manage and move forward a diverse range of concurrent complex issues and tasks. Ability to work independently and in a team environment while exercising excellent judgment at all times. Access to a vehicle an asset. Familiarity of University policies and procedures would be an asset.

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