

Support Job Position Description

Section I: Position information

Effective date	2026-07-02	☒ Update only	☐ Classification review
Position title	Intermediate Instructional Workload Specialist		
Position number	998598, 998599		
Classification level	R2		
Position affiliation	☒ AUPE ☐ Excluded		
Location	Virtual		
Department	Learning Services Tutorial		
Reports to	Click or tap here to enter text.		

Position summary

Briefly describe the main purpose(s) of the position.

Under the direction of the Coordinator, LST, this position is responsible for administrative duties related to: comparative workload analysis (student/tutor work assignment ratio); salary and benefit related functions, for employees who fall under the CUPE Collective Agreement. Attention to detail, accuracy and the flexibility to work on multiple assignments at any one time are critical as well as resolution or referral of student and tutor queries and providing information to tutors and students by mail and/or electronic mail.

Duties and responsibilities

Organize by key responsibility area and include % of time spent where possible.

- Analyzes tutor and academic expert workloads and process student transfers to ensure that under capacity and overcapacity of workloads are quickly eliminated to ensure that the provisions of the CUPE Collective Agreement are met, and the tutor block delivery system is as cost effective as possible.
- Reviewing, verifying, and processing Marking Schemes, and ensuring compensation for preparation stipends where applicable. Confirms (salary, budget and related codes) and processes staff appointment forms for Academic support members to Faculties.
- Processes, tracks, and coordinates alternate coverage for academic support members going on leave. Assists Coordinator, LST as required with temporary payroll adjustments.
- Administers systems accesses for academic support members providing leave coverage, and initiates correspondence to students providing tutor/academic expert information updates, notification of absences, alternate arrangements or unique circumstances.
- Management of multiple LMS systems
- Ensures that confidentiality of sensitive information is maintained and stored following the Records Management guidelines.

- Verbal and written communication with academic support members. Ensures academic support members and Faculties, as well as other university departments and stakeholders receive timely documentation as required.
- Resolves or refers student and academic support concerns to the appropriate stakeholders.

Secondary:

Assist as required with:

- Data entry as required and maintaining files, spreadsheets, & SharePoints throughout various AU systems.
- General office duties as required (e.g. mail handling, upkeeping file room).
- Other duties and projects as assigned by Coordinator of Learning Services Tutorial.

Occupational health and safety

Employees:

Responsible to participate in the AU OHS program as required.

Supervisors:

Responsible for awareness of one's OHS Responsibilities as an AU employee and supervisor, for participating in the AU OHS Program as required, and for ensuring the participation of employees in the AU OHS Program as required.

See: <https://ohs-pubstore.labour.alberta.ca/li008>

Classification factors

Context and complexity

Learning Services – Tutorial Department is responsible for a wide variety of delivery-related functions, and the Intermediate Instructional Workload Specialist must be fully aware of the policies and procedures related to the academic centres and course delivery in general.

The incumbent must be knowledgeable of the content of the CUPE Collective Agreement to ensure work procedures comply. Must have excellent communication, listening skills and problem solving skills to counsel and advise on issues and procedures to avoid adverse results. Adherence to the CUPE Collective Agreement is critical to maintain good labour relations and to avoid grievances.

This position requires a high level of interpersonal & analytical skills complemented by an overall knowledge of course delivery processes in order to respond to a diversity of incoming queries from tutors, faculty, students and other departments. Priority setting is a major component of this position. Student and tutor requests are frequently of an urgent and sometimes critical nature. Communication within the department is essential to this function.

This position requires the ability to work on more than one task concurrently, under pressure, and with frequent interruption.

The complexity of functions within the area requires the ability to work with minimal supervision and comprehensive knowledge of the global working of the University

Work problems

Situations and circumstances vary from established guidelines, as policies and procedures are constantly changing. The incumbent must be able to recognize, assess and resolve or refer any resulting problems.

The incumbent must be accurate and thorough in all aspects of the work. Errors or missed deadlines affect employee pay and the function of other departments.

This position is front line problem solving for students, tutors, academic experts, faculty and other AU staff. The incumbent must be knowledgeable about all delivery-related functions in order to efficiently link tutors, academic experts, student, and faculty to suitable information resources

Authority

The incumbent must have a solid working knowledge of Learning Services- Tutorial procedures and the CUPE Collective Agreement. Day to day work will be coordinated and supervised by the Coordinator, LST.

A wide variety of information is distributed by Learning Services – Tutorial to students, tutors, academic experts, faculty and other departments. Incorrect information affects a large audience, and is usually difficult to correct once disseminated.

Contacts and communications

Regular contact and communication with students, tutors, academic experts, faculty, CUPE representatives, and other AU departments.

Communication with the various segments of the community at large including cooperating institutions, financial institutions etc. Correspondence is frequently of a confidential nature and the confidentiality of tutor personal information is of critical importance.

Signatures for section I

Incumbent signature		Date Select a date.
Supervisor signature		Date Select a date.

Section II: Qualifications

Qualifications

Includes education, experience, skills, abilities, and any other special qualifications required. The qualifications relate to the position not the incumbent.

- A minimum of two year post secondary training, or diploma, in administration area is preferred, with three years related office experience. Equivalences may be considered.
- Must be able to work independently, handle pressure, and be thorough, decisive and analytical.
- Must have excellent organizational and communication skills. Ability to communicate in a clear manner is essential (oral and written).
- Knowledge of a variety of technical equipment and systems (e.g. Brightspace, Moodle, Grades, Banner, Microsoft Office, Access) is essential.
- Experience working in a unionized environment and interpreting Collective Agreements is preferred.

Signatures for sections I and II

Department Head signature		Date Select a date.
Executive Officer signature		Date Select a date.
Human Resources review		Date Select a date.