Athabasca University

Professional Job Position Description

Section I: Position information

Effective date 2026-10-02 ☒ Update only ☐ Classification review	
Position title	Term Manager, Learning Resource Services
Position number	A98930
Classification level	AUFA Professional D
Position affiliation	☒ AUFA ☐ Excluded
Location	Place-Based
Department	Learning Resource Services
Reports to	Director, Academic Services

Position summary

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

Manage internal processes related to Course Materials, Acquisition, Inventory, Warehouse Control and Shipping, and Student Services. Provide management of Learning Resource Services to ensure efficient and effective unit operation, including budget management and external liaison.

Duties and responsibilities

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

Strategic Implementation and Operation: 35%

The incumbent will lead the implementation of strategic operations related to the delivery of course materials to students.

This involves managing the operation of all aspects of Learning Resource Services, including but not limited to student contact and service, technology, organizational structure, goods and services sourcing, document management equipment options, space utilization, and policies and procedures. Recommend cost effective alternatives to existing document management methodologies while maintaining quality and promoting excellent learning outcomes. This includes consideration of service delivery options such as selective and appropriate contracting out, amendments to the capital asset structure of the unit, and monitoring and analyzing the department's performance measures and benchmarks.

Internal Process & Budget Management: 50%

Assists the Director with the development of the long-term operational objectives for Learning Resource Services while ensuring that limited resources are allocated and prioritized in the most cost-effective means.

Ensures the effective management of the Learning Resource Services budget by providing input and guidance in decisions related to the budget.

Incumbent is also accountable for the day-to-day management of the Learning Resource Services budget, (approximately $6.5 million) and assists other departments with planning and budgeting for course production requirements.

Also coordinates with other departments, the development and integration of computer systems and technology for the electronic management, sales, and distribution of digital course material.

Consults with Faculties, ITS, student services units, and executive on new technological developments in the field of course materials production, materials management, and digital marketplace solutions. This process should ensure that new technologies adopted by Learning Resource Services are cost effective and meet the demands of the University as a whole.

Ensures that University copyright regulations and other policies are adhered to.

Manages the Learning Resource Services inventory (approx. $500,000). This involves establishing effective minimum reorder points and ensuring that stockpiles above these reorder points are necessary and approved by the appropriate executive officer. Works closely with Learning Resource Liaisons, Distribution Clerks, and Learning Resources Administrator who report to this position as well as with the purchasing unit.

Directs and manages the Warehouse/Shipping area to ensure the timely distribution of internal/external materials.

Directs and manages the coordination of matching externally purchased and in-house produced course materials and manages the re-ordering of course materials.

Responsible for unit and staff recruitment, training and performance management

Student Service: (10%)

Manages student services related to Learning Resource Services. Manages Learning Resource Services staff to ensure that student inquiries and concerns are responded to and resolved in a timely and efficient manner.

External Liaison: (5%)

Develops and maintains effective relationships with external agencies, suppliers, and contractors (for example, publishers).

Will be the primary contact with external Audit with regards to the Learning Resource Services functions of the University. (This predominantly relates to inventory counts and valuation.)

Provides a wide variety of accounting and system analysis functions that are the subject of external audit.

Assumes other responsibilities as required.

Occupational health and safety

Responsible for unit adherence to applicable Occupational Health and Safety guidelines and regulations. This will involve performing a detailed risk assessment of all equipment and workspaces, developing orientation procedures for all positions and equipment and also working with facilities to ensure that the physical work environment is free of hazards.

Classification factors

Communication

Ensures effective and efficient consultation with all levels, including Senior Officials both within and outside of the University, in communicating and implementing a new strategic direction for Learning Resource Services.

Externally this position manages communication between Learning Resource Services staff and students.

This position also communicates with and manages staff members that communicate with external vendors and contractors. This is a small but important component of this position.

Supervision

The position provides leadership and management to support staff within the Department and is responsible for establishing priorities, setting performance expectations, providing coaching and guidance, supporting professional development, and addressing employee relations matters in consultation with Human Resources.

The incumbent directly supervises the distribution clerks and Learning Resource Liaisons and is accountable for the effective delivery through those functional areas. Through these positions, the Manager, Learning Resource Services provides operational leadership and oversight to broader service teams supporting student success.

The position is responsible for workforce planning, recruitment, onboarding, Performance Management, employee development, employee and labour relations matters and fostering an environment that promotes collaboration, engagement, and service excellence.

Impact of service or product

The function of this position will have a direct and important impact on students and their ability to successfully complete their course work.

The work of the incumbent has a major impact on the University's ability to achieve its strategic goals related to quality educational outcomes and the ongoing transition to digital course materials. It also significantly affects Faculty ability to achieve their goals and affects other facets of the university due to the major financial investment that the university makes to ensure quality learning resources are available on a timely and cost-effective basis.

Cost implications of existing and new technologies which are within the scope of this position have a significant financial impact on the university.

The impact the advice provides and the success or failure of the cost modeling techniques and activities implemented will have a significant impact on decision makers throughout AU.

Independence of action

This position is expected to manage independently in all areas of responsibility. The incumbent will have regular contact with executive, department heads, and other internal and external stakeholders, concerning matters requiring input, clarification or resolution

This position is expected to provide continuous input for the review and improvement of the management and the structure of the Learning Resource Services.

Complexity

This position must have detailed knowledge of materials management concepts and practices including purchasing, inventory, logistics, distribution, and warehousing.

The incumbent must have a complete understanding of cost recovery operations within a publicly funded organization.

The incumbent must also have a detailed knowledge of course production practices, equipment and technology as well as with the registration processes.

Must have the ability to successfully lead and manage staff.

Must have the ability to set priorities both for oneself and others and evaluate organizational processes to improve operations.

Planning

In consultation with the Director, provide significant advice on the strategic vision of Learning Resource Services and advise senior management and executive accordingly.

Must be able to operate in a macro environment (analytical and strategic planning).

Must review and evaluate a wide variety of units' budgets and operational plans with a view towards improvements.

Must be able to evaluate new practices and systems throughout the university.

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 four-year University degree, preferably in business.

- A minimum of 5 years related work and supervisory experience in a unionized environment, some of which should be at a post-secondary institution.
- The incumbent should have excellent interpersonal skills and experience in resource allocation, organizational planning, and management of computerized systems and technology.
- Systems utilized include CMIS, Banner, and a variety of reporting tools.
- Demonstrated success in the implementation of major projects is required.
- Demonstrated interpersonal skills, including facilitation and negotiation skills is required.
- Must possess strong conceptual, analytical and creative problem-solving abilities.
- Excellent computer program and systems skills required.
- Experience leading and managing collaborative client relationships and teams is preferred.
- Professional experience within a post-secondary setting is preferred.
- Supervisory skills

May consider an equivalent combination of education and experience, where that experience includes at least 9 years directly relevant work experience in a learning resources setting with budget and managerial experience.

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.