

## Professional Job Position Description

### Section I: Position information

Effective date	2026-05-08	<input checked="" type="checkbox"/> Update only	<input type="checkbox"/> Classification review
Position title	Senior Manager, Student Services		
Position number	999941		
Classification level	AUFA Professional D		
Position affiliation	<input checked="" type="checkbox"/> AUFA <input type="checkbox"/> Excluded		
Location	Virtual with Place Based		
Department	Faculty of Business		
Reports to	Dean, Faculty of Business		

#### Position summary

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

The Senior Manager, Student Services is responsible for providing strategic direction and effective leadership to non-academic operational and administrative units within the Faculty of Business including Registration and Records, Student Services and Advising, Administration and Information Technology. The Senior Manager, Student Services will be responsible and accountable for delivery of world-class student services.

The position plays a critical role in managing the interface between the Faculty of Business academic (undergraduate and graduate) group, information systems, course production, learning systems, student support, advising groups and external university departments.

#### Duties and responsibilities

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

##### Operations Management- 40%

- Implement strategic decisions relating to University regulations and policies, student services and implements operational decisions. Conducts critical review of systems and software to inform planning, evaluation and implementation of SUP initiatives.
- Responsible for the analysis of resources, making recommendations regarding changes, enhancements, coordination and development of student support systems and online course delivery within both the graduate and undergraduate program areas, as directed by the SUP.
- Participates in Faculty and AU steering and operational committees for the purpose of evaluation, developing and implementing existing and potential delivery and administrative support service systems and software.
- Participate in the strategic planning process within the Faculty of Business as a member of the senior management team

- In conjunction with departmental managers, facilitate the development of effective operational and tactical plans which align with overall organizational goals
- Participate as a member of the management team in day to day business operations, problem resolution, performance management and providing expert advice in effective operations management.
- Build effective business relationships with all Faculty of Business departments, Athabasca University (as applicable) and Faculty of Business partners.
- Identify, prioritize and action process improvement opportunities across operations departments to achieve outstanding customer service delivery, and operational excellence
- Develop and manage operational level key performance indicators for each department.
- Develop a quality oriented, professional culture.
- Cultivate a high performing team of knowledgeable and qualified people who can support and accomplish the business strategy and plans

#### Student Service Management – 50%

- Supervise Student Support, and Advising Coordinators activities in relation to each other, the academic group, the learning systems group, student support groups and other university departments to ensure a high quality of student services.
- Manage the flow of activities in both the undergraduate and graduate student services areas to allow for effective utilization of resources and to ensure students are provided excellent services and concerns are resolved in a timely manner.
- Manage new initiatives, support systems and activities provided to students
- Ensure that special interest groups student needs are understood and tailored personalized service provided as required (indigenous students, international students, partnerships, etc.)
- Ensure program regulations, changes, and updates are handled in an accurate and timely manner.
- Recruit and coordinate the training and prepare performance appraisals for unit coordinators.
- Ensure staffing is maintained at appropriate levels.
- Ensure that operational areas follow AU policies and procedures appropriately.
- Responsible for proactive management of the student life cycle to support successful planning and completion of programs by students.
- In consultation with the technical group, initiate the development and implementation of systems within the student services group to increase efficiency and effectiveness of support services provided.
- In consultation with the technical group and ITS central, initiate new systems, services and processes within the undergraduate and graduate program areas to enhance the various activities and services available to students (i.e. SRM, Student Admission System (SAS), Virtual Co-op, Mentorship portal, etc.)
- Manages the relationship and workflow between the student's services units and the Registrar's office and the graduate Academic Admissions Committees including preliminary assessment of applications, acquiring appropriate transcripts, assessment of transcripts and

ensuring a high level of communications regarding the compliance of admissions procedures with program regulations and policies.

- Review and promptly act upon student service related feedback from students.
- Make presentations to internal, university-wide groups and external groups in regards to the Faculty of Business processes and systems.
- Assist in researching, developing and implementing new administrative systems, tools and software within the student services area.
- Ensures that appropriate statistical and other reports are generated and reported on as required.
- Develop support systems to ensure improvement of systems and services within the Faculty of Business.

#### Financial Management – 10%

- Monitor and control the variable costs of student and services for both the graduate and undergraduate units.
- Monitors student service expenditures within the approved budget. Manages staffing and workload responsibilities.
- Sign-off of leave requests ensuring they are accurate and follow set regulations of the A.U.P.E. collective agreement.
- Ensure set regulations of the A.U.F.A. collective agreement are followed for professional staff.
- Seek ways to increase productivity and cost effectiveness without compromising quality and service in the student service and IT areas.
- Budgetary authority as set by the Dean.
- Provide ongoing reports and assessments to the Dean.

#### 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*

#### Communication

Communicates and resolves problems across all Faculty of Business departments. Must be capable of communicating complex business and technical terminology to stakeholders in a simplified manner. Acts as a liaison between the Faculty of Business, AU Departments and external vendors and consultants. The role requires effective communications in motivating and coaching staff, mediation and problem resolution and fostering innovation, constructive thinking and action.

The incumbent participates in various AU planning and operational committees and must be able to communicate effectively with staff of all levels to justify and defend his/her position and negotiate solutions to problems.

Superior oral and written communication skills are required including listening skills and conflict resolution. The incumbent will discuss student services, Information Technology procedures, and policies with staff both at AU and other institutions, students and other clients

Must be able to communicate priorities to staff and promote motivation. Strong client-relations skills are essential to this position including: vendor liaison, presentation techniques, working with senior management, writing proposals, and policies.

Must keep informed of initiatives that might impact the Faculty of Business and other departments.

#### Supervision

This senior management position will directly supervise operational managers with a team composition of approximately 30 people in both management professional and support positions.

Provides overall planning and direction for the department, conducts performance reviews for direct reports, determines hiring, training and development needs, and ensures good working relationships within the team and between the Faculty of Business departments and the University.

#### Impact of service or product

The units reporting to this position are critical to the core business of the Faculty of Business in delivering student

services (e.g. admissions, course registration, advising, and customer service), and supporting business operations of the Faculty of Business and the online learning environment and student technical needs. The team assists in managing the student lifecycle and supports enabling business processes, technologies and applications. Failure to deliver in any of these areas can have a profound impact on customer satisfaction, and academic credibility.

The incumbent is responsible for the integrity and the quality of student services within the graduate and undergraduate units with the Faculty of Business. Student satisfaction is a critical factor in the number of students returning and continuing to take courses and programs, which in turn will keep the registration level constant or rising. With new initiatives within the undergraduate school, such as international and domestic collaborations this position is integral to the maintenance of quality in a time of rapid growth and increasing course complexity.

Must employ tact and have an understanding of academic protocols and the larger political context. The Manager must ensure compliance with the regulations and guidelines as outlined in the AU policies and procedures, and FOIP.

Timelines and meeting benchmarks requires strong organizational, writing and oral presentation skills as well as excellent planning, project management and time management skills.

#### Independence of action

The incumbent functions as an integral member of the operations and student services teams and will be expected to perform duties independently, without supervision.

Must be able to prioritize and re-prioritize work routinely. The incumbent acts independently to determine the priority of activities and allocation of resources within a broad range of student service and IT activities.

The position has authority to make exceptions outside of certain established policies and may include the negotiating and settling disputes and resolving complaints. Will have budgetary signing authority.

#### Complexity

The diversity of responsibilities required to support the strategic and operational activities for the Faculty of Business adds considerable complexity to the position.

Extensive experience in leading teams through organizational change, developing future oriented plans with a customer and process oriented focus.

Requires expertise in management of student support services, as well as knowledge in course production and delivery systems, database development and administration. This position is responsible for a full range of registration, admissions and student services in support of a system that is operates in parallel with the Office of the Registrar and ITS Services.

Extensive experience required in a distance education environment and in understanding the production, delivery and support systems required to produce and deliver courses.

Ability to effectively liaise and work with many other university departments is crucial. This position requires an extensive knowledge of the SUP and other University plans.

### Planning

The incumbent will play a major role in formulating the Strategic Plan for the Faculty of Business and will be called upon to play a leadership role in development and implementation of strategies and plans in areas such as Registrations and Records, Advising, and student support services.

The incumbent will also be responsible for developing operational plans for these units and will assume the lead role in researching and reviewing new and emerging trends.

The work involves extensive planning of the use of time, people and resources to achieve the goals and services of the Faculty of Business.

The Senior Manager, Student Services will be responsible for monitoring and managing the student life cycle and developing and maintaining efficient and effective services.

Will be required to initiate proposals for improvement or development of services and the development of, or modification to policies, including service and system replacements or enhancements.

Must prioritize workloads and meet deadlines.

### *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.

- The Senior Manager, Student Services should possess a Masters degree in Business Administration or related discipline and at least 10 years of progressively responsible professional experience in an operations or administration environment. Must have extensive experience with process reengineering, management and be able to deal effectively with change management issues that arise as a result of organizational change.
- Advanced knowledge and experience in a broad section of business and technical disciplines including customer service delivery, human resource management, multi-media publishing, and information technology management are key to success in this position.
- The position requires extensive supervisory experience in a distance education environment including strong management and leadership skills. Must have proven ability to take on leadership roles as project manager and ensure projects are completed on time.
- Must have excellent administrative and organizational skills, as well as interpersonal and communication skills. The incumbent must have superior writing skills and capable of making presentations
- Must have the ability to work independently, without supervision, and be able to routinely prioritize and re-prioritize simultaneous projects.
- Must have excellent computer skills and proficiency in the use of Notes, office 365 applications including Microsoft Dynamics, Banner, Internet, and related products.

### *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.